

## Compliments and complaints

1 October – 31 December 2019

Complaints category	Dev	NH	CFM	PM	CS	HO	IC	Let	WBDA	TOTAL
Appointments/non-attendance		1	2							3
Quality of work	1		3	3						7
Damage caused				5						5
Compensation		1								1
Time taken	1		1	6						8
Staff behavioural issue		1				1				2
Lack of contact/progress		1	1	4				1		7
Quality of home	1			4						5
Damp/mould				3						3
Rent-related		1					1			2
Incorrect information provided		1				3	1	1		6
Service charge-related										0
Estate maintenance (Centigen)		3								3
Recharge dispute		2						7		9
Anti-social behaviour		1								1
Other	1	1			1	1		1		5
<b>Complaints TOTAL</b>	<b>4</b>	<b>13</b>	<b>7</b>	<b>25</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>10</b>		<b>67</b>
<b>Compliments TOTAL</b>			<b>15</b>				<b>1</b>			<b>16</b>

### 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