

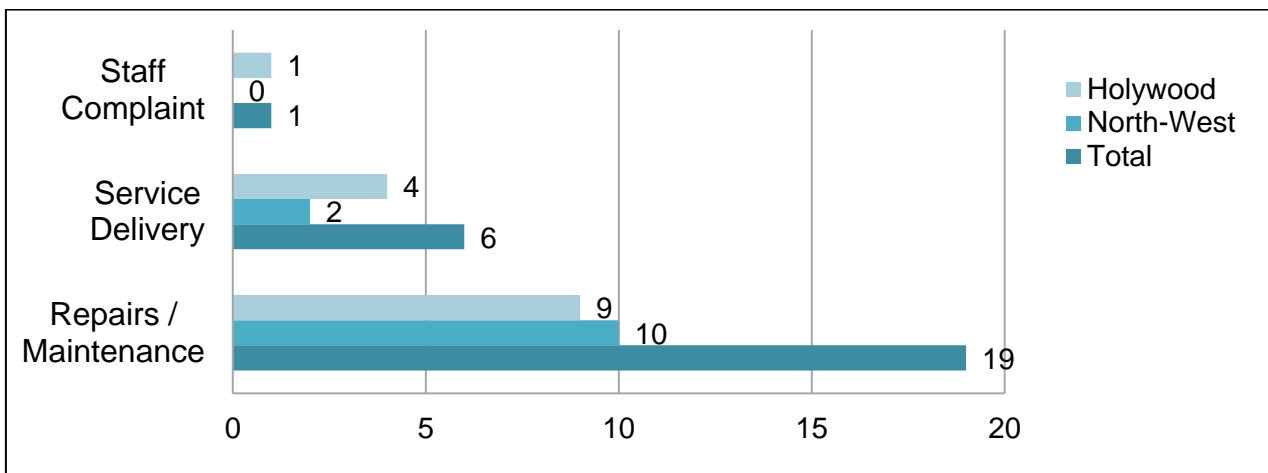
AGENDA ITEM 14

HMP[15]31

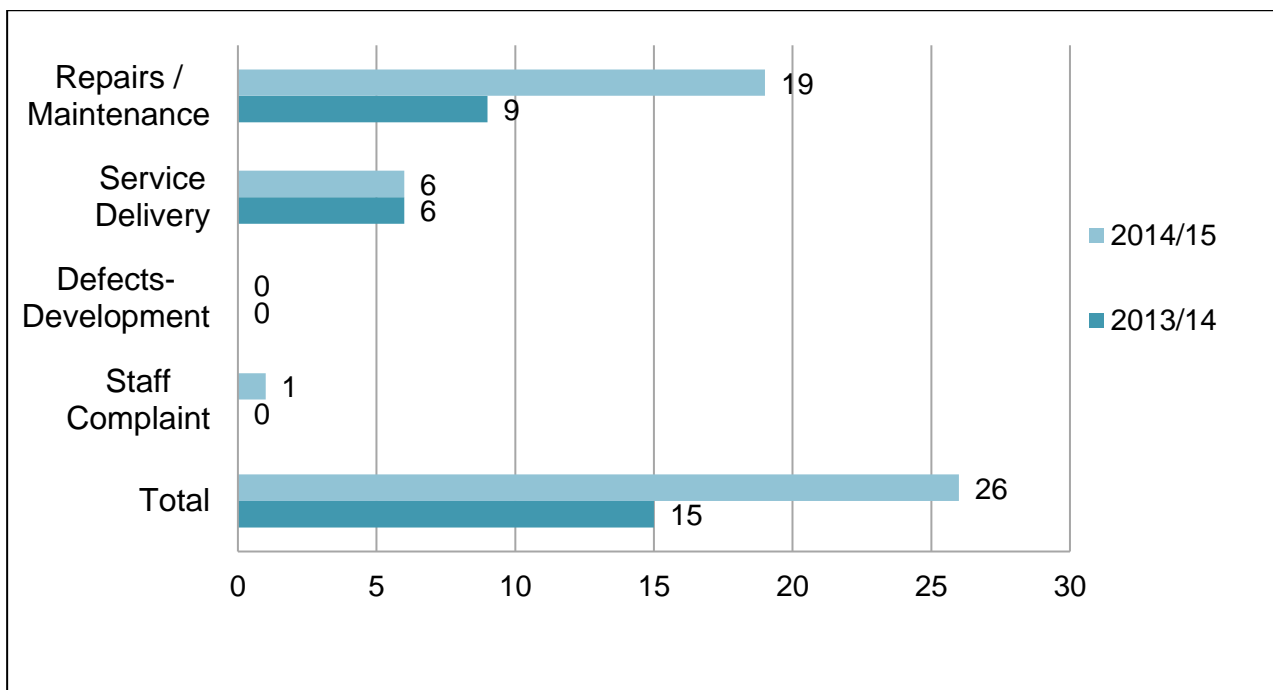
**COMPLAINTS AND ANTI-SOCIAL BEHAVIOUR REPORT
AND COMPLIMENTS UPDATE 2014/15**

COMPLAINTS REPORT

SUMMARY OF COMPLAINTS



COMPARISON TO THE PREVIOUS YEAR

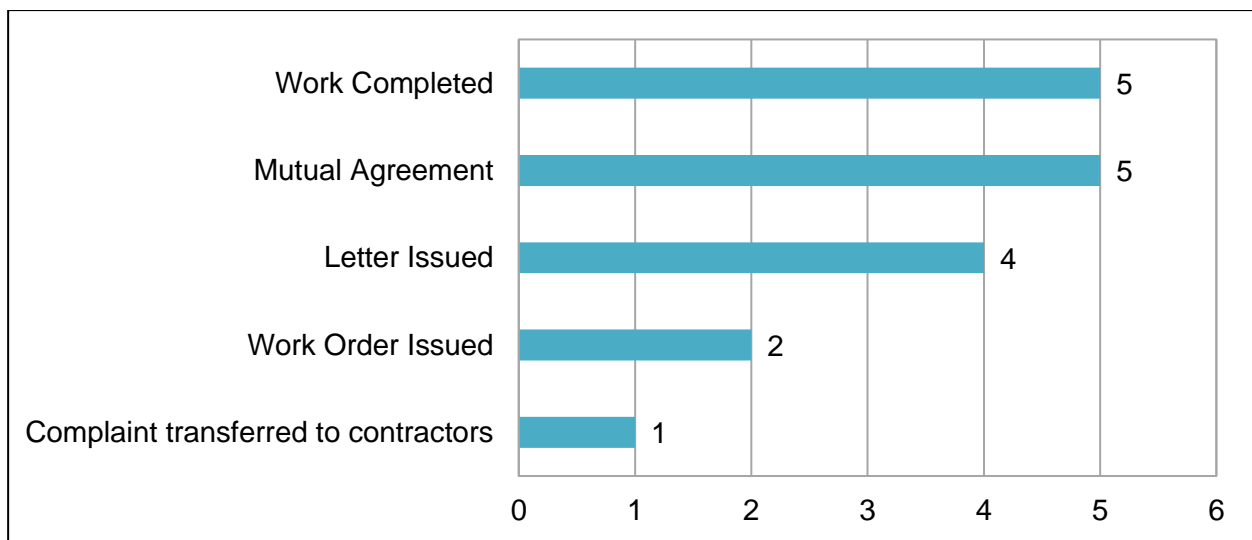


