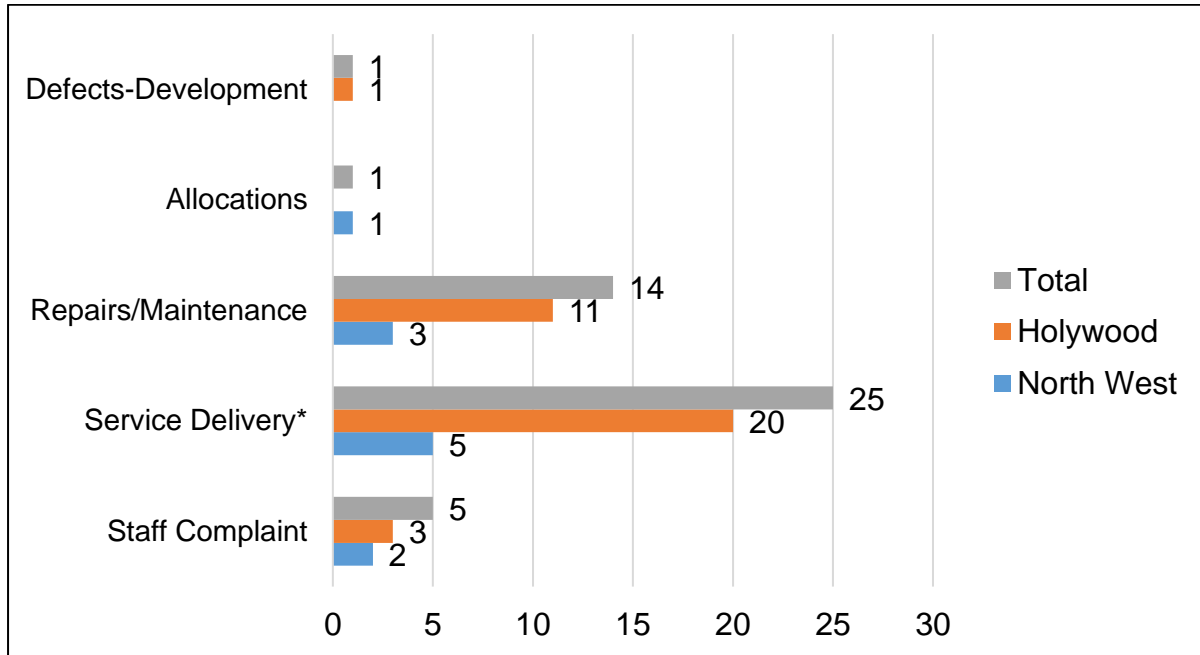


AGENDA ITEM

COMPLAINTS AND ANTI-SOCIAL BEHAVIOUR REPORT AND COMPLIMENTS UPDATE 2016/17

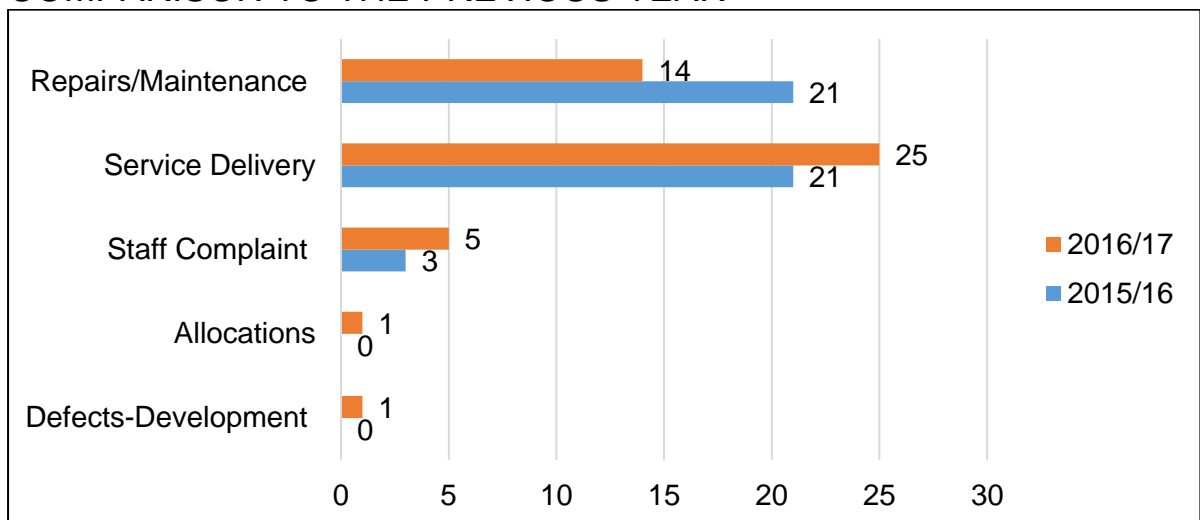
COMPLAINTS REPORT

SUMMARY OF COMPLAINTS



*Service Delivery including Allocations, Repair Timescale, Issues with Heating System and/or Solar Panels, Staff and Service Charge.

