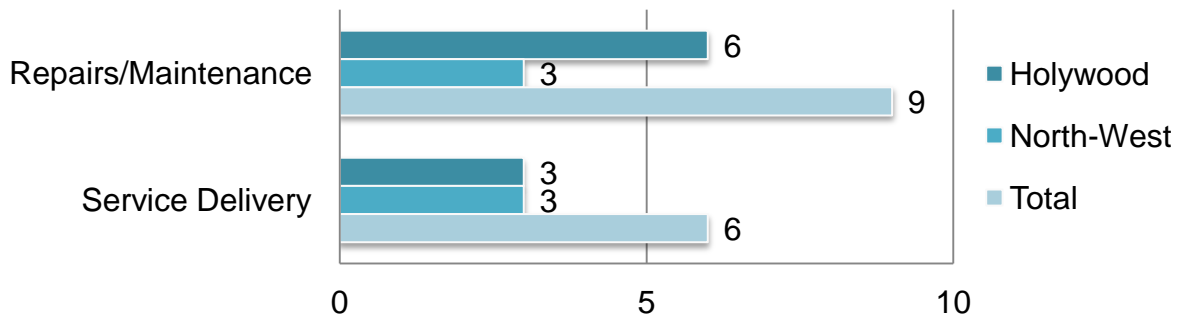
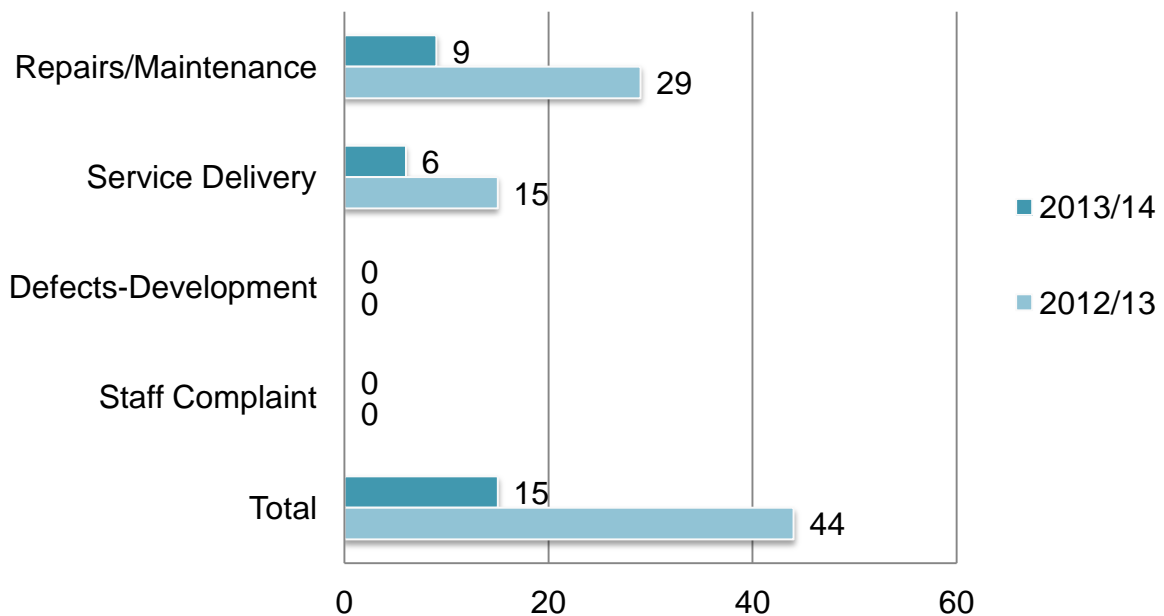


