

Examples of action taken as a result of lessons learned from complaints received in 2018/19

Environmental Services

- Review of the signage at WBC recycling centres following a complaint about the issue of a penalty notice which was subsequently withdrawn on the basis that the signage was unclear.
- Review of the Council's policy and procedures for dealing with abandoned vehicles following the removal and destruction of an untaxed vehicle. Additional checks put in place to ensure that untaxed vehicles that are in a good condition are not destroyed immediately but placed in the vehicle pound for one month to give the owner more time to contact the Council.

Benefits and Council Tax

- Review of procedures followed by the Benefits Team when giving advice to claimants about moving to Universal Credit.
- Wording of standard letters revised to provide greater clarification regarding the application of the under occupancy charge.
- Revised council tax bills to be accompanied by a letter explaining reasons for any changes and the options for paying by instalments in appropriate cases.

Housing

- Voids Team reminded that they to make sure that all works are completed in accordance with the Voids Standard before a property is relet.
- Void standard to be reviewed to ensure that it provides an accurate picture of the extent of works to be carried out before a property is re-let to avoid raising the expectations of new tenants.
- Tenancy and Estates officers to make sure that an appointment is made with Central Heating Services at the start of the tenancy to reconnect the gas supply and that the tenant is aware of the type of meter at the property.
- Tenancy Agreement to be amended at the next annual review to confirm that tenants whose homes are served by a central pumping station, have a shared responsibility for repairs and maintenance of the station.
- Website updated to provide more detailed information for tenants about Waverley's out of hours emergency repairs service. In addition details of vulnerable tenants provided to the out of hours service and the central heating contractors.
- Tenants to be kept updated on a regular basis regarding any delays in carrying out agreed repairs or other maintenance work.