

No 1	Details of all of the housing association’s housebuilding projects approved in the last ten years, including the address of the project, the affected geographical area, the total number of units built, the number of units built for social housing, the number of affordable houses built, and the date the project was approved.																				
	<p>Complete Answer</p> <p>Kings Glen, Greenock. Geographical Area is Inverclyde. The total number of units that are currently being built is 57 and all are social housing for rent. The project was approved by Cloch’s Board on 19th June 2017.</p>																				
No 2	Details of all complaints made by tenants about the organisation’s housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.																				
	<p>Complete Answer</p> <p>CSV File completed. Please note that Cloch defines a complaint in line with SPSO regulations as any “expression of dissatisfaction” with a service, so we record considerably more complaints than our peers and we feel this is a much better complaints service.</p>																				
No 3	Details of all complaints made by prospective tenants and applicants about the organisation’s housing service in the past five years, including the date of the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was.																				
	<p>Complete Answer</p> <p>CSV file completed. Please note, as we are part of a common housing register and it is run in partnership with Oak Tree H.A., Larkfield H.A. and Sanctuary H.A., we do not record all complaints about the service.</p>																				
No 4	The total number of people currently on the waiting list for housing properties, broken down by bedroom number?																				
	<p>Complete Answer</p> <table border="1" data-bbox="284 1630 703 2007"> <thead> <tr> <th colspan="2">Count of applications by bedroom size.</th> </tr> <tr> <th>Bedroom</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1635</td> </tr> <tr> <td>2</td> <td>1395</td> </tr> <tr> <td>3</td> <td>626</td> </tr> <tr> <td>4</td> <td>114</td> </tr> <tr> <td>5</td> <td>19</td> </tr> <tr> <td>6</td> <td>5</td> </tr> <tr> <td>7</td> <td>1</td> </tr> <tr> <td>Grand Total</td> <td>3795</td> </tr> </tbody> </table>	Count of applications by bedroom size.		Bedroom	Total	1	1635	2	1395	3	626	4	114	5	19	6	5	7	1	Grand Total	3795
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Grand Total	3795																				

No 5	The number of people currently on the waiting list for housing in each geographical area, broken down by property bedroom number?
	We have a choice based letting system and we don't gather info by geographical area.
No 6	The anticipated waiting time for housing accommodation, broken down by bedroom number.
	We have a choice based letting system and we don't gather info by geographical area nor do we collect average waiting times.
No 7	The anticipated waiting time for housing accommodation in each geographical area, broken down by bedroom property number.
	We have a choice based letting system and we don't gather info by geographical area nor do we collect average waiting times.
No 8	The average waiting time for housing accommodation, broken down by bedroom number, in each of the last ten years.
	We have a choice based letting system and we don't gather info by geographical area nor do we collect average waiting times.
No 9	The average waiting time for housing accommodation in each geographical area, broken down by bedroom number, in each of the last ten years.
	We have a choice based letting system and we don't gather info by geographical area nor do we collect average waiting times.
No 10	The total number of social housing properties owned by the housing association, broken down by geographical area and bedroom number.
	<p>Partially complete Answer</p> <p>As at 31st March each year (all properties are in Inverclyde local authority are only):</p> <p>2011 Bedroom Sizes: Studio Flat - 6 1 Bedroom – 362 2 Bedroom – 728 3 Bedroom – 242 5 Bedroom – 15 Total - 1353</p> <p>2012 Bedroom Sizes: Studio Flat - 6 1 Bedroom – 363 2 Bedroom – 681 3 Bedroom – 257 5 Bedroom – 19 Total - 1326</p>

	<p>2013 Bedroom Sizes: Studio Flat - 6 1 Bedroom – 372 2 Bedroom – 707 3 Bedroom – 261 5 Bedroom – 19 Total - 1365</p> <p>2014 Bedroom Sizes: Studio Flat - 6 1 Bedroom – 376 2 Bedroom – 708 3 Bedroom – 253 5 Bedroom – 19 Total - 1362</p> <p>2015 onwards is available on the SHR Website: https://www.housingregulator.gov.scot/landlord-performance/landlords/cloch-housing-association-ltd</p>										
No 11	The total number of social housing properties built by the housing association in each of the past ten years, broken down by geographical area and bedroom number.										
	<p>Complete Answer In the last 10 years Cloch Housing Association has built 168 units.</p> <p>Geographical Area: Inverclyde</p> <table border="1" data-bbox="284 1261 767 1442"> <thead> <tr> <th><u>Bedroom Size</u></th> <th><u>Numbers Built</u></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>10</td> </tr> <tr> <td>2</td> <td>83</td> </tr> <tr> <td>3</td> <td>66</td> </tr> <tr> <td>4</td> <td>9</td> </tr> </tbody> </table>	<u>Bedroom Size</u>	<u>Numbers Built</u>	1	10	2	83	3	66	4	9
<u>Bedroom Size</u>	<u>Numbers Built</u>										
1	10										
2	83										
3	66										
4	9										
No 12	Percentage increases on rent imposed on social tenants by the housing association in each of the last ten years.										
	<p>1/4/2011: 5.8% 1/4/2012: 3.6% 1/4/2013: 4.2% 1/4/2014: 4.2% 1/4/2015: 2.3% 1/4/2016: 1.3% 1/4/2017: 3.0% 1/4/2018: 3.6% 1/4/2019: 3.0% 1/4/2020: 2.8% (note: we are in the process of rent restructuring, so although 2.8% is the increase, some tenants actual increase was more than this and some was less or zero)</p>										

No 13	The total number of housing association tenants in each of the last ten years
	<p>Partially Answered:</p> <p>As at 31st March each year (all tenants including non-self-contained properties etc., we do not hold self-contained only figure):</p> <p>31/3/2011 - 1286 31/3/2012 - 1368 31/3/2013 - 1414 31/3/2014 - 1380 31/3/2015 - 1412 31/3/2016 - Information not held 31/3/2017 – Information not held 31/3/2018 – Information not held 31/3/2019 – Information not held 31/3/2020 - 1420</p>
No 14	The total value of rent arrears accumulated by housing association tenants, as well as the total number of tenants who have entered rent arrears, in each of the last ten years
	<p>Partial Completion: we do not hold the total number of tenants who have entered rent arrears. This figure fluctuates on a monthly basis depending on when someone pays their rent for the month. For example, if rent is due on 1st April and the person does not pay until 2nd April, technically they are in arrears of 1 day, however, we would not physically include this in any statistical analysis.</p> <p>Gross Rent Arrears at 31st March each year:</p> <p>2011: £140, 360 2012: £150,357 2013: £176,061 2014: £74,031</p> <p>2015 onwards is available on the Scottish Housing Regulator website: https://www.housingregulator.gov.scot/landlord-performance/landlords/cloch-housing-association-ltd</p>
No 15	Details of all evictions carried out on housing association tenants in the last ten years, including the number of evictions carried out and the reasons for the evictions.
	<p>Complete Answer</p> <p>Evictions for year ending 31st March each year.</p> <p>2011: 1 2012: 1 2013: 5</p>

	2014: 5 2015 onwards is available on the Scottish Housing Regulator Website: https://www.housingregulator.gov.scot/landlord-performance/landlords/cloch-housing-association-ltd
No 16	The number of housing association tenants currently facing evictions, including all active eviction notices
	Cloch Housing Association has 1 decree of eviction pending.