COMPARISON TO THE PREVIOUS YEAR

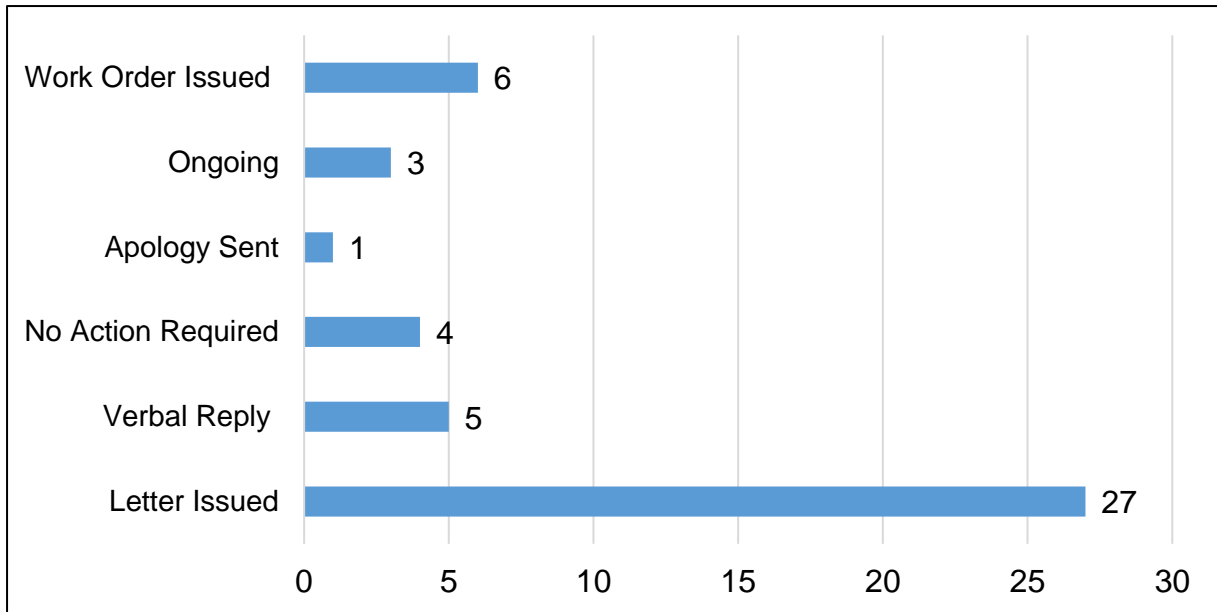


NUMBER OF COMPLAINTS RESOLVED AND ONGOING

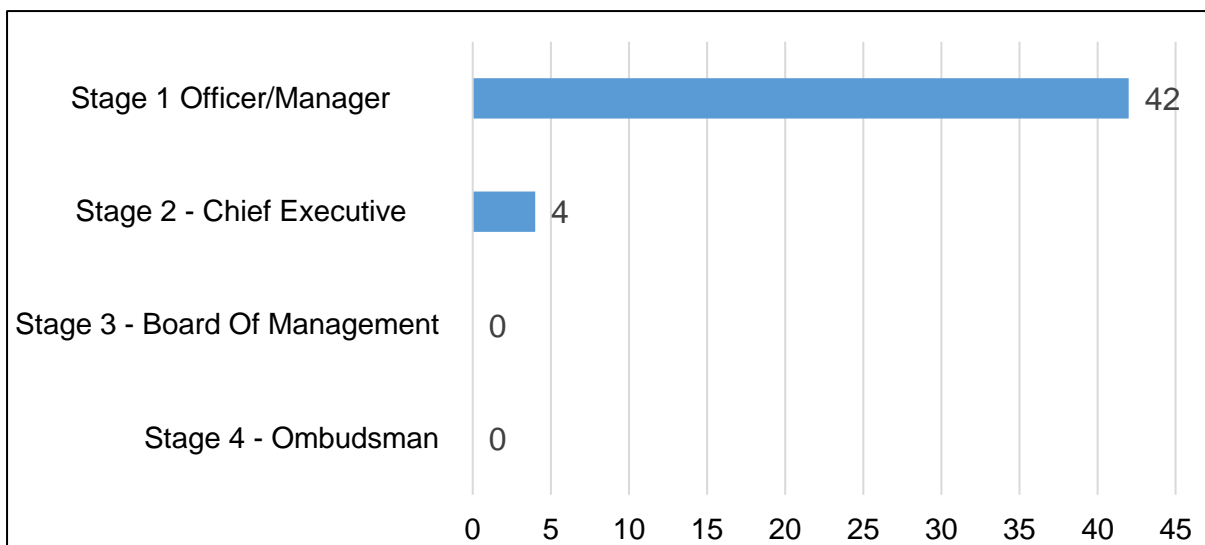
	Hollywood	North-West	Total
Number resolved	34	9	43
Number ongoing	1	2	3
Total	35	11	46

N.B. The (3) ongoing cases are being monitored.

