

East Durham Homes Complaints and Compliments 2006/07

East Durham Homes Complaints by Service Area

Service Area	Where We Got It Wrong			Policy Issues			Third Party Issues			Unjustified			Total	Total	Total	Overall Total
	Quarters 1 & 2	Quarter 3	Quarter 4	Quarters 1 & 2	Quarter 3	Quarter 4	Quarters 1 & 2	Quarter 3	Quarter 4	Quarters 1 & 2	Quarter 3	Quarter 4	Quarters 1& 2	Quarter 3	Quarter 4	
Repairs	32	15	17	12	1	6	2	0	0	16	11	15	62	27	38	127
Estate Management	1	1	0	0	0	0	1	1	1	3	1	0	5	3	1	9
Allocations	2	1	2	0	0	3	0	0	0	6	3	4	8	4	9	21
Capital Works	3	5	4	3	3	0	1	1	0	3	2	1	10	11	5	26
Voids	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Repairs - Morrisons	0	28	26	0	2	3	0	0	1	0	8	7	0	38	37	75
DoE	0	0	0	0	0	0	5	4	1	0	0	0	5	4	1	10
Housing	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1
General	0	0	1	0	0	0	0	0	0	0	1	0	0	1	1	2
Rent income	0	0	0	0	0	1	0	0	0	2	1	0	2	1	1	4
Utilities	2	1	4	1	1	0	1	1	0	0	5	3	4	8	7	19
Resident Involvement	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Aids and Adaptations	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1
Outlets	1	0	1	0	0	0	0	0	0	0	0	0	1	0	1	2
Tenancy Enforcement	0	1	0	0	0	0	7	1	0	1	2	5	8	4	5	17
DCC	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	1
Communications	2	0	0	0	0	0	0	0	0	1	0	0	3	0	0	3
Totals	45	52	55	16	7	13	18	9	3	33	31	35	112	102	106	320

East Durham Homes Complaints by Category

Category	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Overall Total
1. Where We Got It Wrong	13	26	53	55	147
2. Policy Issues	4	12	7	13	36
3. Third Party	8	13	9	3	33
4. Unjustified	9	22	35	35	101
Total	34	73	104	106	317

East Durham Homes Compliments by Service Area

Service Area	Quarters 1 & 2	Quarter 3	Quarter 4	Overall Total
General	2	2	0	4
Repairs	23	3	7	33
Housing Management	2	0	1	3
Outlets	2	0	0	2
Allocations	1	2	3	6
Aids and Adaptations	1	0	1	2
Estate Management	3	5	1	9
Business Development	0	3	4	7
Capital Works	0	3	4	7
Resident Involvement	0	2	0	2
Contact Centre	0	4	3	7
Reception	0	0	1	1
Tenancy Support	0	0	1	1
Tenancy Enforcement	0	1	0	1
Utilities	0	2	0	2
Total	34	27	26	87