

## Housing Services

### Complaints about our service and how we have responded - 2008/2009

WDC Complaint No.	Date received	The Complaint	How we responded and any improvements that resulted
483	18/12/07	why haven't we removed travellers from a site	It was explained to the customer that the travellers were stationed on land owned by East Sussex County Council and therefore the District Council had no responsibility in the removal of this encampment. The County Council as the public authority on whose land the encampment was situated, had a requirement to undertake a welfare assessment of the travellers needs and following this it was suggested they may take action to seek possession of the land if appropriate.
490	08/01/08	Customer has complained that she is never able to contact the housing department and that no one returns her calls, she is dissatisfied with the housing option team as she feels that her CBL banding has been changed with no discussion from her, she says that the head of housing options does not communicate with her, and that no one is taking her situation seriously	Letter sent to customer explaining the lack of accommodation in her area of choice, her change from non-secure to a secure tenancy agreement, that we have improved her banding position, that she needs to sign her secure tenancy agreement, why all households were sent an under-occupation survey to encourage movement in the stock and advised that an officer would contact the customer to ensure we have up to date information
493	06/01/08	Customer has many points in his letter including how badly he believes he has been treated	This was passed to a Director as a Stage 2 Complaint. This was investigated and not upheld.
495	23/01/08	Letter received as client concerned about the treatment	Housing services manager visited the complainant and her

		of her mother by the scheme manager	mother, they also spoke with the scheme manager involved and reinforced the manner in which managers speak to people.
496	06/02/08	<p>1) Tenants have moved out of a cottage that Mrs F owns and have been re-housed by WDC. Mrs F received a letter from WDC saying rent had been suspended as house was not fit for inhabitation. Mrs F disputes this fact.</p> <p>2) Received a phone call on 4/2/08 from a 'rude and arrogant woman' from WDC who was aggressive and mentioned several times that she 'had the power to condemn the house'. Mrs F wants an apology from the lady who made the phone call.</p>	The Housing Health Safety Rating System was outlined to the customer. She was advised that the property had a lot of category 1 hazards. It was further explained that 2 officers had visited the property and therefore the improvement works needed to be carried out before the property should be re let
497	06/02/08	Mrs B wrote 4 letters in six days.	It was explained to the customer that the letter would be taken onto a stage 2 complaint. Customer declined and said she did not want it to go stage 2 and would take the matter no further - No further correspondence has been received since this date
502	15/02/08	<p>Complaint received re. Choice Based Lettings and a rude lady within Housing Options.</p> <p>Customer feels that the new CBL system is unfair and does not give people in need a chance as a couple from Hailsham were awarded a 2 bed house in Uckfield without having to apply even though they already had a 2 bed flat. The property did not go through CBL</p>	Head of Housing services sent apology regarding the way the customer had been treated, she explained the choice based lettings procedure in more detail, and the allocation policy that Wealden adopts, and reassured the customer that she will be able to bid on future properties.
510	13/03/08	Tenant complaining that Council not dealing with her issues. Heating, health of son, asbestos, noise, damp, damage to belongings, insurance claim, repairs, mould and damp.	<p>Head of Housing services confirmed with the customer that a number of repairs had been raised and treatment carried out as necessary.</p> <p>An Inspection was also carried out regarding the structure.</p>

			Apology made regarding the missed follow up appointment and another inspection was arranged.
516	28/03/08	Customer complaining that the fire alarm was set off at 5am Saturday morning and not being turned off till Monday lunch time despite calling several times over the weekend. Her son is now very upset and distressed by this and states that she is already being messed about by the housing team and she would like someone to contact her to discuss	The Housing Services Manager investigated the matter and the events of what happened were explained to the customer and we apologised for the inconvenience caused. We also spoke to the senior staff at Wealden Eastbourne Lifeline and he had assured that future problems would be avoided in the future
522	16/04/08	Complaint that communal decoration at xxxx block is in a 'dilapidated condition'. Has been told by WDC that repairs will be undertaken but nothing has happened.	Head of Housing Services explained that she had investigated the complaint and detailed the terms of the lease. She advised when the customers block is due to be decorated and explained that the Council was reviewing the literature sent to leaseholders to improve the clarity.
529	30/04/08	Client complaining about the voting system at a general meeting he has been a member of the residents social club for 25 yrs and says that the scheme manager has taken upon herself to disintegrate this and all other social activities except bingo sessions, she decided on a paper ballot instead of show of hands and that the club would close - he believes this was an unfair ballot	Investigations into the complaint revealed that a.) Number of tenants requested a secret ballot to protect their identity. b.) the voting procedure was c.) the hearing loop system would be investigated. This was fed back to the customer
531	06/05/08	Customer complaining that she called out of hours service three times with no response when she was trying to chase up an emergency plumber	This issue was passed directly onto Wealden Eastbourne Lifeline - the Lifeline provider under their complaints procedure.
534	20/05/08	Solicitors written a letter regarding a letter sent by Housing Options Team regarding Mr F's behaviour and entering other peoples property, they have requested that we send a letter of apology to	An apology was sent to solicitors and explanation into the letters.