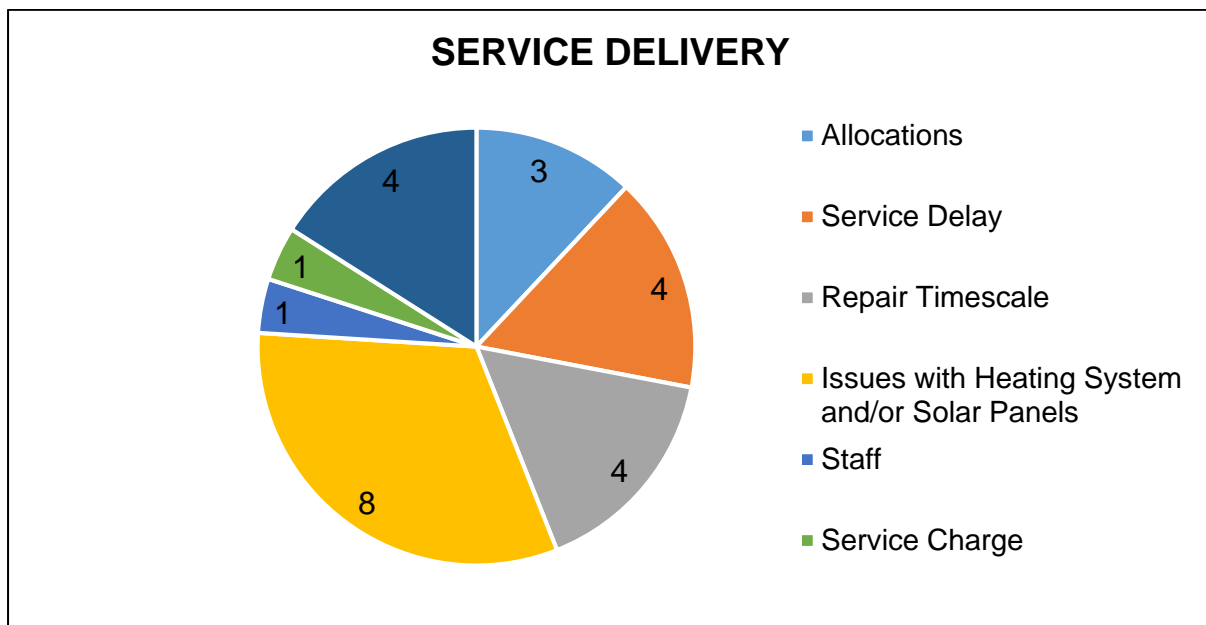
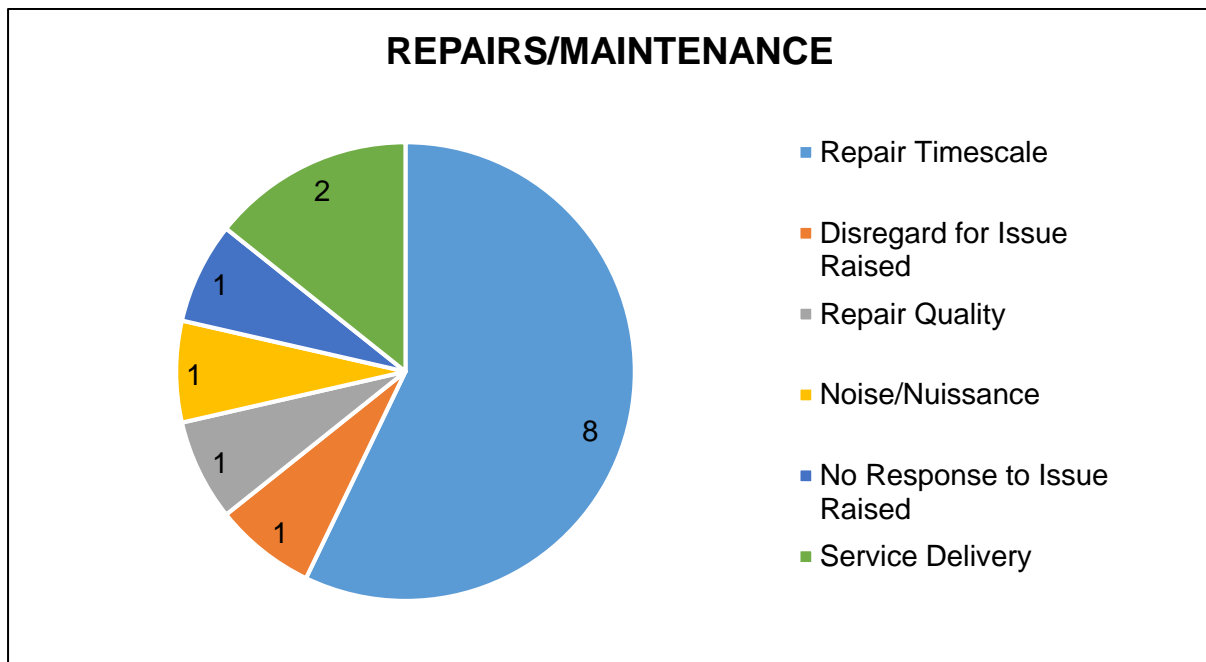
HOW COMPLAINTS WERE RESOLVED



