

Examples of lessons learned from complaints received in 2021/22

Council Tax

- Wording of council tax reminders to be revised to avoid any ambiguity.

Housing

- Contractors need to improve communication with tenants about the progress of repairs.
- When arranging the succession of a tenancy correct procedures need to be followed regarding any rent arrears.
- Cooker connections should be in place before a property is relet.
- Contractors need to respond more quickly to reports of leaks.
- Central Heating Contractors need to be provided with more information about vulnerable tenants.
- Issuing recharge invoices should be avoided in the week leading up to Christmas.
- Policy on dealing with welfare calls from tenants in supported living accommodation to be prepared in consultation with residents.

Commercial Services

- Rangers need to repeat educational roadshows at more sensitive countryside sites.