

**Examples of lessons learned from complaints received in 2019/20**

**Council Tax**

- Care needs to be taken when enclosing other documentation with council tax bills.
- Need to ensure that when customers bring errors to the attention of the Council these are corrected immediately.
- Need to make sure that sufficient staff are available to deal with telephone enquiries during busy periods.
- All parties on a joint Council Tax account need to be consulted before overpaid council tax is reimbursed.

**Elections**

- Need for more detailed checks to be carried out before postal ballot papers are sent to voters.

**Environmental Services**

- Officers need to be clear about the extent of their remit when dealing with reports of rural crime.

**Housing**

- Contractors should make sure that they inform tenants of any changes to the timing of appointments.
- Contractors should ensure that tenants' personal possessions are protected during internal works to a property.
- Need to improve the wording and tone of reminder letters sent to tenants regarding their annual gas service.
- Officers need to supervise more closely the progress of major works and contractors need to improve the supervision of work carried out by sub-contractors.
- Tenancy Agreement needs to be amended to make clear that the maintenance of conservatories is the responsibility of tenants in all cases.
- More thorough checks needed of void repairs before a property is re-let.
- New tenants need to be made aware of the void standard and that their new home will not be redecorated.
- Officers need to ensure that they report back in writing to the tenant the outcome of each tenancy audit.

**Planning**

- Officers should take care when calculating floor space of a proposed development.
- Time taken to deal with pre-application advice needs to be improved.
- Need to make clear that the outcome of enforcement investigations is communicated clearly and promptly to the complainant.