Complaints Reference	Reported Date	Type	Description	Ultimate Description	Resolution Description	Service Area	Underlying Cause	Action Taken	Unacceptable Actions Policy Applied	Equalities Issue	Summary	Resolution Description2	Subject Title	Subject Surname	Subject Forename	Subject Code
771	26/03/2015	Complainant	Stage 2 SPSO Working Days	SPSO Stage 2 20	Complainant Refused	Housing Services	n/a	n/a	No	None	* unhappy with outcome of dispute re gasline bins	Complainant Refused		*	*	*
806	13/04/2015	Complainant	Working Days	SPSO Stage 1 5	Complainant Refused	Housing Services	n/a	n/a	No	None	* called to complain about 3 bikes and a go cart that he have been removed from his driveway	Complainant Refused		*	*	*
822	20/04/2015	Complainant	Working Days	SPSO Stage 1 5	Explanation (Refuted)	Housing Services	staff shortage	apologised to tenant	No	None	Tenant complained about customer service as he stated that his issues should have been dealt with at first DCS	Explanation (Refuted)		*	*	*
841	28/04/2015	Complainant	Working Days	SPSO Stage 1 5	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Tenant's daughter ** called re 4 power cads which were found to be faulty. They had been returned and meter checked out but had not yet been replaced.	Explanation (Refuted)		*	*	*
878	21/05/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Not satisfied with the close cleaning.	Upheld - Contractor Service				
888	10/06/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Contractors have arrangement to clean close after 10 am and were out at 10.30 yesterday and work Mr. * who works nightshift	Upheld - Contractor Service				
913	22/06/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Mr. * still not happy with close cleaning the bottom landing is still thick with dirt.	Upheld - Contractor Service				
926	01/07/2015	Compliment	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	Ms. * said she was very impressed by ** at ATV; he had very nice manner and was very professional during their meeting. She was impressed and just wanted to report this.	Compliment				
932	07/07/2015	Complainant	Working Days	SPSO Stage 1 5	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Advised condition of close as unhappy with product being used to clean close.	Explanation (Refuted)				
956	23/07/2015	Complainant	Working Days	SPSO Stage 1 5	Complainant Refused	Housing Services	n/a	n/a	No	None	Mr. * has complained that a complaint has been closed. See Complaint file.	Complainant Refused				
975	03/08/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Close cleaning service declined	Upheld - Contractor Service				
976	03/08/2015	Compliment	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	Compliment about standard of close cleaning	Compliment				
977	03/08/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Mr. * responded to satisfaction survey for close cleaning. Not happy with standard or mop being used for each landing	Upheld - Contractor Service				
978	03/08/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Satisfaction Survey Response - tenant unhappy with the smell of disinfectant and staff are sometimes noisy	Upheld - Contractor Service				
979	03/08/2015	Complainant	Working Days	SPSO Stage 1 5	Complainant Refused	Housing Services	n/a	n/a	No	None	Complaint that contractors have not cleaned binstore since close cleaning started	Complainant Refused				
980	03/08/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Close cleaning service is not consistent. Close smells as though dirty water is being used to clean it.	Upheld - Contractor Service				
981	03/08/2015	Compliment	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	Close Contractor is very good and close is always nice and fresh	Compliment				
983	04/08/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Response from satisfaction survey reporting dissatisfaction with close cleaning service	Upheld - Contractor Service				
985	04/08/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	tenant noted on satisfaction survey that internal and external glass is not being cleaned	Upheld - Contractor Service				
986	04/08/2015	Complainant	Working Days	SPSO Stage 1 5	Complainant Refused	Housing Services	n/a	n/a	No	None	Response to Customer Satisfaction Survey - comments about bin area and windows not being cleaned	Complainant Refused				
987	04/08/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Windows and binstore not being cleaned.	Upheld - Contractor Service				
988	04/08/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Concerns about contract for close cleaning raised as part of Close Cleaning satisfaction survey being returned	Upheld - Contractor Service				
995	05/08/2015	Complainant	Working Days	SPSO Stage 2 20	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Unsatifactory standard of close cleaning contract.	Upheld - Contractor Service				
1013	19/08/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Commonal close has not been cleaned for a wk. Her blue bin has not been put out for collection	Upheld - Contractor Service				
1036	01/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	T complained that HB form was not completed correctly by staff at 11pm. HB refused rent on Homes claim based on wording and T had to submit an escalation letter	Upheld - CHA Service Failure				
1047	08/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Tenant not happy about being recharged for removal of dog dirt from back areas as she does not use a dog	Upheld - CHA Service Failure				
1049	10/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Request for binstore to be cleaned	Upheld - CHA Service Failure				
1051	10/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Rechargeable repair to uplift bin bags	Upheld - CHA Service Failure				
1052	10/09/2015	Complainant	Working Days	SPSO Stage 1 5	Complainant Refused	Housing Services	n/a	n/a	No	None	T unhappy with charge to pay on RR sent for cleaning bin bags from close	Complainant Refused				
1053	10/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Not happy with RR sent. Also not happy with treatment from EM staff.	Upheld - CHA Service Failure				
1054	10/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Unhappy about paying share of RR bill to uplift refuse bags	Upheld - CHA Service Failure				
1058	11/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Appeal against invoice her received for rubbish dumped in communal area	Upheld - CHA Service Failure				
1061	14/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	disputing RR bill to remove staff from bin area	Upheld - CHA Service Failure				
1063	14/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	tenant disputing RR charge of £200 to uplift a carpet as the carpet was damaged by our contractor the aux with the zick up.	Upheld - CHA Service Failure				
1064	14/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Ms. * recharged for deep fouling cleaners prior to her moving in.	Upheld - CHA Service Failure				
1065	14/09/2015	Complainant	Working Days	SPSO Extension of Time	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Mr. * attended office regarding arrears balance as a result of OP. OP was opened due to error in invoicing HB (included heating charges)	Upheld - CHA Service Failure				
1091	28/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Mr. * is not happy with close cleaning	Upheld - Contractor Service				
1099	29/09/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Will not be paying recharge for carpet II was not hers	Upheld - CHA Service Failure				
1100	29/09/2015	Complainant	Working Days	SPSO Stage 1 5	Complainant Refused	Housing Services	n/a	n/a	No	None	The Recharge Repair is not his responsibility he puts his bags out	Complainant Refused				
1106	05/10/2015	Compliment	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	Mr. * phoned to thank ** for letters sent to ** Advised letters were very good.	Compliment		*	*	*
1128	14/10/2015	Complainant	Working Days	SPSO Stage 1 5	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Tenant's daughter unhappy with close cleaning contract being implemented	Explanation (Refuted)				
1129	15/10/2015	Complainant	Working Days	SPSO Stage 2 20	Complainant Refused	Housing Services	n/a	n/a	No	None	Escalation from complaint 1128 re close cleaning implementation	Complainant Refused				
1134	19/10/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Email received that close cleaning was not as good	Upheld - Contractor Service				
1141	20/10/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Close cleaning not as good as before and floor left wet till 11.45	Upheld - Contractor Service				
1149	27/10/2015	Complainant	Working Days	SPSO Stage 1 5	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Ms. * Contact Details * Mrs. * daughter is not happy that the close cleaning is being introduced to her mothers close her mother cleans her stairs	Explanation (Refuted)				
1150	27/10/2015	Complainant	Working Days	SPSO Stage 2 20	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Would like complain escalated as still not happy with outcome	Explanation (Refuted)				
1161	05/11/2015	Complainant	Working Days	SPSO Stage 1 5	Complainant Refused	Housing Services	n/a	n/a	No	None	Implementation of Close Cleaning	Complainant Refused				
1175	11/11/2015	Complainant	Working Days	SPSO Stage 1 5	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	staff member off and they don't make appointments	Explanation (Refuted)				
1183	16/11/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Tenant phoned at 11.53pm to say no-one had turned up for her ATV at 1.30pm today. Did advise ** was called to jury duty.	Explanation (Refuted)		*	*	*