NUMBER OF COMPLAINTS RESOLVED AND ONGOING

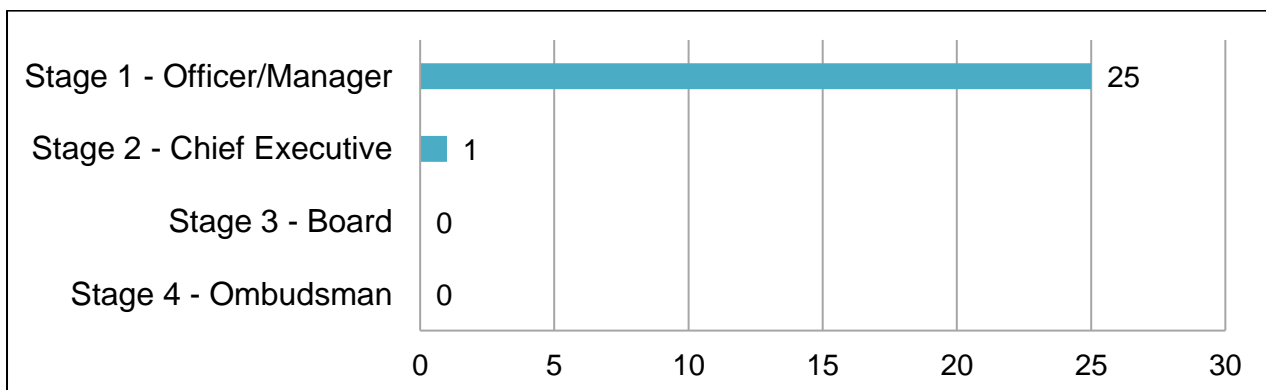
	Hollywood	North-West	Total
Number resolved	6	11	17
Number ongoing	8	1	9
Total	14	12	26

N.B. The ongoing cases are those where: full written reply was posted (5), maintenance staff have been sent on site (3), ongoing contact with tenant (1).

