

Type of Service request Complaints	FY 19/20 ESC	FY 20/21 ESC	FY 21/22 ESC	FY 22/23 ESC	FY 23/24 ESC	FY 24/25 ESC
Accumulation of Rubbish (Resid.premises)	115	93	100	82	54	60
Cadent			1		55	380
Caravan (Licensed Site)	34	53	38	41	28	51
Caravan (not Licensed Site)	12	7	12	2	7	56
Cess Pools		1				
Civil Penalty	1					
Damage Deposit Bond Inspection	12	6	1			
Damage Deposit Bond Vacation	1					
Electrical Safety Standards			34	8		1
Empty Property	47	35	46	62	56	101
Energy Efficiency Enquiry	4	147	5	4	2	
EPC assessment					1	29
Expert Witness Reports	3	6	4	13	1	
Fit and Proper Person			9		5	2
Gypsy and Traveller Sites	30	23	9	16	7	7
HHSRS - HMO	13	12	8	5	9	4
HHSRS - non HMO	270	180	239	221	209	149
HMO General Enquiry						6
HMO Licence	44	33	46	57	61	69
HMO Licence New Application						13
HMO Licence Renewal						2
HMO Standards Complaint						5
Hoarding	20	25	20	13	14	21
Housing - Pro-Active Inspection	48	58	80	56	26	25
Housing - Rat Complaints	67	88	73	62	86	118
Housing Filthy + Verminous Premises	39	33	10	19	20	26
Housing Grant Enquiry	1	1	2		3	4
Housing Needs Desktop Assessment		12	43	62	42	72
Housing Needs Inspection Visit	10	35				1
Housing Needs Procurement Assessment						3
Housing Nuisance adj premises other	8	18	9	10	5	13
Housing Nuisance adj premises structural	2	11	5	2	1	1
Housing Overcrowding	3	2	2	6	2	5
Human Trafficking and Modern Day Slavery				2		3
Immigration Visit	2		1			1
Land Charge enquiry			4			
Overgrown gardens			3	4	6	10
Planning Consultations	9	2	10	43	69	43
Private Drain/Sewer	24	28	25	16	30	15
Private Sector Leasing Inspection	5	12	1		1	
Private Sector Leasing Vacation Inspect	2		1			
Public Sewer		3	4		3	
Rainwater systems		1	1			1
Referral to alternative team	2	18	58	103	133	189
Rent Deposit Guarantee Inspection	4	2	2		2	No longer valid
Rent Deposit Vacation Inspection		1				No longer valid
Rent Guarantee Scheme Inspection		5	4			2
Romany						49
Safe Suffolk Renters					299	1957
Section 215 Complaints		1	2			
Septic Tanks	9	7	9	9	7	5
Serco Assessments				17		5
SSR - Enforcement						172
SSR - Event						52
SSR - Grant Enquiries					4	20
SSR - HMO						157
SSR - MEES					34	10
Surface water (not pollution)			2			
Ukraine				220	40	33
Unauthorised camping	10	12	10	5	58	3
Unlicensed HMO Complaint						6
Grand Total	851	971	933	1160	1380	3957