

Redditch Borough Council Quarterly Complaints Statistics



January - March 2011

What we Learnt and Service Improvement

Issue	Action Taken/Improvement
Fencing to be erected – work not completed as landscaping work required first.	A diary system has now been implemented for supervisors to both chase up connecting orders and to also follow up with tenants where follow up works are required.
Benefit claim - small delay in reply to DHP.	Review how DHPs are awarded - mandatory check with Housing Options on all requests to jointly consider best solution - April 2011.
On Line Payments – no acknowledgment received.	Error fixed and tested.
Garden Clearance before property let.	Item to be added to the 'First Visit tick list' for Tenancy Officer to ensure all works have been carried out/ordered from the void works.

In many cases we also:

- apologies, explanations given and issues discussed with complainant
 - staff training provided
 - procedures revised