**COMPLAINTS AND ASB REPORT
AND COMPLIMENTS UPDATE 2013/14**
(ASB - Anti-Social Behaviour)

SUMMARY OF COMPLAINTS April 2013 - March 2014



COMPARISON TO THE PREVIOUS YEAR

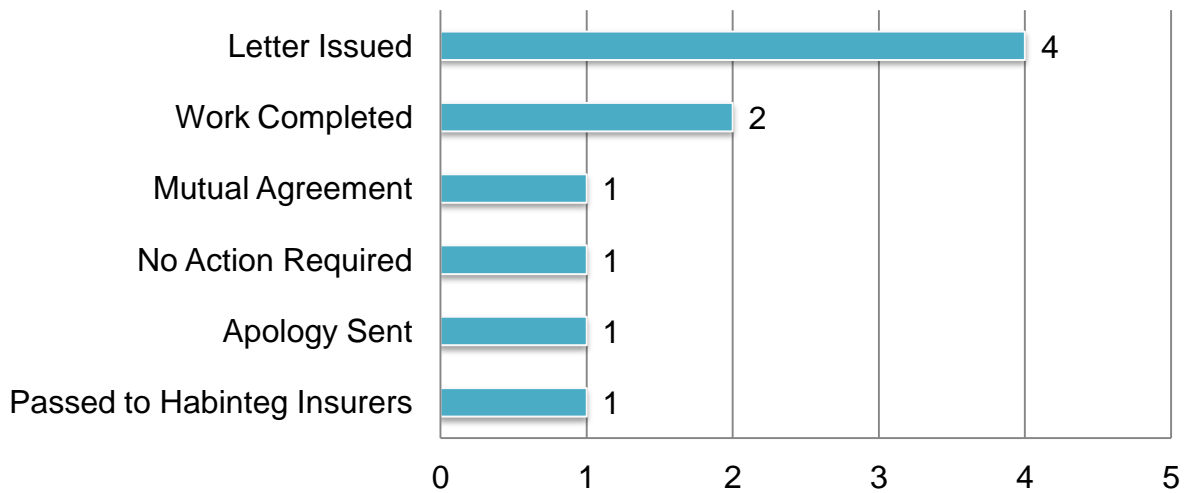


NUMBER OF COMPLAINTS RESOLVED AND ONGOING

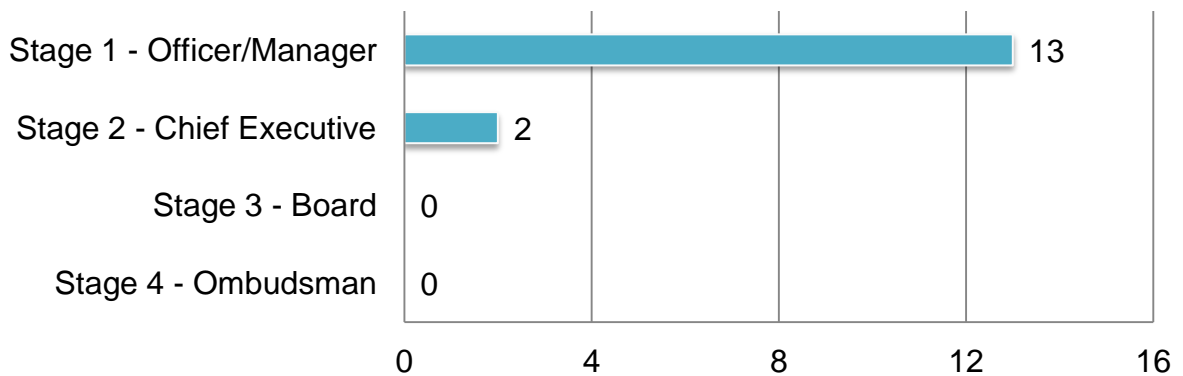
	Holywood	North-West	Total
Number resolved	7	3	10
Number ongoing	2	3	5
Total	9	6	15

N.B. The ongoing cases are those where: full written reply was posted (2), contractors have been sent on site (1), tenant is not contactable (1), adaptation is in progress (1).

