Compliments and complaints

1 April - 30 June 2019

Category	Dev	NH	PP	PM	CST	НО	IT	Lettings	TOTAL	
Appointments/non-attendance		1	1						2	
Quality of work		1	1	1					3	
Damage caused				2					2	
Compensation									0	
Time taken	1	1		3					5	
Staff behavioural issue		2							2	
Lack of contact/progress									0	
Quality of home				1					1	
Damp/mould				1					1	
Rent related		1							1	
Incorrect information provided		1				1			2	
Service charge related									0	
Estate maintenance									0	
Recharge dispute								4	4	
Other						1			1	
TOTAL	1	7	2	8	0	2	0	4	24	

Key to teams:

Development Dev

Neighbourhood Housing PropertyPlus (repairs) Planned Maintenance NH PP PΜ CS **Customer Services**

HO

Home Ownership Information Technology IT