

**Nature of complaints received by Waverley in 2008/09 by service area**

**Annexe 3**

<b>Service and nature of complaint</b>	<b>Total for Q2 to Q4</b>
<b>Housing options</b>	
Homechoice – allocations and lettings	3
Homechoice - transfers	1
Housing advice	1
Homelessness	
Action requested not taken	1
Inappropriate behaviour/attitude of staff	4
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	1
Failure to return telephone calls	
Other	1
<b>Housing planned maintenance</b>	
Problem with contractor	1
Management of major works	1
Action requested not taken	8
Inappropriate behaviour/poor attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	1
Failure to return telephone calls	6
Other	
<b>Housing – responsive repairs</b>	
Poor quality workmanship	1
Tradesman abusive/rude	2
Job not carried out	1
Incomplete job	4
Action requested not taken	4
Inappropriate behaviour/poor attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	1
Other	4
<b>Rent collection</b>	
Recovery procedures	1
Action requested not taken	
Inappropriate behaviour/poor attitude of staff	1
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	4
<b>Housing – tenancy and estates management</b>	
Anti-social behaviour (not noise)	4
Unauthorised occupiers/squatters	
Paths, communal areas	1
Abandoned cars	
Decants	
Mutual exchanges	1
Neighbour/noise disputes	5
<b>Sub-total</b>	<b>63</b>

<b>Service and nature of complaint</b>	<b>Total for Q2 to Q4</b>
<b>Housing – tenancy and estates management con</b>	
Tenant consultation	
Work undertaken by grounds maintenance	2
Community safety – fencing, lighting	
Untidy gardens	1
Garage areas and parking problems	1
Pets/animals	
Boundaries/ownership issues	
Over/under occupation	
Tenancy issues, including evictions	
Supported housing services	
Action requested not taken	2
Inappropriate behaviour/poor attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	2
Failure to return telephone calls	1
Other	2
<b>Planning - development control</b>	
Delegated applications	4
Timescale for processing applications	13
Neighbour notifications	
Dealing with objections	10
Adherence to planning policies	7
Pre-application advice	3
Arrangements for public speaking	
High hedges	
TPOs	
Action requested not taken	3
Inappropriate behaviour/attitude of staff	2
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	2
Failure to return telephone calls	
Other	5
<b>Planning enforcement</b>	
Delay in taking enforcement action	4
Action requested not taken	3
Inappropriate behaviour/attitude of staff	1
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	1
Failure to return telephone calls	
Other	3
<b>Planning policy</b>	
Action requested not taken	
Inappropriate behaviour/attitude of staff	1
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	1
<b>Sub-total</b>	<b>74</b>

<b>Service and nature of complaint</b>	<b>Total for Q2 to Q4</b>
<b>Building control</b>	
Applications	
Inspection of building work	
Action requested not taken	
Inappropriate behaviour/attitude of staff	1
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	1
<b>Car parks and on-street parking</b>	
Cancellation of penalty charge notices	5
Management of car parks	1
Action requested not taken	1
Inappropriate behaviour/attitude of staff	1
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	5
<b>Benefits</b>	
Processing of claims and verification	
Documentation for claims	
Overpayments	
Investigations	
Processing appeals	
Action requested not taken	
Inappropriate behaviour/attitude of staff	2
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	1
Failure to return telephone calls	
Other	1
<b>Business rates</b>	
Recovery action	
Bailiff action	
Business liability	3
Action requested not taken	
Inappropriate behaviour/attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	2
<b>Council tax</b>	
Bailiff action	5
Council tax liability	6
Recovery procedures	9
Annual increase in council tax	
Action requested not taken	1
Inappropriate behaviour/attitude of staff	2
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	3
<b>Sub-total</b>	<b>51</b>

<b>Service and nature of complaint</b>	<b>Total for Q2 to Q4</b>
<b>Environmental health</b>	
Food hygiene	
Noise pollution	3
Pest control	
Stray dogs	1
Air pollutions	
Disabled facilities and other housing grants	
Health and safety at work	
Private sector housing standards	
Action requested not taken	
Inappropriate behaviour/attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	
<b>Committee services</b>	
Despatch of committee papers	1
Action requested not taken	
Inappropriate behaviour/attitude of staff	1
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	6
<b>Freedom of information</b>	
Action requested not taken	1
Inappropriate behaviour/attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	
<b>Legal services</b>	
Action requested not taken	1
Inappropriate behaviour/attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	
<b>Licensing</b>	
Action requested not taken	
Inappropriate behaviour/attitude of staff	1
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	
<b>Environmental Services</b>	
Alternate weekly collection	1
Problems with emptying bins	14
Lack of or poor recycling facilities	1
Continued failure to collect on scheduled day	
Public conveniences	
Litter	
<b>Sub-total</b>	<b>31</b>

<b>Service and nature of complaint</b>	<b>Total for Q2 to Q4</b>
<b>Environmental Services contin</b>	
Street cleaning	
Fly tipping	
Delay in moving abandoned vehicles	
Delay in removing graffiti	
Action requested not taken	
Inappropriate behaviour/attitude of staff	1
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	8
<b>Parks and landscape management</b>	
Action requested not taken	2
Inappropriate behaviour/attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	
<b>Countryside</b>	
Maintenance of recreational areas	
Footpaths	
Management of commonland	
Action requested not taken	
Inappropriate behaviour/attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	1
<b>Sport and recreation</b>	
Management of leisure centres	1
Action requested not taken	
Inappropriate behaviour/attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	1
<b>Youth services</b>	
Action requested not taken	
Inappropriate behaviour/attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	1
<b>Property facilities management</b>	
Action requested not taken	
Inappropriate behaviour/attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	2
Failure to return telephone calls	
Other	
<b>Sub-total</b>	<b>17</b>

<b>Service and nature of complaint</b>	<b>Total for Q2 to Q4</b>
<b>Human resources</b>	
Action requested not taken	
Inappropriate behaviour/attitude of staff	2
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	
<b>Insurance</b>	
Action requested not taken	
Inappropriate behaviour/attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	1
<b>Communications</b>	
Action requested not taken	
Inappropriate behaviour/attitude of staff	1
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Other	
<b>Sub-total</b>	<b>4</b>
<b>Total for 2008/09 Quarters 2 to 4</b>	<b>240</b>