

Compliments and complaints

1 April to 30 June 2018

These are the formal complaints registered between 1 April and 30 June 2018.

37 compliments were logged over the same period.

Team	Upheld complaints	Rejected complaints	Still open	Total complaints
Customer Services	0	0	0	0
Development	0	0	0	0
Lettings	1	2	0	3
Maintenance	6	3	0	9
Neighbourhood Housing	4	2	0	6
Out-of-hours service	0	0	0	0
PropertyPlus	0	0	0	0
Total	11	7	0	18

Nature of complaint	Upheld complaints
Communications	5
Delayed works	1
Quality of workmanship	2
Not at fault	3
Still open	0
Total	11