

Service Request - Complaints by FY/ Type

Type of Service request Complaints	FY 19/20	FY 20/21	FY 21/22 (up to 31 December 2021)
	ESC	ESC	ESC
Accumulation of Rubbish (Resid.premises)	115	93	75
Caravan (Licensed Site)	34	53	26
Caravan (not Licensed Site)	12	7	8
Cess Pools		1	
Civil Penalty	1		
Damage Deposit Bond Inspection	12	6	1
Damage Deposit Bond Vacation	1		
Electrical Safety Standards			31
Empty Property	47	35	38
Energy Efficiency Enquiry	4	147	5
Expert Witness Reports	3	6	2
Fit and Proper Person			8
Gypsy and Traveller Sites	30	23	8
HHSRS - HMO	13	12	7
HHSRS - non HMO	270	180	200
HMO Licence	44	33	33
Hoarding	20	25	15
Housing - Pro-Active Inspection	48	58	51
Housing - Rat Complaints	67	88	62
Housing Filthy + Verminous Premises	39	33	7
Housing Grant Enquiry	1	1	2
Housing Needs Desktop Assessment		12	34
Housing Needs Inspection Visit	10	35	
Housing Nuisance adj premises other	8	18	9
Housing Nuisance adj premises structural	2	11	4
Housing Overcrowding	3	2	1
Immigration Visit	2		1
Overgrown gardens			3
Planning Consultations	9	2	8
Private Drain/Sewer	24	28	18
Private Sector Leasing Inspection	5	12	1
Private Sector Leasing Vacation Inspect	2		1
Public Sewer		3	3
Rainwater systems		1	1
Referral to alternative team	2	18	43
Rent Deposit Guarantee Inspection	4	2	2
Rent Deposit Vacation Inspection		1	
Rent Guarantee Scheme Inspection		5	4
Section 215 Complaints		1	2
Septic Tanks	9	7	8
Surface water (not pollution)			1
Unauthorised camping	10	12	5
Grand Total	851	971	728