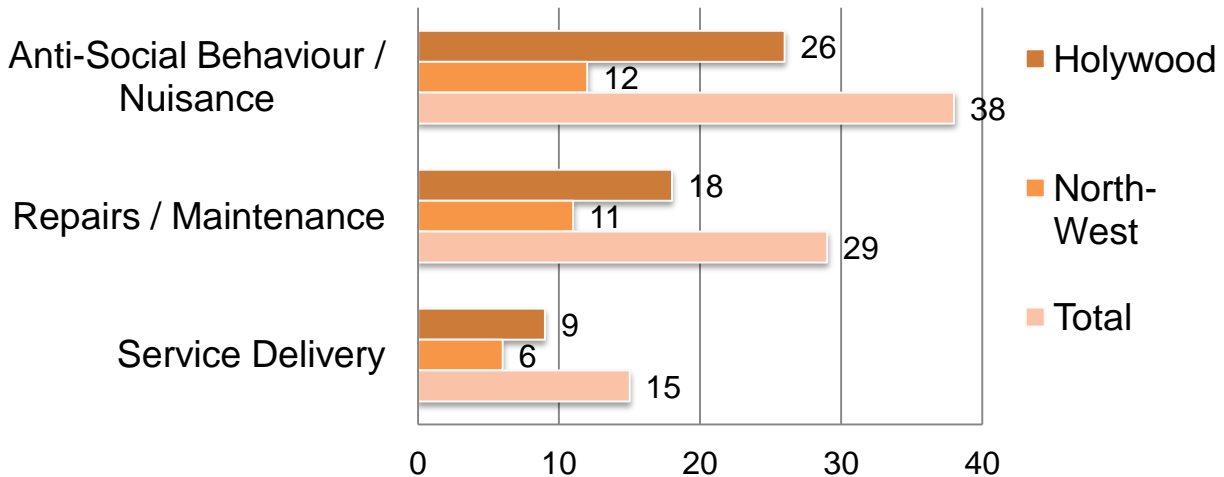


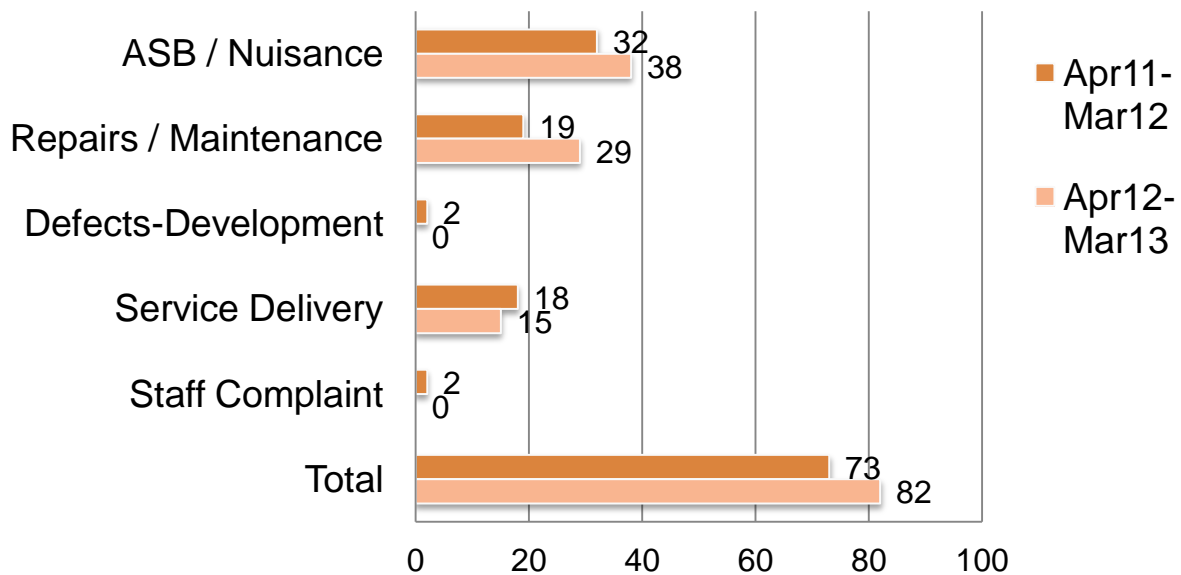
**COMPLAINTS REPORT AND
COMPLIMENTS UPDATE 2012/13**



SUMMARY OF COMPLAINTS April 2012 - March 2013



COMPARISON TO THE PREVIOUS YEAR

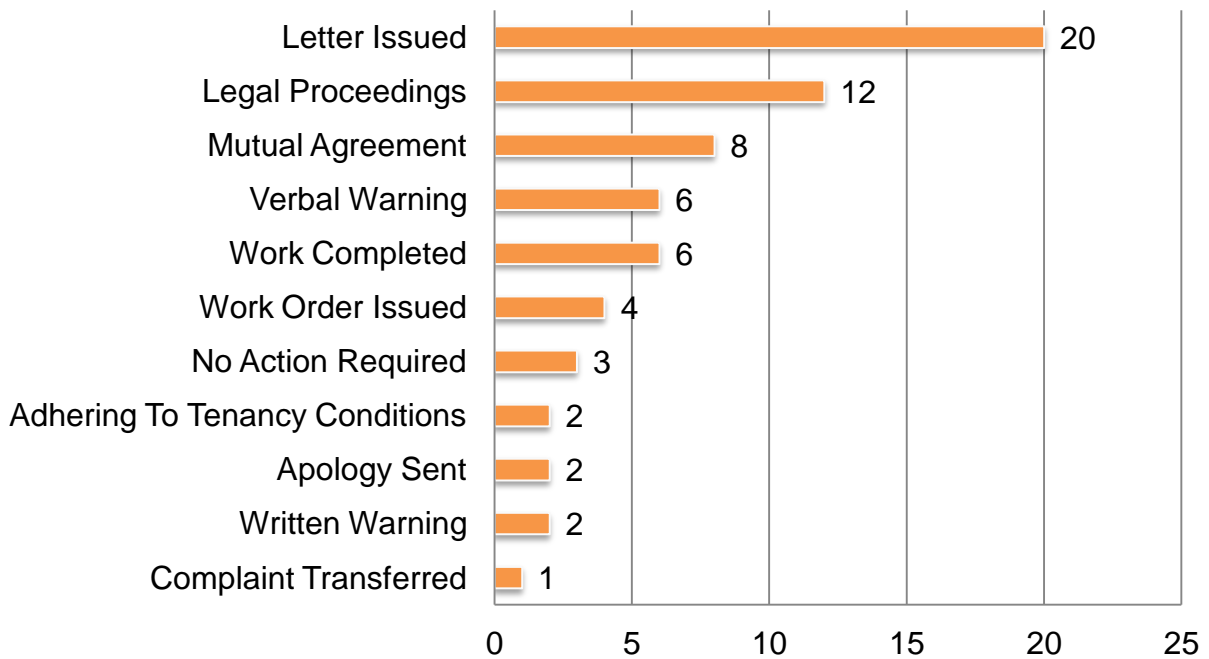


NUMBER OF COMPLAINTS RESOLVED AND ONGOING

