

Compliments and complaints

1 April – 30 September 2017

These are the formal complaints registered between 1 April and 30 September 2017.

46 compliments were also logged over the same period.

Team	Upheld Complaints	Rejected Complaints	Still open	Total Complaints
Customer Services	0	1	0	1
Development	1	0	0	1
Lettings	2	1	0	3
Maintenance	6	2	0	8
Neighbourhood Housing	4	3	2	9
Out of hours service	0	1	0	1
PropertyPlus	0	2	0	2
Total	13	10	2	25

Nature of complaint	Upheld complaints
Communications	6
Delayed works	4
Quality of workmanship	3
Total	13