

Examples of lessons learned recorded on the complaints database in 2015/16

Housing

- Need to improve communications between the Customer Services Team and Mears.
- When an officer leaves Waverley, care should be taken to ensure the efficient handover of casework and continuity of service to customers.
- Closer supervision of void works carried out by contractors required.
- Instructions to contractors need to be more specific and clear.
- Tenants should be kept updated regularly on the progress of works to their home.
- Prompt action needs to be taken in response to alleged breaches of the tenancy agreement.
- Need to ensure that when contractors are working on an empty property they are clear about whether the property is a void or empty as a result of a temporary decant.

Development control

- Case officers need to ensure that if appropriate the Historic Buildings Officer is consulted on pre-application enquiries so that the correct advice is given to the applicant.
- Need to keep under close review the discharge of conditions so that no work starts until all pre-commencement conditions have been complied with.

Council Tax

- More care needs to be taken when exchanging information with the Council's bailiffs.
- Need to improve the wording of standard letters regarding entitlement to the 50% discount for properties that are empty and unfurnished for six months.

Elections

- Need to review the procedure for dealing with requests from independent candidates for copies of the electoral register.

Licensing

- Need to improve the procedure for dealing with the annual pricing of licences.