		client or proceedings will be issued for defamation.	
536	29/05/08	<p>Complaint relates to Mr and Mrs E . Mrs P is their daughter.</p> <p>Mrs P is very disappointed with how her parents have been treated with regard to a fire that was removed a few weeks ago. They didn't want the fire removed but they weren't told if they wrote they could keep it (as their neighbour did) and now there is a pink patch where the fire used to be which needs decorating (which Mr E can't do). They are still waiting for an electric socket or sockets to be fitted near to their electric fire. They are also waiting for an apology letter from the housing officer with regard to a letter she wrote things that needed to be removed from their stairs. Mrs P feels that her parents haven't been treated very well during this period.</p>	<p>Head of Housing Services explained our policy regarding:  Removal of gas fire  Redecoration of area disturbed by gas fire removal  Electrical sockets and upgrade</p> <p>Apologised that the customer felt their parents had not been treated very well and assured that the officers had tried to be as accommodating as possible</p>
538	02/06/08	Client is unhappy with the out of hours emergency repair service.	Customer was sent copies of the complaints procedure for lifeline and it was suggested the complaint be directed to Wealden Eastbourne Lifeline
542	24/06/08	Ms C is a non-secure tenant living in temporary accommodation and she is complaining about the way her requests to be re-housed have been dealt with	Letter was sent explaining the reason behind encouraging tenants living in a temporary scheme from moving onto more permanent housing. The allegation of an officers behaviour and mannerisms were not upheld.
545	03/07/08	Client complaining about how she is being treated by a member of Wealden staff, she is appalled by the service she is receiving and claims that she is being harassed about rent payments and letting people into the building	<p>Head of Housing Services went into detail of each part of the complaint including:</p> <ul style="list-style-type: none"> <li>Condition of the property</li> <li>Rent Reminder</li> <li>Access to the building</li> <li>Fair and equal treatment</li> </ul> <p>None of the areas of the complaint were found to be justified</p>

546	04/07/08	Customer Feedback sent in to housing with a grievance about the service although not specified what, passed to head of housing to investigate	Head of Housing Services responded to each part of the complaint stated that whilst the Council appreciated the difficulties that the customer had faced there was no justification to the complaints raised
549	16/07/08	Customer witnessed one of members of the estate warden team talking on mobile phone whilst driving in a white van in the morning around 0820 hrs.	The team leader has spoken to the complainant and discussed the details of the case with her, she is satisfied that she has had enough information from the complainant to allow her to discuss the allegations with the member of staff. The complainant does not want any further follow up and just wanted the incident to be recorded. She wishes to remain anonymous. This matter was investigated and the allegation was not proven.
567	15/08/08	Would like us to change banding as she is living with her daughter in crowded conditions and is making them both very ill	Customer was given housing advice and was advised her banding position could be improved for Sheltered accommodation.
572	15/09/08	Withdrawal of allocation of accommodation. Changing priority date.	Letter detailing the reasons behind what happened and gave the legal position on why the allocation was withdrawn
585	26/11/08	Customer wrote regarding re her neighbours adjoining wall, and the power shower being fitted and wet room, she feels that the noise level is already a nightmare for her due to her health problems, and that she is very cross that this matter was not addressed before plans were made for the work to be carried out, she is still have massive problems with her windows and has a senior Environmental Health Officer attending soon	An Environmental Health Officer was sent to visit the house to look into the issues raised. Advice was given regarding the noise pollution.
596	24/12/08	Rejects the councils reason for assessing his application as "no identified housing needs"	Customer has been awarded an increase in banding but the substance of his complaint hasn't been upheld and customer

			advised of procedure should he wish to complain about a member of staff.
597	07/01/09	Customer living in a property with severe damp and mould and a in a very small property she does is not happy with the bidding system as she doesn't see the point	Head of Housing Services sent letter explaining the allocations policy and assured the customer that she will be able to bid in the future and apologised for the upset caused
599	06/01/09	Not happy with the service she has received at Wealden	The processes surrounding this customers complaint were explained, The customer changed her area of choice to live in Eastbourne meaning the area was out of the Wealden District