1191	19/11/2015	Complainant	Working Days	SPSO Stage 1 5	Complainant Refused	Housing Services	n/a	n/a	No	None	Received Supremo letter on Friday which was closing date; date on letter wrong	Upheld - Contractor Service				
1197	20/11/2015	Complainant	Working Days	SPSO Stage 1 5	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Ms. * is unhappy that she has an area to pay from the start of her tenancy at ** The area arises from HB paying from date moving in (13/10/15) rather than 01/09/15	Complainant Refused				
1204	24/11/2015	Complainant	Working Days	SPSO Stage 1 5	Complainant Refused	Housing Services	n/a	n/a	No	None	Complained that bins not being put back in bin store after emptying weekly and some left in car park.	Explanation (Refuted)		*	*	*
1217	01/12/2015	Complainant	Working Days	SPSO Stage 2 20	Other - Please Note in Details	Housing Services	n/a	n/a	No	None	Contacted tenants mother re. get servicing and she said that the tenancy has ended she handed the keys in and thinks we got them and have carried out repairs.	Other - Please Note in Details		*	*	*
1219	30/11/2015	Complainant	Working Days	SPSO Stage 1 5	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Ms. * is unhappy with the way her ASB complaint about neighbour Mr. * has been dealt with.	Explanation (Refuted)		*	*	*
1220	01/12/2015	Complainant	Working Days	SPSO Stage 2 20	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Tenant is unhappy the property at ** (which she had bid for and was lost) has been withdrawn and offered to another applicant	Explanation (Refuted)		*	*	*
1223	27/11/2015	Compliment	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	Tenant feels like she was not allocated the property at ** as Cloch did not want her to get the property.	Compliment		*	*	*
1224	27/11/2015	Compliment	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	Tenant's life has changed since she started getting support from **	Compliment		*	*	*
1226	04/12/2015	Complainant	Working Days	SPSO Stage 2 20	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Shared owner complained ** for sorting her DD so quickly	Explanation (Refuted)		*	*	*
1238	15/12/2015	Complainant	Working Days	SPSO Stage 1 5	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Repairs to property not solving problem of water ingress tenants had intention of withholding rent on that basis	Upheld - CHA Service Failure		*	*	*
1241	15/12/2015	Complainant	Working Days	SPSO Stage 1 5	Complainant Refused	Housing Services	n/a	n/a	No	None	email from tenant regarding an estate management letter with the wrong date	Complainant Refused		*	*	*
1245	22/12/2015	Compliment	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	complaint re ATV letter	Compliment		*	*	*
1252	05/01/2016	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	tenant called because he had received a £30 voucher for nominating his neighbour for the super hero award he called to thank staff at Cloch for this and for the great service we provide.	Upheld - Contractor Service		*	*	*
1257	06/01/2016	Complainant	Working Days	SPSO Stage 1 5	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Ms. * not happy with standard of cleaning	Upheld - Contractor Service		*	*	*
1261	08/01/2016	Compliment	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	Bins were not returned to bin store on Tuesday and her bin was not taken out for collection.	Upheld - Contractor Service		*	*	*
1261	08/01/2016	Compliment	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	Tenant attended office to request assistance in resolving issue with electricity supplier. resolved issue with previous tenants debt	Compliment		*	*	*

1630	21/06/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Complaint re door entry system and lack of contact with tenants at ** submitted via **	Explanation (Refuted)				
1636	22/06/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	See attached letter.	Explanation (Refuted)	*	*		
1680	20/07/2016	Compliment	Compliment	Compliment	Housing Services			No	None	** residents. Thank you for your continued support especially ** email's attached in notes.	Compliment		*	*	
1683	21/07/2016	Compliment	Compliment	Compliment	Housing Services		n/a	No	None	Called to thank for help in assisting with possible dog complaint	Compliment	*	*		
1687	20/07/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		n/a	No	None	Complaint that close cleaning was not great this week.	Complaint Refuted		*		
1705	26/07/2016	SPSO Referred	SPSO Referred	Complaint Refuted	Housing Services			No	None	Priority communication with tenants pre close cleaning information supplied	Complaint Refuted				
1725	09/08/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	tenant unhappy that this mobile number was passed to survey monkey	Explanation (Refuted)				
1732	12/08/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Ms * phoned to complain about the manner in which * spoke to her in relation to her rent. She felt she was rude and condescending. This had been on more than one occasion.	Upheld - CHA Service Failure				Complaint about service
1735	15/08/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	unhappy about the colour of blinds put into the deant address	Explanation (Refuted)				
1737	15/08/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Direct Debt was increased incorrectly so the tenant was charged rent twice on 29/7/16 and 29/7/16.	Upheld - CHA Service Failure				
1738	15/08/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services			No	None	tenant is alleging that a member of staff from this office called her mother and told her she was moving to ** after she advised she did not want her parents informed	Complaint Refuted				
1742	18/08/2016	Compliment	Compliment	Compliment	Housing Services			No	None	Analysis of TSS for EM	Compliment	*	*	*	
1743	18/08/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services			No	None	Tenant replied to EM Sat Survey to say she was unhappy with how the complaint was dealt with	Complaint Refuted				
1744	18/08/2016	Compliment	Compliment	Compliment	Housing Services			No	None	Compliment for with response and professional service by * in rubbish bins removed from the close.	Compliment	*	*	*	
1755	22/08/2016	Compliment	Compliment	Compliment	Housing Services			No	None	NTSS * advising that she is very happy in her new home and that * was very helpful during the process.	Compliment	*	*	*	
1756	22/08/2016	Compliment	Compliment	Compliment	Housing Services			Yes	None	Coming from ** I am very happy with the property was offered. It was secure and I was kept up to date throughout there housing process.	Compliment				
1758	22/08/2016	Compliment	Compliment	Compliment	Housing Services			No	None	Very happy with service all staff and contractors helpful both * and * were exceptional.	Compliment	*	*	*	
1760	22/08/2016	Compliment	Compliment	Compliment	Housing Services			No	None	tenant very pleased from allocation to moving into property, staff very professional and flat in excellent condition.	Compliment				
1788	06/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant unhappy about receiving an untidy garden letter on the 30th August. Tenant had picture of her garden which was dated the 29th August	Explanation (Refuted)				
1799	06/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant unhappy about receiving a letter about the condition of her garden. Tenant advised that her husband spoke to * who issued an ecological risk assessment. ** contacted in response to ODI	Explanation (Refuted)				Housing Services
1810	09/09/2016	Stage 2 SPSO Complaint	SPSO Stage 2 Working Days	Upheld - CHA Service Failure	Housing Services		n/a	No	None	Former tenant wishes to complain about a breach of data protection from a member of the housing section.	Upheld - CHA Service Failure	*	*	*	
1812	14/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services			No	None	Anonymous complaint about an allocation to **	Complaint Refuted	*	*		
1816	15/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	tenant unhappy with request to pay one month in advance 3 years ago	Explanation (Refuted)				
1817	14/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services			No	None	Complaint received re allocation of property. Tenant does not live there. Daughter and her friend do.	Complaint Refuted	*	*		
1818	20/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant annoyed that ** didn't visit this week as * had promised even though she went but didn't visit her neighbour	Explanation (Refuted)	*	*	*	
1819	19/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	email from ** on behalf of ** regarding use of the back garden	Explanation (Refuted)				
1829	22/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services			No	None	owner complaining regarding poor finish at joint on mughast	Upheld - Contractor Service	*	*		
1844	27/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services			No	None	Please take note that once again ** have not arrived on time to fulfil their duties of taking out the bins as **	Complaint Refuted		*		
1845	27/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services			No	None	Called to report that the close cleaners are kicking door in to gain access to clean close	Upheld - Contractor Service	*	*		
1846	27/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	Complaint against service after receiving a letter to stop feeding bins	Explanation (Refuted)				Housing Services
1850	27/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services			No	None	Tenant unhappy with the way * spoke to him regarding his smoke alarm being activated	Complaint Refuted				
