

PERFORMANCE

COMPLAINTS

The following table presents complaints resolved between 1 April and 30 June 2019

Method of Complaint	Nature of Complaint	Complaints resolved within policy timescales?	Outcome	Service Change / Improvement required
Form	Issue regarding windows not sealed sufficiently and causing draughts	Yes	Apology made on behalf of contractor and works rectified	Monitor contractor work
3 rd party (CAB)	Issue regarding positioning of meter and garden area	Yes	Tenant advised HHA cannot move meter. Also garden area confirmed	N/a
Letter	Anonymous complaint about use of common ground	Yes	Noted situation re common ground, yet no response possible due to anonymity	N/a
Email	Weeds at common lane and common areas	Yes	Confirmation that estates team scheduled to cut back weeds	N/a
Email	Issue re removing light cover	Yes	Tenant shown how to remove cover and change bulb – now aware of how to do this.	N/a
Letter/form	Issue regarding gaining access to property	Yes	Letter from Housing Manager explaining legal duties in this respect	N/a
Email	Issue regarding mould on bathroom walls	Yes	Property inspected – issue to do with condensation. However actual tenant not present, and no access on subsequent visits. No further contact	N/a