

Compliments and complaints

1 April – 30 September 2019

Complaints category	Dev	NH	CFM	PM	CS	HO	IC	Let	WBDA	TOTAL
Appointments/non-attendance		1	1							2
Quality of work			3	1						4
Damage caused				5						5
Compensation										0
Time taken	1			3						4
Staff behavioural issue										0
Lack of contact/progress		1	1	1				1		4
Quality of home	1			2						3
Damp/mould				3						3
Rent-related		1					1			2
Incorrect information provided		1				3	1	1		6
Service charge-related										0
Estate maintenance (Centigen)		2								2
Recharge dispute		2						7		9
Other		1				1				2
Complaints TOTAL	2	9	5	15	0	4	2	9	0	46
Compliments TOTAL	0	3	36	1	6	1	0	1	1	49

Key to teams:

Dev Development

NH Neighbourhood Housing

CFM Centigen (repairs & grounds maintenance)

PM Planned Maintenance

CS Customer Services

HO Home Ownership

IC Income Collection

Let Lettings

WBDA

Welfare, Benefit and Debt Advice