

Service Request - Complaints by FY/ Type

Type of Service request Complaints	FY 1213			FY 1314			FY 1415			FY 1516			FY 1617			FY 1718			FY 1819 (As of July)			Grand Total
	SCDC	WDC	Total	SCDC	WDC	Total	SCDC	WDC	Total	SCDC	WDC	Total	SCDC	WDC	Total	SCDC	WDC	Total	SCDC	WDC	Total	
Accumulation of Rubbish (Resid.premises)		27	27		44	44	11	102	113	35	76	111	23	84	107	27	55	82	6	19	25	509
Caravan (Licensed Site)				4	1	5	4	6	10	10	3	13	20	8	28	19	8	27	4	2	6	89
Caravan (not Licensed Site)				1	1	1	3	2	5	5	4	9	12	5	17	4	3	7	3	1	4	43
Caravan and Camping Site Interventions							1	1	2													2
Cess Pools																	1	1				1
Damage Deposit Bond Inspection							1	17	18	2	47	49	1	43	44	1	32	33		9	9	153
Damage Deposit Bond Vacation								2	2		2	2		2	2	1		1				7
Empty Property	66	33	99	367	27	394	6	22	28	10	20	30	13	18	31	21	22	43	3	4	7	632
Energy Efficiency Enquiry											7	7	1		1		1	1				9
Gypsy and Traveller Sites							2	3	5	44	5	49	14	3	17	14	16	30	2	4	6	107
HHSRS - HMO	9	11	20	13	10	23	18	10	28	7	8	15	9	8	17	7	9	16	8	3	11	130
HHSRS - non HMO	166	290	456	139	330	469	149	268	417	128	243	371	153	250	403	112	241	353	22	39	61	2530
HMO Licence	7		7	3	4	7	7	1	8	19	5	24	23	3	26	28	11	39	3	3	6	117
Homechoice Inspection		4	4																			4
Homefinders Inspection		49	49		45	45		7	7					2	2							103
Homefinders Vacation Inspection		6	6		12	12		2	2	1	2	3		1	1							24
Housing - Pro-Active Inspection		1	1										1	3	4	3	3	6	1	1	2	13
Housing - Rat Complaints													16	12	28	35	40	75	8	22	30	133
Housing Filthy + Verminous Premises	13	6	19	37	11	48	17	16	33	61	37	98	15	21	36	9	13	22	5	3	8	264
Housing Grant Enquiry				1		1	4	10	14	2	5	7	3	1	4	2	2	4				30
Housing Nuisance adj premises other		4	4	1	3	4	2	9	11	3	15	18	8	8	16	4	16	20	1	3	4	77
Housing Nuisance adj premises structural								1	1	1	2	3		5	5	1	2	3	1	2	3	15
Housing Overcrowding										2		2	2	2	4	2	4	6	1	1	2	14
Immigration Visit		2	2		1	1	2	2	4		2	2	2	1	3		2	2		1	1	15
Planning Consultations										1	5	6	1	4	5	2	5	7		1	1	19
Private Drain/Sewer		6	6		8	8	5	6	11	4	10	14	7	6	13	21	9	30	1	2	3	85
Private Sector Leasing Inspection	2	31	33	2	33	35		16	16		12	12		13	13		9	9		5	5	123
Private Sector Leasing Vacation Inspect								1	1					1	1							2
Public Sewer	19		19	1	2	3		3	3	7	3	10	4	1	5	3	1	4				44
Rain Water Systems													1		1	2	1	3				4
Referral to alternative team																3	10	13	3	4	7	20
Rent Deposit Guarantee Inspection	12	47	59	22	82	104	9	72	81	3	1	4	1		1	2	2	4				253
Rent Deposit Vacation Inspection	3	3	6	1	6	7	5	6	11				1		1							25
Septic Tanks		2	2		1	1	2	1	3	4	5	9				3	1	4		1	1	20
Surface Water (not pollution)										1	1	2	1		1							3
<b>Grand Total</b>	<b>297</b>	<b>522</b>	<b>819</b>	<b>591</b>	<b>621</b>	<b>1212</b>	<b>248</b>	<b>586</b>	<b>834</b>	<b>350</b>	<b>520</b>	<b>870</b>	<b>332</b>	<b>505</b>	<b>837</b>	<b>326</b>	<b>519</b>	<b>845</b>	<b>72</b>	<b>130</b>	<b>202</b>	<b>5619</b>