1852	28/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services			No	None	Her bin has not been put back into the bin area by close cleaners	Upheld - Contractor Service	*	*		
1860	29/09/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	** are putting bins out for collection but not returning them also standard of close cleaning is poor	Explanation (Refuted)		*		
1873	03/10/2016	Compliment	Compliment	Compliment	Housing Services			No	None	Would like to thank * and the * staff for the fantastic job they did installing the new heating system	Compliment				*
1888	06/10/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Recharge applied against a tenant without evidence. Email to HA's to follow RR procedure	Upheld - CHA Service Failure	*	*		
1893	07/10/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services			No	None	Contractor has been reminded of site requirements	Upheld - Contractor Service	*	*		
1906	11/10/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services			No	None	Tenant has claimed that contractor has damaged carpets in her home and shouldn't have been in her home to damage it in the first place	Complaint Refuted	*	*	*	
1923	17/10/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Tenant unhappy with how she was dealt with when complaining about her neighbour *	Upheld - CHA Service Failure	*	*	*	
1923	17/10/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	error in reading rental statement misinform tenant	Upheld - CHA Service Failure				
1923	17/10/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	clarification with SHD NFO on error in reading account	Upheld - CHA Service Failure				
1956	03/11/2016	Compliment	Compliment	Compliment	Housing Services			No	None	tenant called to say thanks for getting the washing machine that was outside the close removed	Compliment	*	*	*	
1968	10/11/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	Me & Mrs * emailed the complaint about visitors to Me * house noise drive taking in area and mentioned that they feel CHA have not dealt with these issues in the past.	Explanation (Refuted)				Housing Services
1970	14/11/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Me * is still waiting on someone collecting the ASB logs and has had no contact regarding ongoing noise complaint	Upheld - CHA Service Failure				
1984	22/11/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		n/a	No	None	Called re letter is sued. Not happy that Cloch are threatening to evict tenants who have not accessed decant.	Explanation (Refuted)				
1986	22/11/2016	Stage 2 SPSO Complaint	SPSO Stage 2 Working Days	Explanation (Refuted)	Housing Services		n/a	No	None	tenant claims * made her commit fraud on her HB form & unhappy with decant requirements	Explanation (Refuted)	*	*	*	
1987	22/11/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	tenant upset at NDR	Explanation (Refuted)				
1988	23/11/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services			No	None	tenant unhappy with how she was dealt with when complaining about her neighbour *	Complaint Refuted				
2007	05/12/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		n/a	No	None	tenant is annoyed that her neighbour upstairs got offered a property to ** over her	Complaint Refuted				
2013	08/12/2016	Compliment	Compliment	Compliment	Housing Services			No	None	Tenant handed 2 boxes of sweets (passed to * in thanks for all residents) and help he has received from staff and for the refund of rent. He hopes Christmas cards will help this in.	Compliment				
2014	19/12/2016	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	Me * received a Rent Increase Survey on Saturday and he isn't happy re notes	Explanation (Refuted)				
2015	19/12/2016	Compliment	Compliment	Compliment	Housing Services		n/a	No	None	Me * sister phoned to say what a wonderful service we are providing to her brother in a huge weight off her shoulders.	Compliment				
2017	20/12/2016	Compliment	Compliment	Compliment	Housing Services			No	None	** handed in a gift of chocolates as a thanks you	Compliment	*	*	*	
2056	05/01/2017	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services			No	None	Tenant notified respondent that * cleaning had left all the windows open and the close got wet and her son fell down the stairs	Complaint Refuted		*	*	
2066	10/01/2017	Compliment	Compliment	Compliment	Housing Services			No	None	In EM complaints satisfaction survey owner complimented * see notes	Compliment	*	*	*	
2068	11/01/2017	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	email received regarding bins not being returned to bin area after collection	Explanation (Refuted)		*	*	
2081	16/01/2017	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		n/a	No	None	tenant advised no one ever returns her call when she leaves a message	Complaint Refuted				
2083	18/01/2017	Compliment	Compliment	Compliment	Housing Services			No	None	Tenant was extremely happy with how * dealt with his EM complaint	Compliment	*	*	*	
2084	18/01/2017	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services			No	None	Me * is not happy that her tenant (sister) received a letter about the bins to be removed within the bin area	Explanation (Refuted)				
2092	20/01/2017	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Tenant unhappy at receiving an arrears letter when he has overpaid his house and has an actual credit	Upheld - CHA Service Failure	*	*	*	
2096	23/01/2017	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		n/a	No	None	tenant happy with how FACE went taking place when rent is increasing by 3%	Explanation (Refuted)				
2097	24/01/2017	Compliment	Compliment	Compliment	Housing Services			No	None	very happy with how ** dealt with her allocation. He was very helpful	Compliment	*	*	*	
2098	24/01/2017	Compliment	Compliment	Compliment	Housing Services			No	None	received excellent service from ** 300K.	Compliment	*	*	*	

2099	24/01/2017	Complaint	Complaint	Complaint	Housing Services			No	None	Very happy with service from all staff and contractors especially ** and **	Complaint						
2104	24/01/2017	Complaint	Complaint	Upheld - CHA Service Failure	Housing Services			No	None	Tenant responded to allocation satisfaction survey to say 'properly was dirty when moved in'	Upheld - CHA Service Failure						
2119	27/01/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	I have written on numerous occasions regarding our bins at ** My bin does not get taken down the back AGAIN. This happens far too many times and I cannot understand why they won't do it.	Upheld - Contractor Service						
2127	30/01/2017	Complaint	SPO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Close cleaners are not cleaning the close properly	Complaint Refuted						
2145	08/02/2017	Complaint	Complaint	Complaint	Housing Services			No	None	** shared to thank Cioch for today's cinema event	Complaint						
2146	08/02/2017	Complaint	Complaint	Complaint	Housing Services			No	None	Reported to **. Tenant phoned to say thanks to all staff at ** today they had a great time	Complaint	*	*				
2162	17/02/2017	Complaint	Complaint	Complaint	Housing Services			No	None	Tenant called to discuss decant while on the phone she advised that she was so happy with the improvement and investment at **	Complaint						
2165	20/02/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Email received from Ms. * complaining about the work required at house she is wishing to rebook	Explanation (Refuted)						
2175	23/02/2017	Complaint	Complaint	Complaint	Housing Services		None	No	None	At * drop in session Mr * wanted to say that he was delighted with Cioch service and that the rent rise was being put to good use modern apartment and garden side scheme	Complaint						
2177	24/02/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	owner not happy with one off clean oil stains still visible in common area stairs and landings	Upheld - Contractor Service						
2178	24/02/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Tenant unhappy that she cannot access web portal	Explanation (Refuted)						
2181	27/02/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services		rent increase info added to success approval letter	No	None	she is not happy that she was informed about the rent increase at sign up. Is she aware about it was the DD confirmation at the higher rent.	Explanation (Refuted)						
2184	27/02/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	** wrote to complain about house visit to tenants Mr * and Ms * (Ten No **)	Explanation (Refuted)	*	*	*			
2185	28/02/2017	Stage 2 SPO Complaint	SPO Stage 2.0 Working Days	Explanation (Refuted)	Housing Services			No	None	Complained about the close cleaning charge. It is not affordable and the tenant's should be doing it	Explanation (Refuted)						
2196	27/02/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Complaint about close cleaning charge -not affordable. can tenant's not just do it themselves	Explanation (Refuted)						
2203	03/03/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services		advise given is a guideline not definite	No	None	complaint about BACS request for decant payment. He says that payment would be in his bank account today	Upheld - CHA Service Failure						
2206	06/03/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Email received regarding the letter sent out to the close	Complaint Refuted						
2210	07/03/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	** had to put the bins out for 3 weeks and they are not cleaning the close as they were meant to do each day	Upheld - Contractor Service						
2219	03/03/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Tenant unhappy with the wording of the estate management letter sent from **	Upheld - CHA Service Failure						
