

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	FY 25/26 Up to end of Q3
Accumulation of Rubbish (Resid.premises)	115	93	100	82	54	60	56
Cadent			1		55	380	356
Caravan (Licensed Site)	34	53	38	41	28	51	34
Caravan (not Licensed Site)	12	7	12	2	7	56	8
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	106
Energy Efficiency Enquiry	4	147	5	4	2		
EPC assessment					1	29	
Expert Witness Reports	3	6	4	13	1		16
Fit and Proper Person			9		5	2	2
Gypsy and Traveller Sites	30	23	9	16	7	7	12
HHSRS - HMO	13	12	8	5	9	4	
HHSRS - non HMO	270	180	239	221	209	149	115
HMO General Enquiry						6	54
HMO Licence	44	33	46	57	61	69	No longer valid
HMO Licence New Application						13	15
HMO Licence Renewal						2	2
HMO Standards Complaint						5	9
Hoarding	20	25	20	13	14	21	14
Housing - Pro-Active Inspection	48	58	80	56	26	25	47
Housing - Rat Complaints	67	88	73	62	86	118	75
Housing Filthy + Verminous Premises	39	33	10	19	20	26	17
Housing Grant Enquiry	1	1	2		3	4	
Housing Needs Desktop Assessment		12	43	62	42	72	45
Housing Needs Inspection Visit	10	35				1	1
Housing Needs Procurement Assessment						3	
Housing Nuisance adj premises other	8	18	9	10	5	13	11
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	1
Immigration Visit	2		1			1	1
Land Charge enquiry			4				2
Overgrown gardens			3	4	6	10	3
Planning Consultations	9	2	10	43	69	43	25
Private Drain/Sewer	24	28	25	16	30	15	17
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	127
Rent Deposit Guarantee Inspection	4	2	2		2	No longer valid	
Rent Deposit Vacation Inspection		1				No longer valid	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	4
Safe Suffolk Renters					299	1957	129
Section 215 Complaints		1	2				
Septic Tanks	9	7	9	9	7	5	2
Serco Assessments				17		5	60
SSR - EICR Pilot							7
SSR - Enforcement						172	272
SSR - Event						52	5
SSR - Grant Enquiries					4	20	2
SSR - HMO						157	10
SSR - MEES					34	10	18
Surface water (not pollution)			2				
Ukraine				220	40	33	18
Unauthorised camping	10	12	10	5	5	3	1
Unlicensed HMO Complaint						6	12
Grand Total	851	971	933	1160	1327	3957	1711