

# Redditch Borough Council Quarterly Complaints Statistics

**October-December 2009**

## **What we Learnt and Service Improvement**

<b>Issue</b>	<b>Action Taken/Improvement</b>
Maintenance – cleaning charges in flats. Rubbish left on landing for five weeks.	Tenancy Officer inspecting communal area to ensure no items left on landing. Monthly inspections to be undertaken.
Benefits and Council Tax – resident moving outside of Redditch	Staff reminded to give their name to customers. Look to identifying priority documents and respond within 14 days Review priorities attached to document management system. Reminder to staff about priority items.
Housing Options – concern about housing application and bidding for properties	Additional training to be given to Housing Options Officers.
Landscape – dangerous trees	Trees inspected and deemed safe. Proposed work included in woodland management programme
Planning Enforcement	Enforcement Notice drafted. Internal processes changed to ensure more liaison over priorities and caseloads.

<p>Maintenance of trees and vegetation</p>	<p>Officer inspected site and natural sprint accounted for excess water.  Worcestershire CC have put a gulley in to deal with surface water.  Seven Poplar trees on site will be reduced to ground level and then allowed to reshoot.  Part of site to be strimmed/flailed to allow it to be mown within the existing grass cutting schedule.</p>
<p>Central Heating</p>	<p>The contractor's engineers to explain more clearly to tenants the full workings of the system where temporary or permanent.  All plumbing works must be checked for leaks before the engineer leaves the property.</p>
<p>Benefits – payment dates</p>	<p>Staff training given.</p>