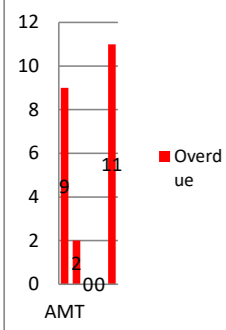


Issue ID	Department	Title	Category	Assigned To	Created	Due Date	Today's date	Complaint a Status	On Last weel Notes
584	Head of Service / Director	Unsatisfied with stage 1 response	(2) Stage 2	Chris Lambert	12/10/16	08/11/16	15/06/17	177 O	Y
617	Head of Service / Director	MP Enquiry- Housing Repairs and Re	(3) MP Enquiry	Chris Lambert	11/11/16	24/11/16	15/06/17	155 O	Y
45	Asset Management Team	Damage Caused by Operative	Compensation Claim	Dave Lansdowne	15/11/16	12/12/16	15/06/17	153 O	Y Awaiting update from Tenant Liason Officer
642	Head of Service / Director	Outstanding repairs to property - 46	(4) Ombudsman	Glyn Jones	02/12/16	15/12/16	15/06/17	140 O	Y
648	Head of Service / Director	Various Repairs	(3) MP Enquiry	Chris Lambert	07/12/16	21/12/16	15/06/17	137 O	Y
667	Housing Management	Unanswered complaint/compensatic	(1) Stage 1	Chris Lambert	06/01/17	02/02/17	15/06/17	115 O	Y
70	Asset Management Team	General Compensation	Compensation Claim	Neil Barks	18/01/17	14/02/17	15/06/17	107 O	Y Awaiting update from Neil Barks
682	Head of Service / Director	Unhappy with compensation claim ai	(2) Stage 2	Chris Lambert	31/01/17	13/02/17	15/06/17	98 O	Y
704	Asset Management Team	Damage to propertyby Safe Scaffoldi	(1) Stage 1	Neil Barks	15/02/17	27/02/17	15/06/17	87 O	Y
707	Head of Service / Director	Tenant issues regarding payment of r	(3) MP Enquiry	Chris Lambert	15/02/17	24/02/17	15/06/17	87 O	Y
711	Head of Service / Director	Mould in property/repairs to propert	(3) MP Enquiry	Chris Lambert	22/02/17	22/03/17	15/06/17	82 O	Y
712	Head of Service / Director	Condition of property/repairs Staff c	(4) Ombudsman	Glyn Jones	23/02/17	09/03/17	15/06/17	81 O	Y
714	Head of Service / Director	Outstanding repairs and adaptations	(3) MP Enquiry	Chris Lambert	28/02/17	14/03/17	15/06/17	78 O	Y
727	Head of Service / Director	Unhappy with response to various hc	(2) Stage 2	Chris Lambert	10/03/17	23/03/17	15/06/17	70 O	Y
758	Asset Management Team	Attitude of staff - Rob Jones	(1) Stage 1	Neil Barks	20/04/17	04/05/17	15/06/17	41 O	Y
759	Head of Service / Director	Unhappy with handling of previous c	(2) Stage 2	Chris Lambert	20/04/17	01/05/17	15/06/17	41 O	Y
89	Asset Management Team	Re-decoration following works	Compensation Claim	Joanne Day	27/04/17	26/05/17	15/06/17	36 O	Y Offer letter sent. Awaiting return of acceptance from from tenant
774	Asset Management Team	nhappy with kitchen floor repairs	(1) Stage 1	Neil Barks	12/05/17	25/05/17	15/06/17	25 O	Y
91	Asset Management Team	Damage Caused by Leak	Compensation Claim	Neil Barks	17/05/17	14/06/17	15/06/17	22 O	Y Claim escalated for review by Head of Housing
777	Asset Management Team	Various housing repairs/lack of comr	(3) MP Enquiry	Chris Lambert	22/05/17	19/06/17	15/06/17	19 O	Y
783	Housing Management	Unhappy with response to Stage 1 ar	(2) Stage 2	Chris Lambert	26/05/17	22/06/17	15/06/17	15 O	Y
785	Asset Management Team	Numerous Housing Repairs	(1) Stage 1	Neil Barks	30/05/17	27/06/17	15/06/17	13 O	Y
787	Housing Choices	Unhappy with current property and k	(3) MP Enquiry	David Scruton	06/06/17	19/06/17	15/06/17	8 A	N
788	Head of Service / Director	Council House buying process	(3) MP Enquiry	Chris Lambert	06/06/17	19/06/17	15/06/17	8 A	N
792	Asset Management Team	Unhappy with communications from	(1) Stage 1	Neil Barks	09/06/17	21/06/17	15/06/17	5 W	N
94	Housing Management	General Compensation	Compensation Claim	Andrew Wallace	14/06/17	11/07/17	15/06/17	2 W	N Offer letter sent today.
96	Asset Management Team	General Compensation	Compensation Claim	Joanne Day	14/06/17	11/07/17	15/06/17	2 W	N Claim acknowledged and being investigated
216	Housing Management		Councillor Enquiry	Amanda Harper	14/06/17	27/06/17	15/06/17	2 W	N
795	Asset Management Team	Complaint About Housing Repairs	(1) Stage 1	Neil Barks	15/06/17	28/06/17	15/06/17	1 W	N

AMT
Hsg Mgt
Hsg Choices
HRA BST
HoS / Dir
TOTAL

	Overdue	Approaching	Within
Glyn Jones	2	0	0
Chris Lambert	12	1	0
Amanda Harper	0	0	1
David Scruton	0	1	0
Neil Barks	6	0	2
Tracy Ashe	0	0	0
Andrew Wallace	0	0	1
Joanne Day	1	0	1
Chris Clarke	0	0	0
Dave Lansdowne	1	0	0
TOTAL	22	2	5

Complaint Status by Service Area



Complaint Status by Officer