2238	15/03/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	I would maybe consider a landing if anyone from your office ever took complaints about the state of the close we have to live in and do something about it. On 14 May 2017 9:35 am "Office" @Cioch	Complaint Refuted						Housing Services
2241	16/03/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Mr * had turned up for FACE meeting 30 mins late but was unable to get to access to the office	Explanation (Refuted)						
2249	17/03/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Close not cleaned properly using air freshener spray to freshen close	Upheld - Contractor Service						
2255	21/03/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Tenant complaining about the close cleaning contract being illegally extended for a year as we just want to give the money to our mate	Complaint Refuted						
2259	22/03/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Close cleaning not to her standard she is not happy the bin area has not been cleaned the area is green and so is the front step	Explanation (Refuted)						
2275	04/04/2017	Stage 2 SPO Complaint	SPO Stage 2.0 Working Days	Complaint Refuted	Housing Services			No	None	Not happy with the standard office cleaning	Complaint Refuted						
2377	04/04/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	T not happy about not qualified for garden tidy scheme	Explanation (Refuted)						
2306	20/04/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Ms * called re the close cleaning at the above. she said it's not being done properly. They are only spending 10 minutes to clean the whole close, the first 3 stairs are really dirty. Close cleaning has not been very good and they had to previously come back and deep clean and she thinks this needs done again as they seem to use the close water from top to bottom.	Upheld - Contractor Service						
2307	20/04/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Unhappy that she has to provide 28 days notice to end her tenancy.	Upheld - Contractor Service	*	*				
2318	25/04/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	T is unhappy as she feels we are not dealing with her complaint	Explanation (Refuted)						
2335	02/05/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	tenant has reported raised a box of down of RR dust and has never received this	Explanation (Refuted)						
2337	02/05/2017	Complaint	Complaint	Complaint Refuted	Housing Services			No	None	Owner responded to the estate management satisfaction survey to compliment *	Complaint Refuted						
2348	08/05/2017	Complaint	Complaint	Complaint	Housing Services			No	None	Tenant responded to allocation satisfaction survey to compliment *	Complaint	*	*	*			
2351	08/05/2017	Complaint	Complaint	Complaint	Housing Services			No	None	Tenant responded to Allocation satisfaction survey to compliment **	Complaint	*	*	*			
2352	08/05/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	complaint regarding letter received	Complaint Refuted	*	*	*			
2353	08/05/2017	Complaint	Complaint	Complaint	Housing Services			No	None	Ms * came into the office with a thank you card and chocolates she was soo happy that she had her garden maintained by garden tidy over the moon	Complaint	*	*				
2354	08/05/2017	Complaint	Complaint	Complaint	Housing Services			No	None	Tenant responded to the allocations satisfaction survey to compliment **	Complaint	*	*	*			
2361	08/05/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Tenant unhappy with estate management complaint letter being sent to her close as they cut their bins away	Complaint Refuted						
2365	10/05/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Tenant called to complain about alleged ASB tenant who may be moving next door to be named as **	Complaint Refuted	*	*				
2374	11/05/2017	Complaint	Complaint	Complaint Refuted	Housing Services	n/a	n/a	No	None	Issue after factoring survey	Complaint Refuted						
2381	12/05/2017	Complaint	Complaint	Explanation (Refuted)	Housing Services			No	None	Worried about alleged allocation of responsibility door to **	Explanation (Refuted)	*	*				
2388	17/05/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	complaint regarding close cleaning the dock, not think the landing is being cleaned. MMR on floor has been there for a number of weeks	Upheld - Contractor Service						
2393	18/05/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Bottom of close not being done properly it is looking worse that it was before	Upheld - Contractor Service						
2394	19/05/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Mr * called to say his partner ** had received letter from RCH 'booked her back' for housing because of the report given by Cioch about him causing damage to the property. See notes.	Explanation (Refuted)	*	*				
2422	31/05/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services		Met with tenant	No	None	Tenant is unhappy that she asked for a member of housing several weeks to contact her about moving house and she hasn't had a reply	Upheld - CHA Service Failure						
2432	02/06/2017	Complaint	SPO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Tenant phoned in and was advised by a member of staff that she had £500 not areas, which was incorrect	Upheld - CHA Service Failure						
2459	14/06/2017	Complaint	SPO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Complaint received regarding the playground weeds, litter and overgrown grass	Upheld - Contractor Service						
2469	15/06/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	T's daughter called very unhappy with the call she received from ** re dog fouling in garden.	Explanation (Refuted)	*	*	*			
2478	19/06/2017	Complaint	Complaint	Complaint Refuted	Housing Services			No	None	unhappy with staff attitude	Complaint Refuted	*	*				
2509	12/07/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	complaint about the portal difficult to understand as it does not show balance due	Upheld - CHA Service Failure						
2522	17/07/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Thinks that we are not doing anything about the neighbour - thinks we are being more sympathetic than we should be. Original letter attached.	Complaint Refuted						
2525	18/07/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	T called to say close cleaners are not cleaning properly	Upheld - Contractor Service						
2538	20/07/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	On behalf of Mr * ** ** ASB from neighbour * ** see attachments	Explanation (Refuted)	*	*				
2554	31/07/2017	Complaint	Complaint	Explanation (Refuted)	Housing Services			No	None	Tenant unhappy with letter from Cioch advising him that the close cleaning will commence on 18/7/17	Explanation (Refuted)						
2560	03/08/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Ms * is complaining about the fact her parents in number * are being subjected to difficult living conditions by the neighbour bow being anti social	Explanation (Refuted)	*	*				
2563	03/08/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Complaint taken by Tenant complained that ** was very cheeky to her on the phone going on about how much she owed in rent and was apologetic to her as if she was a free worker.	Complaint Refuted	*	*	*			
2586	10/08/2017	Complaint	Complaint	Complaint Refuted	Housing Services			No	None	tone of email sent on the 9th August 2017	Complaint Refuted	*	*	*			
2595	15/08/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	unhappy with reaction to busess her for **	Explanation (Refuted)						
2615	25/08/2017	Complaint	Complaint	Complaint	Housing Services			No	None	T daughter - Thanks you for all the help ** gave to her parents in getting the HB claim sorted out	Complaint	*	*	*			
2617	25/08/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Ms * daughter phoned about the letter issued regarding the arrears on the tenant's rent account.	Explanation (Refuted)						
2637	06/09/2017	Stage 1 SPO Complaint	SPO Stage 1.5 Working Days	Work/Inspection Required	Housing Services			No	None	This is due I have visited and we require an agreement with this tenant	Work/Inspection Required						

3343	02/05/2018	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	Miss has been my 1st home & my first tenancy.	Compliment					
3353	03/05/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Condition of the close	Upheld - Contractor Service					*
3362	08/05/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Work/Inspection Required	Housing Services			No	None	Contractor not returning bins to bin store	Work/Inspection Required					*
3370	09/05/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Ms * phoned to advise she is not happy because the new bin contractor isn't putting the bins back correctly.	Upheld - Contractor Service					*
3388	15/05/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Owner reported close cleaning unsatisfactory. See notes.	Upheld - Contractor Service					*
3390	15/05/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	State of ** due to ongoing issue with bins.	Complaint Refuted					*
3393	11/05/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Letter/rubbish have all over ** due to issue with bin collection	Upheld - Contractor Service					*
3343	31/05/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	standing is dirtier than ever. They are using one bucket of water from bin to bottom.	Upheld - Contractor Service					*
3362	06/06/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	unhappy with standard of the close cleaning service he is not paying for this	Upheld - Contractor Service					*