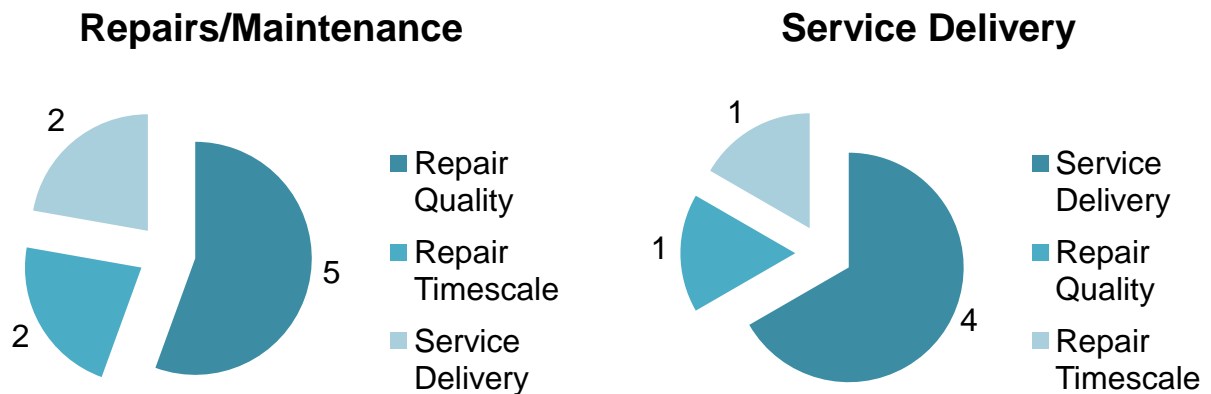
HOW COMPLAINTS WERE RESOLVED



THE STAGE COMPLAINTS WERE TAKEN TO



SUBJECT OF COMPLAINTS

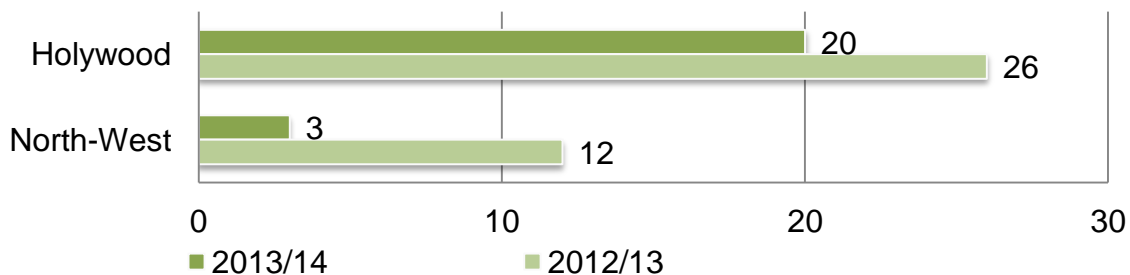


COMPLIMENTS UPDATE 2013-14

There were 42 compliments recorded (both verbal and written) during the year.

ANTI-SOCIAL BEHAVIOUR CASES REPORT

NUMBERS RECEIVED (and comparison to the previous year)

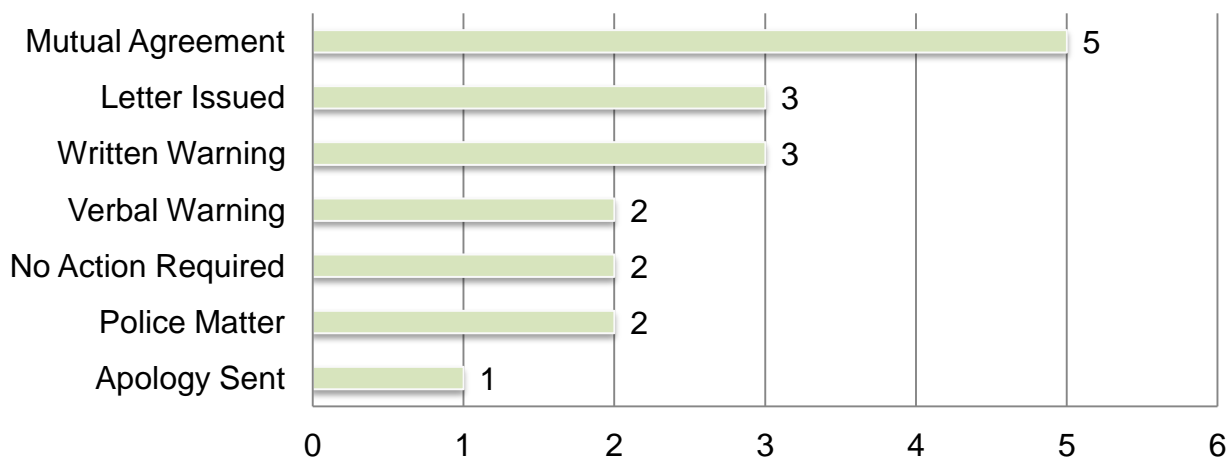


RESOLVED AND ONGOING

	Hollywood	North-West	Total
Number resolved	16	2	18
Number ongoing	4	1	5
Total	20	3	23

N.B. The ongoing cases are those referred for mediation, being monitored, under investigation or ongoing.

HOW CASES WERE RESOLVED



SUBJECT OF CASES