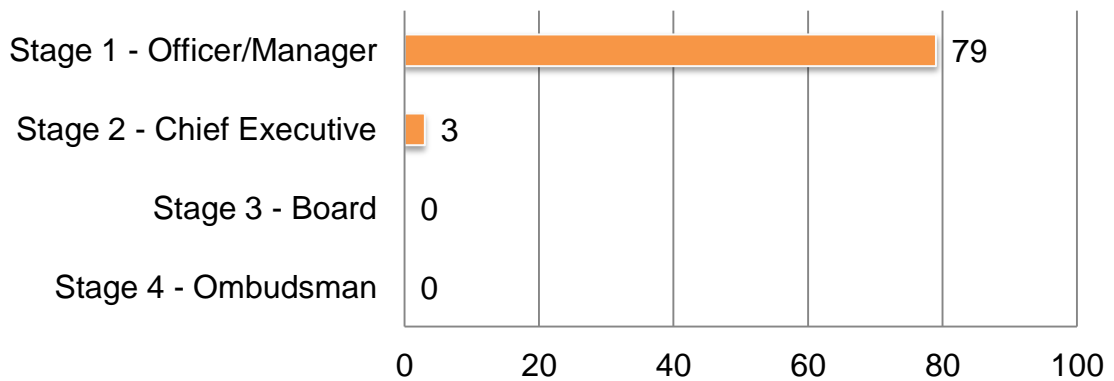
	Hollywood	North-West	Total
Number resolved	40	26	66
Number ongoing	13	3	16
Total	53	29	82

N.B. The ongoing complaints are either awaiting police reports, being monitored, still under investigation or in the process of being resolved.

