

Nature of complaints received by Waverley in 2009/10 by service area

Nature of complaint by service area	Total
Housing options	
Homechoice – allocations and lettings	1
Homechoice - transfers	
Housing advice	6
Homelessness	2
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	
Policy issue	
Other	
Housing planned maintenance	
Problem with contractor	4
Management of major works	3
Action requested not taken	5
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
Policy issue	4
Other	3
Housing – responsive repairs	
Poor quality workmanship	6
Tradesman abusive/rude	
Job not carried out	
Missed appointment	1
Incomplete job	3
Action requested not taken	6
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	2
Policy issue	2
Other	2
Rent collection	
Recovery procedures	
Action requested not taken	
Inappropriate behaviour/poor attitude of staff	4
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Policy issue	
Other	1
Sub total	57

Nature of complaint by service area	Total
Housing – tenancy and estates management	
Anti-social behaviour (not noise)	6
Unauthorised occupiers/squatters	
Paths, communal areas	1
Abandoned cars	
Decants	
Mutual exchanges	1
Neighbour/noise disputes	
Tenant issues	2
Work undertaken by grounds maintenance	
Community safety – fencing, lighting	
Neighbourhood/noise disputes	9
Garage areas and parking problems	1
Pets/animals	1
Boundaries/ownership issues	
Untidy gardens	1
Tenancy issues, including evictions	
Under/over occupation	1
Action requested not taken	4
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	
Policy issue	4
Other	3
Planning - development control	
Delegated applications	4
Timescale for processing applications	3
Neighbour notifications	5
Dealing with objections	4
Adherence to planning policies	3
Pre-application advice	2
Arrangements for public speaking	
High hedges	
TPOs	1
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	2
Failure to return telephone calls	
Policy issue	4
Other	25
Sub-total	89

Nature of complaint by service area	Total
Planning enforcement	
Delay in taking enforcement action	
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	
Policy issue	2
Other	2
Planning policy	
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	
Policy issue	1
Other	1
Car parks and on-street parking	
Cancellation of penalty charge notices	1
Management of car parks	2
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	1
Failure to return telephone calls	
Policy issue	2
Other	2
Benefits	
Processing of claims and verification	3
Overpayments	3
Processing appeals	
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	
Policy issue	
Other	
Council tax	
Bailiff action	1
Council tax liability	2
Recovery procedures	4
Annual increase in council tax	2
Action requested not taken	
Inappropriate behaviour/attitude of staff	
Inappropriate bias by staff re race, gender etc	
Delay in responding to letters or emails	1
Failure to return telephone calls	
Policy issue	1
Other	1
Sub-total	36

Nature of complaint by service area	Total
Environmental health	
Food hygiene	
Noise pollution	6
Pest control	1
Stray dogs	
Air pollutions	
Disabled facilities and other housing grants	2
Health and safety at work	1
Private sector housing standards	
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	
Policy issue	
Other	2
Freedom of Information	
Action requested not taken	
Inappropriate behaviour/attitude to staff	
Inappropriate bias by staff re: race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Policy issue	
Other	1
Legal Services	
Action requested not taken	1
Inappropriate behaviour/attitude to staff	
Inappropriate bias by staff re: race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Policy issue	
Other	
Environmental Services	
Alternate weekly collection	7
Problems with emptying bins	16
Lack of or poor recycling facilities	1
Continued failure to collect on scheduled day	2
Public conveniences	
Litter	2
Street Cleaning	
Fly tipping	
Delay in moving abandoned vehicles	
Delay in removing graffiti	
Action requested not taken	1
Inappropriate behaviour/attitude of staff	3
Inappropriate bias by staff re: race, gender etc	
Delay in responding to letters or emails	
Failure to return telephone calls	
Policy issue	7
Other	5
Subtotal	59

Nature of complaint by service area	Total
Parks and Landscape Management	
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	
Policy issue	
Other	6
Countryside	
Footpaths	1
Management of Commonland	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	
Policy issue	
Other	
Sport and Recreation	
Management of Leisure Centres	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	
Policy issue	
Other	2
Website	
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	
Policy issue	
Other	1
Human Resources	
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	
Policy issue	
Other	2
Community Care	
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	
Policy issue	1
Other	
Sub-Total	17