3373	11/06/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant phoned to complain about staff member's visit	Explanation (Refuted)					*
3404	14/06/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Mr * sister called to ask why mail is going to Mr * address its supposed to go to her as Mr * can't read	Upheld - CHA Service Failure					*
3406	15/06/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant unhappy that we have not mowed her	Explanation (Refuted)					*
3409	18/06/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	no update on visit given	Upheld - CHA Service Failure					*
3410	18/06/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	staff member reminded to update addicants	Upheld - CHA Service Failure					*
3429	21/06/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	unhappy with attitude of staff member	Complaint Refuted					*
3436	21/06/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	tenant unhappy with attitude of Staff member	Explanation (Refuted)					*
3448	26/06/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	tenant complaining that he should not be charged for cleaning bill	Upheld - CHA Service Failure					*
3449	26/06/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Further report of issue with close cleaners	Upheld - Contractor Service					*
3469	03/07/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	letter issued by staff	Explanation (Refuted)					*
3483	06/07/2018	Compliment	Compliment	Compliment	Housing Services			No	None	Owner Mrs * phoned to complain about the letter the communal block has received about close cleaning.	Explanation (Refuted)					*
3508	11/07/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Grass cutting cost email: see notes	Upheld - CHA Service Failure					*
3521	18/07/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Compliment to * for issuing letter quickly in response to ASB and close issue	Compliment					*
3523	19/07/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Close not cleaned. See notes	Explanation (Refuted)					*
3526	19/07/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Herdes were ruined by Cloth gardener	Explanation (Refuted)					*
3528	17/07/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	complaint that nothing has been done about barking dogs down stairs	Complaint Refuted					Cloth Housing Associato
3530	15/07/2018	Stage 1 SPOD Complaint	SPOD Extension of Time	Complaint Refuted	Housing Services			No	None	bins and back court areas a disgrace and close cleaning contractor not cleaning close properly.	Upheld - CHA Service Failure					*
3534	20/07/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	print out not received	Upheld - CHA Service Failure					*
3565	30/07/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Owner Rent card still not received	Upheld - CHA Service Failure					*
3569	24/07/2018	Compliment	Compliment	Compliment	Housing Services			No	None	bringing up matters due to lack of support from Cloth and poor conduct of staff member	Complaint Refuted					*
3571	01/08/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	garden tidy list not identified for estate management	Upheld - CHA Service Failure					*
3572	01/08/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	need to highlight tenants on the garden tidy scheme	Upheld - CHA Service Failure					*
3576	02/08/2018	Duplicate or Input in Error	SPOD Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Mr * received a letter about his hedges: letter states he would be charged £150 if they were not cut but he is on the garden tidy scheme.	Upheld - CHA Service Failure					*
3582	03/08/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	complaint with re: no close cleaning standard getting worse	Upheld - Contractor Service					*
3586	06/08/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Tenant was really pleased with World Pay and the service she received from their staff.	Compliment					*
3591	06/08/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	door standards of cleaning from the close cleaning contractor	Upheld - Contractor Service					*
3600	08/08/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Ms * complained that the close cleaning has not been carried out for 3 weeks. she also complained that the standard of the cleaning has been terrible since the new contractor started.	Upheld - Contractor Service					*
3613	13/08/2018	Stage 2 SPOD Complaint	SPOD Stage 2.0 Working Days	Complaint Refuted	Housing Services			No	None	Close hasn't been cleaned this week nor has the bins been returned to the bin store	Upheld - Contractor Service					*
3617	16/08/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	has reported 2 or 3 times prams lying on landing (see 3479 added 13/8/18)	Upheld - CHA Service Failure					Cloth Housing Associato
3640	20/08/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Unhappy with card being put through door from estate management visit	Complaint Refuted					Cloth Housing *
3647	23/08/2018	Compliment	Compliment	Compliment	Housing Services			No	None	Mr * has complained further regarding the close cleaning and the fact he has not received an update from staff	Complaint Refuted					*
3658	06/09/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Unhappy that date of entry is not the same days as the keys are handed	Explanation (Refuted)					The Associato
3668	06/09/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Received a letter about the state of her garden. she is on the garden tidy scheme	Upheld - CHA Service Failure					*
3681	11/09/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	tenant very happy with service he said staff were very patient when dealing with his dog	Compliment					*
3684	11/09/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Unhappy with letter received re: condition of garden	Complaint Refuted					*
3696	13/09/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Father of ** at *** phoned to say that * hadn't returned a call from ** about a neighbour incident at the weekend	Upheld - CHA Service Failure					*
3697	14/09/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Tenant being held to 28 days without notice complained that he contacted the office tell us he was being rehoused and he was told he should do it through the website. He wasn't able to get on the w	Explanation (Refuted)					*
3709	17/09/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Tenant charged for uplift that was not required	Upheld - CHA Service Failure					*
3716	18/09/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	T complained about threatening letter he received from me about parking and our procedure as we took complainants word and didnt take estate further	Upheld - CHA Service Failure					*
3717	24/09/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Tenant not happy with letter sent out regarding the condition of his Garden. he said there was no need for such a threatening letter with the cost of £150 in it. He will be attending to his garden	Complaint Refuted					*
3764	02/10/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	unhappy that Cloth have persistently not neighbouring flat to anti-social tenants	Explanation (Refuted)					*
3775	04/10/2018	Compliment	Compliment	Compliment	Housing Services			No	None	Complained that we are not carrying enough estate management visits she thinks the service is poor. We dont make folk clean their stairs	Complaint Refuted					Cloth Housing Associato
3781	08/10/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	tenant was told a invoice on go in their driveway	Complaint Refuted					*
3787	08/10/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	to pass on thanks to * to attending to check over newly fitted smart meter	Compliment					*
3789	08/10/2018	Stage 2 SPOD Complaint	SPOD Stage 2.0 Working Days	Complaint Refuted	Housing Services			No	None	have repeatedly tried to log onto Cloth Portal but cant get it to work anymore	Explanation (Refuted)					Cloth Housing Associato
3793	08/10/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	unhappy with the standard of the property she was let and the lack of a decoration allowance	Complaint Refuted					Cloth Housing Associato
3803	11/10/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	unhappy with attitude of staff member	Complaint Refuted					*
3803	11/10/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Dealt with by * needs addn support	Complaint Refuted					*
3803	11/10/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant unhappy about staff members carvout a setting in visit	Complaint Refuted					*
3803	11/10/2018	Stage 1 SPOD Complaint	SPOD Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Not happy that "cleaning are back in post nor did she receive any notice that they had the contractor again	Explanation (Refuted)					Cloth Housing Associato

3822	17/10/2018	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	estate management letter received to whole close despite staff where aware of why stuff was lined outside	Explanation (Refuted)		Housing Services		
3833	16/10/2018	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	nothing being done about continuous anti-social behaviour from Cloch tenant	Explanation (Refuted)		Cloch Housing Association Ltd		
3838	23/10/2018	Compliment	Compliment	Compliment	Housing Services		No	None	* was very helpful when tenant called in about her rent	Compliment	*	*	*	
3859	09/11/2018	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	Call to advise that the contractor has not returned the bins to the binstore. He has returned his own bin but just advise the rest of them were out	Upheld - Contractor Service	*	*	*	
