

Service Request - Complaints by FY/ Type

Type of Service request Complaints	FY 20/21 (Up to		Grand Total
	FY 1920	18/09/2020)	
	ESC	ESC	
Accumulation of Rubbish (Resid.premises)	115	49	164
Caravan (Licensed Site)	34	31	65
Caravan (not Licensed Site)	12	4	16
Civil Penalty	1		1
Damage Deposit Bond Inspection	12	2	14
Damage Deposit Bond Vacation	1		1
Empty Property	47	18	65
Energy Efficiency Enquiry	4	30	34
Expert Witness Reports	3	2	5
Gypsy and Traveller Sites	30	20	50
HHSRS - HMO	13	10	23
HHSRS - non HMO	270	51	321
HMO Licence	44	16	60
Hoarding	20	12	32
Housing - Pro-Active Inspection	48	25	73
Housing - Rat Complaints	67	54	121
Housing Filthy + Verminous Premises	39	24	63
Housing Grant Enquiry	1		1
Housing Needs Inspection Visit	10	25	35
Housing Nuisance adj premises other	8	8	16
Housing Nuisance adj premises structural	2	6	8
Housing Overcrowding	3	1	4
Immigration Visit	2		2
Planning Consultations	9		9
Private Drain/Sewer	24	11	35
Private Sector Leasing Inspection	5	2	7
Private Sector Leasing Vacation Inspect	2		2
Public Sewer		1	1
Referral to alternative team	2		2
Rent Deposit Guarantee Inspection	4	2	6
Section 215 Complaints		1	1
Septic Tanks	9	2	11
Unauthorised camping	10	4	14
Grand Total	851	411	1262