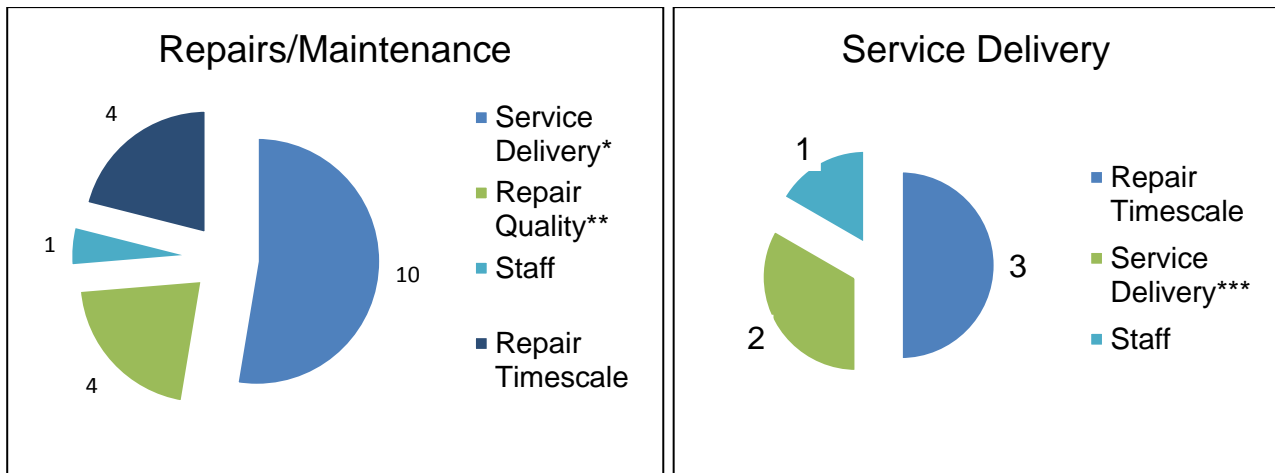
HOW COMPLAINTS WERE RESOLVED



THE STAGE COMPLAINTS WERE TAKEN TO



SUBJECT OF COMPLAINTS



* **Repairs/Maintenance** complaints for **Service Delivery** include: Invasion of privacy (repairs to tenant's garden by contractors required access to neighbouring tenant's garden), Recurring Damp, Treatment by Contractor, Disregard For Issue Raised, Redecoration Allowance.

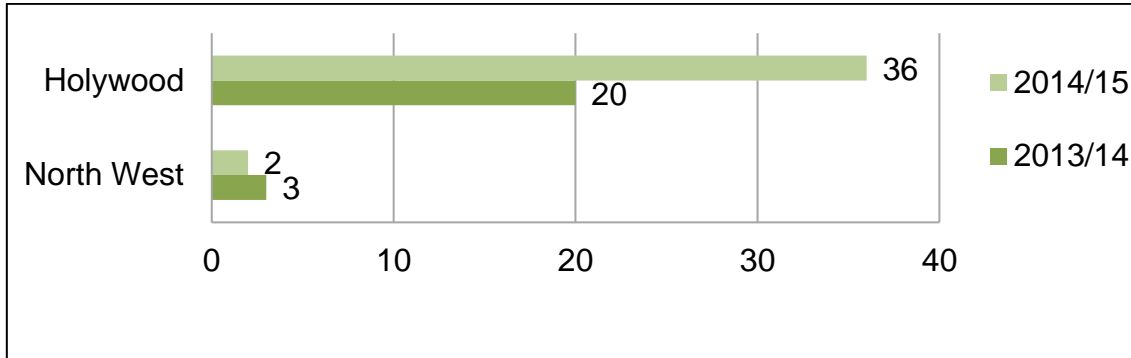
** **Repairs/Maintenance** complaints for **Repair Quality** includes: Recurring Drainage Issue

*** **Service Delivery** complaints under **Service Delivery** heading include: Tenant complaint that CA arrangements were unclear and about NW phone system, Disregard for Issue Raised (repairs not made until after several reports by tenant)

Please note there was also a complaint logged against a member of staff logged under **Staff Complaint** heading separately from the above. The complaint related to a member of staff who tended scheme's communal garden.

