



Case Number  
FOI-3

Freedom of Information Request

Status  
Published

## Request Details

### Complaints over last 5 years

1. Details of all complaints made by tenants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.
2. Details of all complaints made by prospective tenants and applicants about the organisation's housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.

COMPLAINTS 2015/16 - 2019/20 YEAR	DATE OF RECEIPT OF COMPLAINT	NATURE OF COMPLAINT
2015/16	19/06/2015	Maintenance
	20/06/2015	Maintenance
	18/08/2015	Gas Servicing
	28/08/2015	Compensation for Improvements
	23/02/2016	Maintenance
2016/17	02/03/2016	Maintenance
	03/05/2016	Compensation for Adaptation
	02/06/2016	Compensation for Adaptation
	08/12/2016	Dampness
	14/03/2017	Close Cleaning
2017/18	28/03/2017	Maintenance
	04/04/2017	Gas Servicing
	23/05/2017	Close Cleaning
	16/08/2017	Planned Maintenance
	23/08/2017	Allocations
2018/19	07/11/2017	Maintenance
	16/02/2018	Gas Servicing
	07/02/2018	Maintenance
	16/08/2018	Administration
	24/10/2018	Maintenance
2019/20	27/02/2019	Maintenance
	27/02/2019	Housing Management
	06/02/2019	Maintenance
	22/03/2019	Maintenance
	14/06/2019	Maintenance
Total	16/08/2019	Gas Servicing
	01/11/2019	Maintenance
	15/01/2020	Gas Servicing
	21/02/2020	Boiler Installation