THE STAGE COMPLAINTS WERE TAKEN TO



SUBJECT OF COMPLAINTS

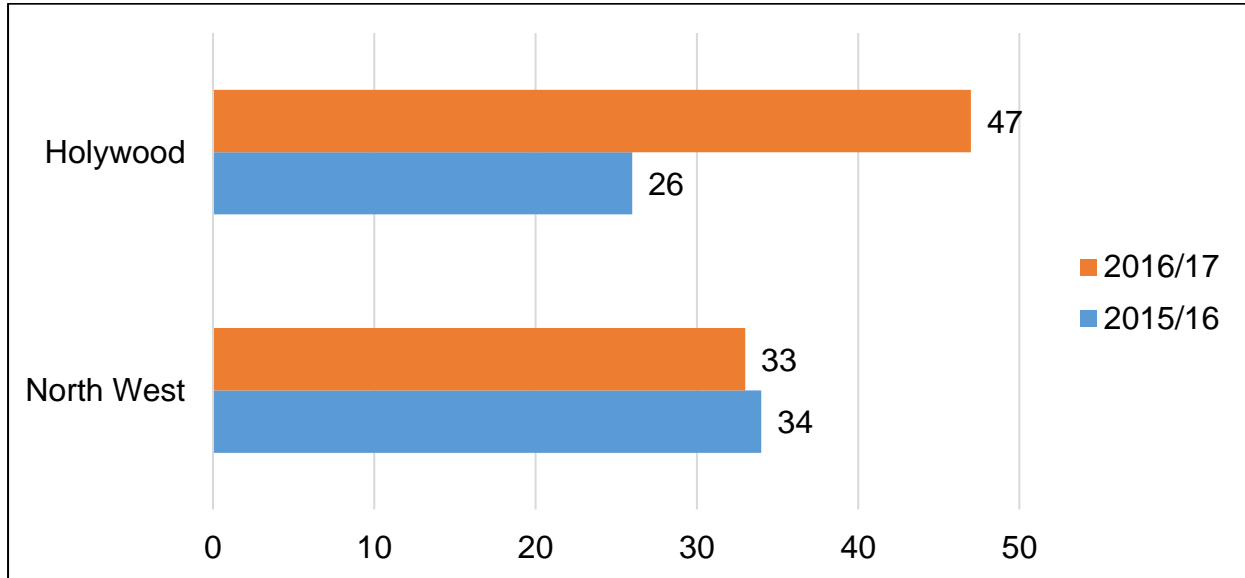


Please note that three complaints were made against staff members logged under **Staff Complaint** heading separately from the above. These complaints related to:

- Tenant felt intimidated by Community Assistant taking photographs of their property.
- Tenant felt that maintenance staff member was giving preferential treatment to neighbouring tenants.
- Tenant unhappy with Housing Officer visiting their property to discuss dog barking and rubbish.
- Tenant requested full audit of their rent account and was unhappy about how their rent account was being handled by staff.
- Staff complaint received via Community Assistant.

ANTI-SOCIAL BEHAVIOUR CASES REPORT

NUMBERS RECEIVED (and comparison to the previous year)

