

**Examples of lessons learned from complaints received in 2020/21**

Council Tax

- Any credit refunded to joint council tax payers should be divided equally between the two parties. Clearer advice on this issue provided to officers.

Housing

- Review of process to ensure that planned works are co-ordinated and scheduled in a more streamlined way.
- Need to manage tenants' expectations more effectively when upgrades are carried out.
- Contractor needs to adhere strictly to the 24 hour timescale for dealing with boiler breakdowns – raised with contractor.
- Improvements needed in the process for issuing invoices to lease holders – officer review.
- Closer supervision of contractors needed – actioned by managers.

Planning and Economic Development

- Personal information and language used in representations on planning applications needs to be checked before being published on the website. Advice provided to the relevant officers.
- Improvements needed in the process for discharging conditions attached to planning consents. Under review as part of the improvement plan.
- Need to keep Planning Enforcement complainants updated on the progress of enforcement investigations.