HOW COMPLAINTS WERE RESOLVED

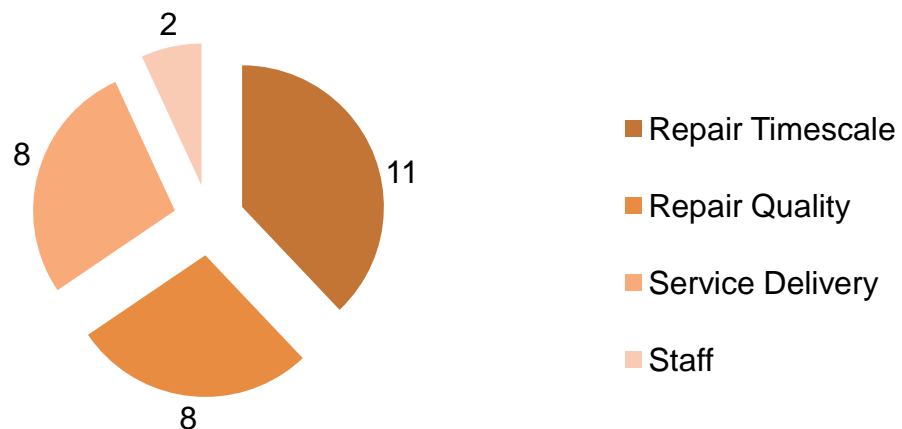


THE STAGE COMPLAINTS WERE TAKEN TO

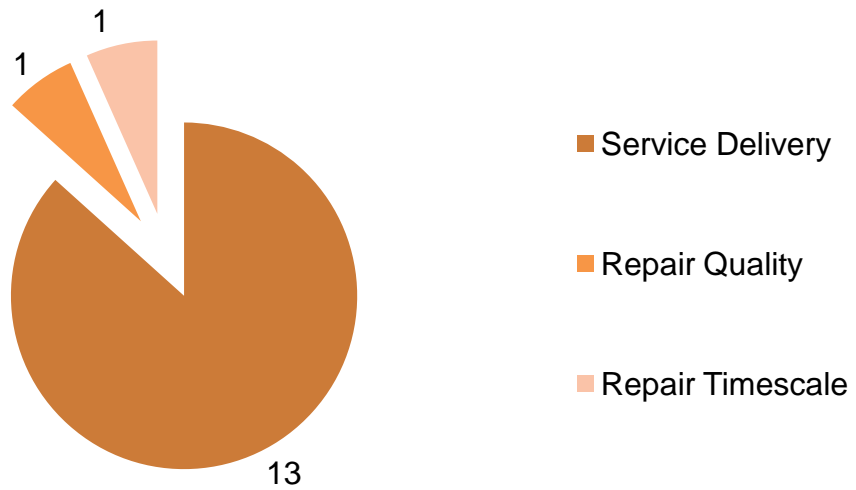


SUBJECT OF COMPLAINTS within three main categories:

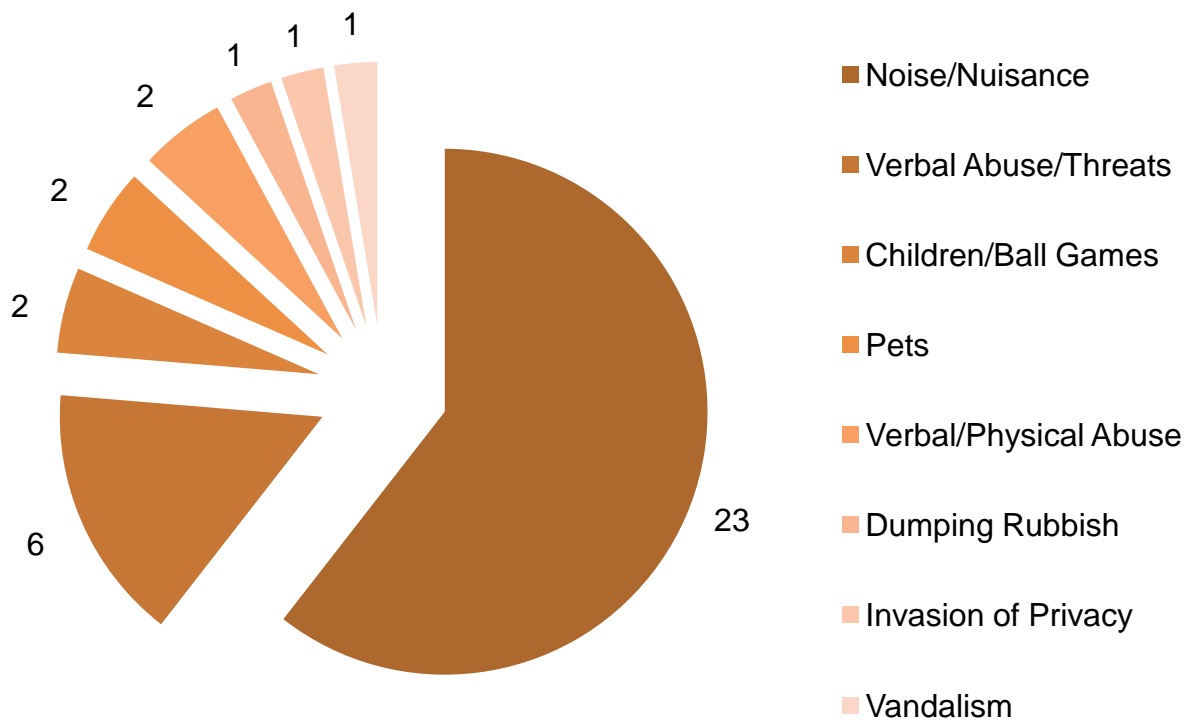
Repairs/Maintenance



Service Delivery



Anti-Social Behaviour/Nuisance



COMPLIMENTS 2012-13

There were 48 compliments recorded (both verbal and written) during the year.