3862	02/11/2018	Compliment	Compliment	Compliment	Housing Services		No	None	close cleaning contractor had left the bins out. Mr * wanted to thank * for arranging to get them taken back in	Compliment	*	*	*	
3867	18/11/2018	Compliment	Compliment	Compliment	Housing Services		No	None	complimented on how she always leaves office happy after speaking to *	Compliment	*	*	*	
3869	20/11/2018	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		No	None	T unhappy with the way a member of staff had spoken to her a couple of months ago with regards to a complaint received that she was accused of	Complaint Refuted	*	*	*	
3917	21/11/2018	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	Tenant & support worker disputing final cost of recharge as est cost was 145.	Explanation (Refuted)		Cloch Housing Association Ltd		
3939	30/11/2018	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	Tenant unhappy she was sent an arrears letter as she is a regular payer	Explanation (Refuted)		Cloch Housing Association Ltd		
3950	07/12/2018	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	tenant not happy with how a complaint regarding noise is being dealt with	Explanation (Refuted)	*	*	*	
3956	14/12/2018	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	reviewed a rent arrears letter in red for £4.39	Explanation (Refuted)	*	*	*	
3995	21/12/2018	Compliment	Compliment	Compliment	Housing Services		No	None	Thank you card sent with regards to cinema event	Compliment				
3998	21/12/2018	Compliment	Compliment	Compliment	Housing Services		No	None	Thank you card for the cinema event	Compliment				
4001	24/12/2018	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	not happy about receiving a letter re arrears after her making an arrangement to pay. letter states she may be evicted and asking her to make contact with homeless services	Explanation (Refuted)		Housing Services		
4006	04/01/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services	n/a	n/a	None	Tenants have complained that the bins were not put back over the festive period	Upheld - Contractor Service	*	*	*	
4009	04/01/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		No	None	unhappy that he is housebound but has been unsuccessful when trying to get someone in to * wanted to close to a manager	Complaint Refuted				
4012	08/01/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	Bins put out far too early at * High winds and bins blown over rubbish everywhere	Upheld - Contractor Service	*	*	*	
4020	10/01/2019	Compliment	Compliment	Compliment	Housing Services		No	None	passed details onto **	Compliment	*	*	*	
4045	17/01/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services		No	None	Not satisfied with the condition of the close cleaning	Upheld - CHA Service Failure	*	*	*	
4064	25/01/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	wants to stop paying for close cleaning as list being done properly	Upheld - Contractor Service	*	*	*	
4067	28/01/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	Ms * has phoned to complain about the rubbish that is being left out side number 7. This is an ongoing issue that she feels Cloch do nothing to assist her	Explanation (Refuted)		Housing Services		
4084	04/02/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	customer extremely angry and upset about est management letter put through her door today	Explanation (Refuted)		Housing Services		
4085	04/02/2019	Compliment	Compliment	Compliment	Housing Services		No	None	complimented * on how lovely she was to deal with following customer complaint	Compliment	*	*	*	
4094	06/02/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		No	None	Wishing to complain about the garden invoice that has been sent out	Complaint Refuted	*	*	*	
4098	06/02/2019	Stage 2 SPSO Complaint	SPSO Stage 2 20 Working Days	Upheld - CHA Service Failure	Housing Services		No	None	Tenant is still not happy with contractor	Upheld - CHA Service Failure	*	*	*	
4104	08/02/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	informed housing services who have called Alpaym	Upheld - Contractor Service	*	*	*	
4104	08/02/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	sent contact details	Upheld - Contractor Service	*	*	*	
4105	08/02/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	has received letter with Oak Tree headed paper regarding DD rent increase	Upheld - Contractor Service	*	*	*	
4109	11/02/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	received a rent increase letter for a neighbour in with her letter	Upheld - Contractor Service	*	*	*	
4117	12/02/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	Your cleaning contractors did not take out (or empty) my blue bin this week when they had taken out (or emptied) others.	Upheld - Contractor Service	*	*	*	
4125	15/02/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		No	None	* spoke with Ms * on Friday 15th Feb. Her original issue was regarding the condition of the common close and the back area court particularly (as detailed in past letters to the Estate team)	Complaint Refuted				
4129	18/02/2019	Compliment	Compliment	Compliment	Housing Services		No	None	At Allocation visit the new tenant was well impressed with the carpet and doors of the flat	Compliment	*	*	*	
4131	18/02/2019	Stage 2 SPSO Complaint	SPSO Stage 2 20 Working Days	Complaint Refuted	Housing Services		No	None	Tenant called to make a complaint about a staff member breaching confidentiality	Complaint Refuted	*	*	*	
4138	21/02/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	* if of the above has called because the close cleaners have missed taking his bin out this week. He said he got a new one with a lid on it and they shouldn't check to see if it is full	Upheld - Contractor Service	*	*	*	
4155	26/02/2019	Compliment	Compliment	Compliment	Housing Services		No	None	tenant received letter saying she had not made rent payment when she can see the transaction off her bank account on 2 February 2019	Explanation (Refuted)		Housing Services		
4159	27/02/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services	n/a	n/a	None	Ms * complained that the bins were not being put back in the proper bus stores	Upheld - Contractor Service	*	*	*	
4164	28/02/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	Tenant unhappy about being woken by phone call	Explanation (Refuted)				
4182	06/03/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services		No	None	Tenant not happy as when her bathroom had been installed the £50 allowance that was granted to the tenant was used against the repairs on the garage account	Upheld - CHA Service Failure	*	*	*	
4186	07/03/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		No	None	Email received regarding letter for the bins. Tenant has raised prev complaints	Complaint Refuted				
4188	08/03/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services	sdm	*	dealing with sdm	received an email about somebody elses rent account with a balance of arrears on it	Upheld - CHA Service Failure	*	*	*	
4205	12/03/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Duplicate / Error - Removal	Housing Services		No	None	Owner unhappy with condition of close following close cleaning contract	Duplicate / Error - Removal	*	*	*	
4211	13/03/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	unhappy with quality of work this week	Upheld - Contractor Service	*	*	*	
4216	18/03/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		No	None	owner occupier unhappy with the close cleaning carried out today she was able to wipe dirt off the floor with her foot	Complaint Refuted	*	*	*	
4233	21/03/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services	n/a	n/a	None	Tenant unhappy with the communications from craig	Complaint Refuted	*	*	*	
4234	21/03/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		No	None	complaint that Cloch have been made aware numerous times about an anti-social neighbour and somebody doing things who does not live in property, she said Cloch never take any action	Complaint Refuted				
4256	29/03/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	Ms * called to advise that the bins are still not being put away in the correct bin stores	Upheld - Contractor Service	*	*	*	
4262	01/04/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		No	None	Tenant complained about being charged for litter picking and hedge cutting, states they have never been done. She is also not happy that she has to cut the hedge at her side as it is too high	Complaint Refuted				
4267	02/04/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	** bin area in particular tenant got a new Tuff bin with a lid on it the guys are not checking the bins with lids and not removing all rubbish this has been happening for 6 weeks	Upheld - Contractor Service	*	*	*	
4270	03/04/2019	Stage 2 SPSO Complaint	SPSO Stage 2 20 Working Days	Upheld - CHA Service Failure	Housing Services		No	None	tenant unhappy with how * dealt with her call	Upheld - CHA Service Failure	*	*	*	
4275	04/04/2019	Stage 2 SPSO Complaint	SPSO Stage 2 20 Working Days	Explanation (Refuted)	Housing Services		No	None	unhappy with service received from ** delay in sending letter to her wife and blunt and also wrong name on letter she received	Explanation (Refuted)	*	*	*	
4280	05/04/2019	Compliment	Compliment	Compliment	Housing Services		No	None	The tenant's daughter * came in to thank me for my assistance dealing with the changes to her mum's housing benefit	Compliment	*	*	*	
4283	05/04/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	Email sent to Ms * regarding payment received from Mr & Mrs * **	Explanation (Refuted)	*	*	*	
