

COMPLAINTS

The following table presents complaints resolved between 1 July and 30 September 2019

Method of Complaint	Nature of Complaint	Complaints resolved within policy timescales?	Outcome	Service Change / Improvement required
3 rd party	Issue re dampness in property	Yes	Inspection carried out – condensation issue	N/a
Phone call	Unhappy with style of window to be installed	Yes	HHA informed all windows fitted on like for like basis	N/a
3 rd party	Claims of dampness and rot in property	No	Investigations and tests ongoing	N/a
3 rd party	Issue re request to reinstate property fittings to original condition	No	Information from tenant awaited re works undertaken	N/a
3 rd party	Issue re back fence and lighting at rear of property	Yes	Following inspection – fence work planned in environmental works. Rear light fitted.	N/a