























## 10. Water Cases Received

| <b>Subject</b>                         | <b>Complaint</b> | <b>Total</b> |
|--|------------------|--------------|
| Billing and charging                   | 76               | <b>76</b>    |
| Customer service                       | 7                | <b>7</b>     |
| Environmental Concerns                 | 1                | <b>1</b>     |
| Subject unknown or Out of Jurisdiction | 5                | <b>5</b>     |
| Waste Water                            | 10               | <b>10</b>    |
| Water Supply                           | 12               | <b>12</b>    |
| <b>Total</b>                           | <b>111</b>       | <b>111</b>   |

## 11. Other Cases Received

| <b>Subject</b>                         | <b>Complaint</b> | <b>Enquiry</b> | <b>Total</b> |
|--|------------------|----------------|--------------|
| Signposting - Premature                | 0                | 400            | <b>0</b>     |
| Signposting - Out of Jurisdiction      | 0                | 263            | <b>0</b>     |
| General Enquiry                        | 0                | 2              | <b>2</b>     |
| Subject Unknown or Out of Jurisdiction | 33               | 1              | <b>34</b>    |
| <b>Total</b>                           | <b>33</b>        | <b>666</b>     | <b>699</b>   |

## 12. Housing Association and Local Authority Housing Cases Received

\*complaints only\*

| Subject  | Housing Associations | Local Authority | Total      |
|--|----------------------|-----------------|------------|
| Aids and adaptations                                       | 5                    | 1               | 6          |
| Applications / allocations / transfers / exchanges         | 20                   | 36              | 56         |
| Communication / staff attitude / dignity / confidentiality | 19                   | 14              | 33         |
| Complaints handling  | 1                    | 1               | 2          |
| Estate management / open spaces / environment work         | 4                    | 6               | 10         |
| Homeless person issues                                     | 1                    | 3               | 4          |
| Improvements and renovation                                | 3                    | 5               | 8          |
| Neighbour disputes and anti-social behaviour               | 49                   | 65              | 114        |
| Other  | 2                    | 6               | 8          |
| Out of jurisdiction  | 2                    | 0               | 2          |
| Policy / administration                                    | 6                    | 8               | 14         |
| Rent and/or service charges                                | 9                    | 8               | 17         |
| Repairs and maintenance                                    | 88                   | 77              | 165        |
| Right to Buy   | 2                    | 0               | 2          |
| Sheltered housing and community care                       | 3                    | 2               | 5          |
| Subject unknown  | 8                    | 0               | 8          |
| Terminations of tenancy                                    | 1                    | 0               | 1          |
| <b>Total</b>   | <b>223</b>           | <b>232</b>      | <b>455</b> |