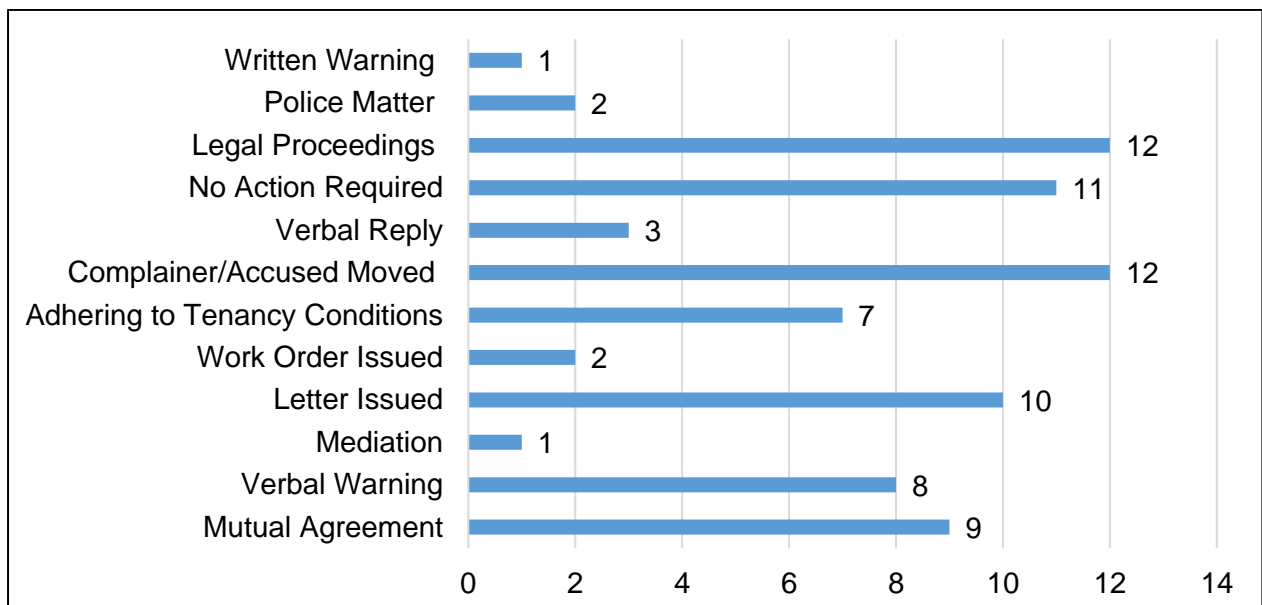


RESOLVED AND ONGOING

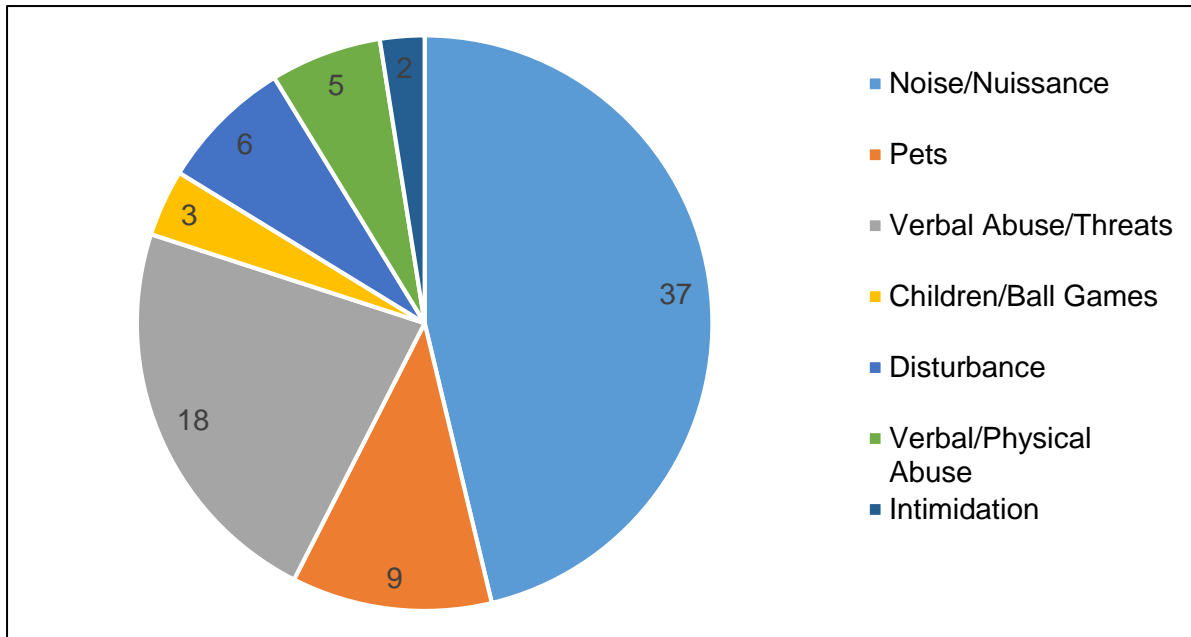
	Hollywood	North-West	Total
Number resolved	47	31	78
Number ongoing	0	2	2
Total	47	33	80

N.B. The (2) ongoing cases are being monitored.

HOW RESOLVED



SUBJECT OF ASB TYPE



COMPLIMENTS UPDATE 2016-17

There were 61 compliments recorded (both verbal and written) during the year.

