





















**10. WATER CASES RECEIVED**

<b>SUBJECT</b>	<b>COMPLAINT</b>	<b>TOTAL</b>
Billing and charging	60	<b>60</b>
Customer service	10	<b>10</b>
New Connections	1	<b>1</b>
Subject unknown or Out of Jurisdiction	5	<b>5</b>
Waste Water	6	<b>6</b>
Water Supply	6	<b>6</b>
<b>TOTAL</b>	<b>88</b>	<b>88</b>

#### 11. OTHER CASES RECEIVED

SUBJECT	COMPLAINT	ENQUIRY	TOTAL
Signposting - Premature	0	271	271
Signposting - Out of Jurisdiction	0	447	447
General Enquiry	1	0	1
Subject Unknown or Out of Jurisdiction	38	3	41
<b>TOTAL</b>	<b>39</b>	<b>721</b>	<b>760</b>

## 12. HOUSING ASSOCIATION AND LOCAL AUTHORITY HOUSING CASES RECEIVED

*\*Complaints only*

SUBJECT	HOUSING ASSOCIATIONS	LOCAL AUTHORITY	TOTAL
Aids and adaptations	3	2	5
Applications / allocations / transfers / exchanges	36	34	70
Communication / staff attitude / dignity / confidentiality	15	13	28
Complaints handling	3	2	5
Estate management / open spaces / environment work	2	12	14
Homeless person issues	0	12	12
Housing statutory repair notices / HAA area / demolition orders	0	3	3
Improvements and renovation	4	8	12
Neighbour disputes and anti-social behaviour	67	70	137
Other	3	6	9
Out of jurisdiction	1	0	1
Policy / administration	15	12	27
Pre-contractual or commercial matters (action post 01/04/2011 only)	0	1	1
Rent and/or service charges	5	5	10
Repairs and maintenance	119	101	220
Shared ownership	0	1	1
Subject unknown	17	0	17
Terminations of tenancy	5	2	7
<b>TOTAL</b>	<b>295</b>	<b>284</b>	<b>579</b>