ANTI-SOCIAL BEHAVIOUR CASES REPORT [Housing Only]

NUMBERS RECEIVED (and comparison to the previous year)

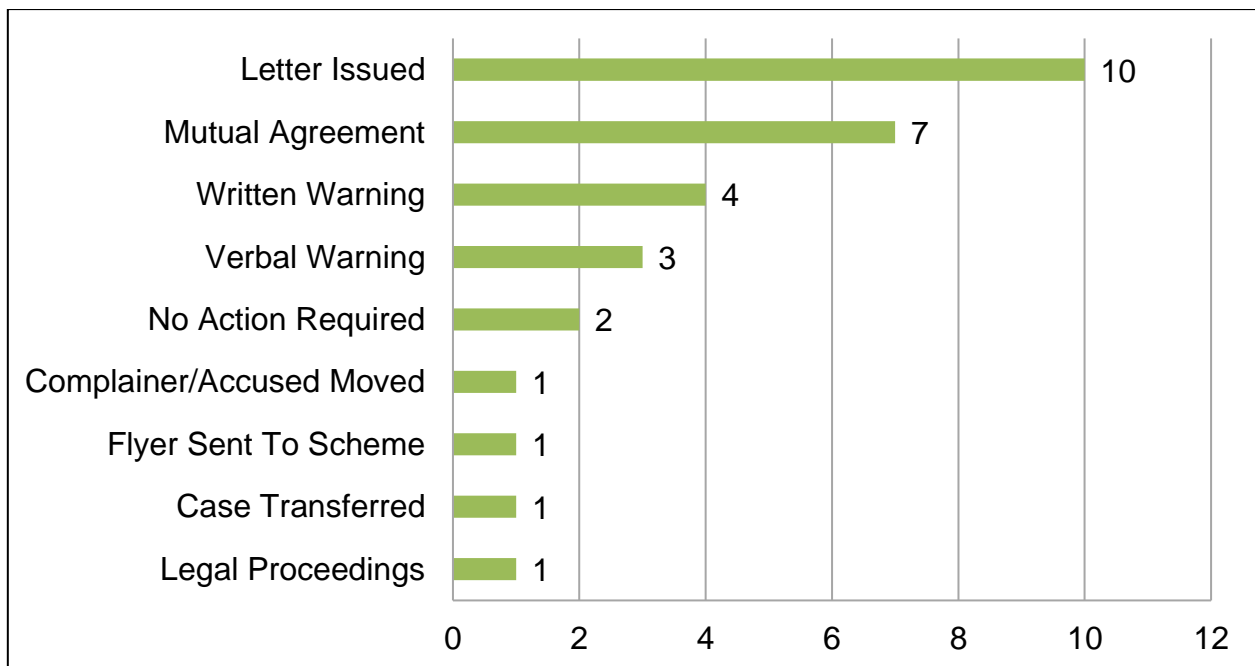


RESOLVED AND ONGOING

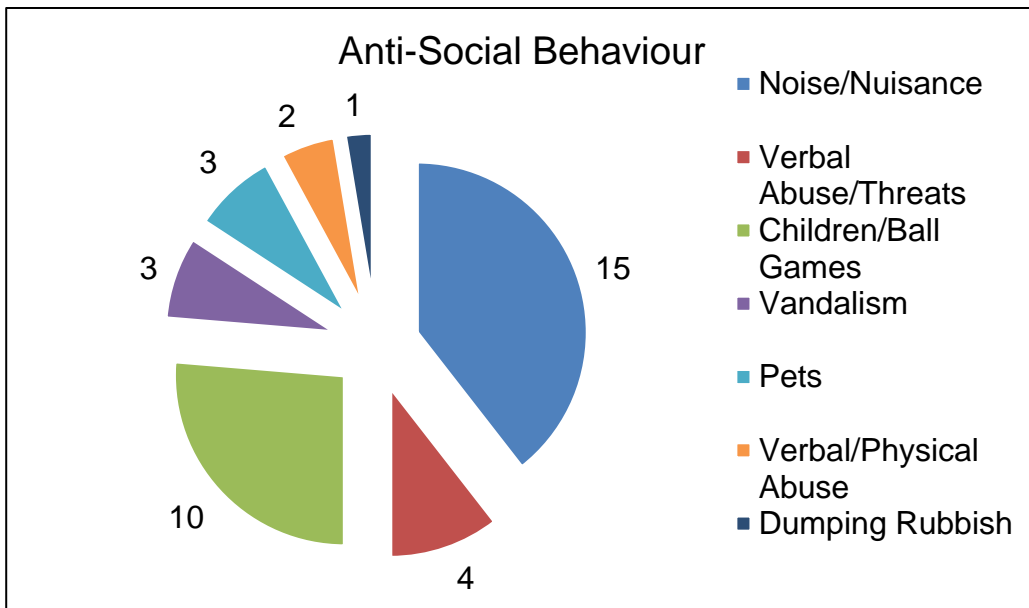
	Hollywood	North-West	Total
Number resolved	28	2	30
Number ongoing	8	0	8
Total	36	2	38

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

HOW RESOLVED



SUBJECT



COMPLIMENTS UPDATE 2014-15

There were 59 compliments recorded (both verbal and written) during the year.