

## Annexe 2

### Outcome of complaints received by Waverley in 2008/09 – Quarters 2 to 4

|   | Upheld     | Not Upheld | Partly upheld |
|---|------------|------------|---------------|
| <b>Service area</b>                     |            |            |               |
| Housing Options                         |            | 10         | 2             |
| Housing planned maintenance             | 3          | 11         | 3             |
| Housing responsive repairs              | 7          | 7          | 3             |
| Housing strategy and enabling           |            |            |               |
| Rent collection                         |            | 5          | 1             |
| Tenancy and estates management          | 2          | 12         | 8             |
| Planning development control            | 14         | 26         | 9             |
| Planning enforcement                    | 2          | 7          | 3             |
| Planning policy                         |            | 1          | 1             |
| Building control                        |            | 2          |               |
| Car parks and on-street parking         | 1          | 7          | 5             |
| Land drainage, engineering and flooding |            |            |               |
| Benefits                                |            | 2          | 2             |
| Business rates                          |            | 3          | 3             |
| Council tax                             | 6          | 17         | 3             |
| Care and repair                         |            |            |               |
| Environmental health                    |            | 2          | 2             |
| Committee services                      |            | 6          | 2             |
| Electoral services                      |            |            |               |
| Freedom of information                  | 1          |            |               |
| Legal services                          |            |            | 1             |
| Licensing                               |            |            | 1             |
| Environmental services                  | 9          | 13         | 3             |
| Grounds maintenance                     |            |            |               |
| Parks and landscape management          | 1          | 1          |               |
| Arts, culture and museums               |            |            |               |
| Countryside                             |            | 1          |               |
| Sport and recreation                    |            |            | 2             |
| Youth services                          |            |            | 1             |
| Locality offices                        |            |            |               |
| Property facilities management          |            |            | 2             |
| Community care                          |            |            |               |
| Community transport                     |            |            |               |
| Waverley training services              |            |            |               |
| Human resources                         |            | 2          |               |
| Insurance                               |            | 1          |               |
| Communications                          |            | 1          |               |
| Website                                 |            |            |               |
|   |            |            |               |
| <b>Totals</b>                           | <b>46</b>  | <b>137</b> | <b>57</b>     |
| <b>%</b>                                | <b>19%</b> | <b>57%</b> | <b>24%</b>    |