4286	08/04/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	close cleaning contractor left a mess at her back door	Upheld - Contractor Service	*	*	*	
4300	11/04/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	Tenant unhappy with letters sent about the common close & rubbish left in it	Explanation (Refuted)				
4310	16/04/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		No	None	received a letter with re: to clearing out the bin area at the front of the garden after a FNU visit	Complaint Refuted		Housing Services		
4315	17/04/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	Ms * called with re: to the letter received about grass cuttings and items in the front garden	Explanation (Refuted)		Cloch		
4317	18/04/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		No	None	not happy about letter received about grass cutting washing machine & item to be removed from the garden	Complaint Refuted		Cloch Housing Association Ltd		
4326	23/04/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services	door decoration	email sent to staff	None	Ms * T gran is complaining about the condition of the flat we let her	Upheld - CHA Service Failure	*	*	*	
4328	23/04/2019	Compliment	Compliment	Compliment	Housing Services		No	None	Tenant happy with * & ** visit	Compliment	*	*	*	
4331	23/04/2019	Compliment	Compliment	Compliment	Housing Services		No	None	Tenant happy with visit from * & **	Compliment	*	*	*	
4353	30/04/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - Contractor Service	Housing Services		No	None	Mr * called to say that his bin bags were not taken out yet again and the bin area bags have burnt all over the bin area	Upheld - Contractor Service	*	*	*	
4361	02/05/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Upheld - CHA Service Failure	Housing Services		No	None	unhappy about terms dumped in close letter, she needs key to cellar waiting for some time	Upheld - CHA Service Failure	*	*	*	
4364	02/05/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Complaint Refuted	Housing Services		No	None	phone call from tenant with re: to card put through letter box about grass cutting	Complaint Refuted		Cloch Housing Association Ltd		
4368	02/05/2019	Stage 1 SPSO Complaint	SPSO Stage 1 Working Days	Explanation (Refuted)	Housing Services		No	None	Unhappy at our policy of advertising properties before they have moved out	Explanation (Refuted)				

4370	07/05/2019	Compliment	Compliment	Compliment	Housing Services			No	None	Tenants sister wry grateful for support & help during the difficult process with her son	Compliment		*	*	*
4385	10/05/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	unhappy with Cloch Housing with regards to the last 3 tenants who have stayed but not	Explanation (Refuted)				
4388	10/05/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	wants rubbish at back of the property removed was told this would be done over a year ago	Upheld - CHA Service Failure				Cloch Housing Associate
4390	13/05/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	has prospective new tenant turn up at her door to ask to see around property	Explanation (Refuted)				Housing Services
4398	15/05/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	received a rent letter with a balance on it telling her to continue with her agreement T not happy that it has red ink on the balance	Explanation (Refuted)				Housing Services
4406	16/05/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	phoned tenant who advised put comment to survey now knowing	Complaint Refuted				Cloch Housing Associate n Ltd
4408	16/05/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	better sign posting re services when in need phoned and discussed range of services out there	Explanation (Refuted)				Cloch Housing Associate n Ltd
4409	16/05/2019	Compliment	Compliment	Compliment	Housing Services			No	None	Stm up access - whole access was too noisy 5/5	Compliment				Cloch Housing Associate n Ltd
4412	16/05/2019	Compliment	Compliment	Compliment	Housing Services			No	None	* was great I have never seen someone so kind and helpful.	Compliment				Cloch Housing Associate n Ltd
4414	16/05/2019	Compliment	Compliment	Compliment	Housing Services			No	None	* was such a great help cant thank him enough	Compliment		*	*	*
4432	21/05/2019	Compliment	Compliment	Compliment	Housing Services			No	None	Compliment for * - tenant so happy with how * handled her Tenancy Start up	Compliment		*	*	*
4435	23/05/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	T unhappy that we sought decree for balance and expenses after she had paid bal and terminated and that she would have paid the o/t balance from the notice if we had told her about it.	Explanation (Refuted)				
4478	03/06/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	tenant has been refunded payment as credit on rent acc	Explanation (Refuted)		*	*	*
4487	06/06/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	direct debit no cancelled as requested	Explanation (Refuted)		*	*	*
4487	06/06/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	unhappy about the way ** spoke to her daughter	Complaint Refuted		*	*	*
4487	06/06/2019	Compliment	Compliment	Compliment	Housing Services			No	None	Miss * thanked * and * for attending to the bin issue promptly this morning. She said Cloch staff always deal with her issues immediately and provide an excellent service.	Compliment				
4502	10/06/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Miss * partner * phoned to say the cloch has been cleaned today but that there landing was not done	Upheld - Contractor Service		*		
4504	11/06/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	tenant want recharged for items when no one living in flat	Explanation (Refuted)				
4507	12/06/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	unhappy that could be recharged for removal of items from bin store as house is empty	Explanation (Refuted)				Cloch Housing Associate
4517	18/06/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	The tenant's son * * is unhappy with our 28 day written notice policy for termination	Explanation (Refuted)				Cloch Housing Associate
4522	21/06/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	T not happy she has been woken up from night's hft because 2 staff members were at her door over her front garden not being cut.	Explanation (Refuted)				Housing Associate
4552	21/06/2019	Compliment	Compliment	Compliment	Housing Services			No	None	Tenant staged * for her help with the foodbank referral	Compliment		*	*	*
4569	30/06/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Which investigating complaint Ms * maintains that she advised * * at the time not carry get the contractor to cut her grass as her relation was going to do it	Complaint Refuted		*		
4583	02/07/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	unhappy that rent charge is higher than neighbour	Explanation (Refuted)				
4588	08/07/2019	Compliment	Compliment	Compliment	Housing Services			No	None	sent email to RS to advise them of complaint	Compliment		*	*	*
4611	11/07/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	tenant not happy about not being on the Garden tidy scheme	Explanation (Refuted)				
4621	15/07/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Ms * is disputing factoring charge 06/03/2019 7406 - Job No. - 181881 - Environmental Services - remove and dispose of items in bin area (10704 12 206 42 49)	Explanation (Refuted)				
4673	30/07/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	cloch letter not closed as agreed	Complaint Refuted				
4679	31/07/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	* did not clean cloch or take bins back after they were collected	Upheld - Contractor Service		*		
4683	01/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Blue bins have not been out away & cloch have not been cleaned	Upheld - Contractor Service		*		
4690	01/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	letter sent to wrong address	Upheld - CHA Service Failure		*		
4696	03/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	letter sent to wrong address	Upheld - Contractor Service		*		
4707	06/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	Owner phoned to advise her landing has not been cleaned by the contractor	Upheld - Contractor Service		*		
4733	13/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	erisis has not been out for a month tenant on garden tidy scheme	Upheld - Contractor Service		*		
4736	13/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	erisis has not been out for a month tenant on garden tidy scheme	Upheld - Contractor Service		*		
4743	13/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	called **	Upheld - CHA Service Failure		*		
4767	20/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Tenant really annoyed about the rent arrears letters and being given the wrong information.	Upheld - CHA Service Failure		*		
4775	20/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Miss * was not happy about the way she was treated with re: to her offer of housing.	Complaint Refuted		*	*	*
4793	26/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	1st and 2nd landing not cleaned properly	Upheld - Contractor Service		*		
4798	27/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	called on Thursday and left a message for * to call him back	Upheld - CHA Service Failure		*	*	*
4804	28/08/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	garden has not been cut for months tenant on garden tidy scheme	Upheld - Contractor Service		*		
4859	16/09/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Ms * called over a month ago to advise that his wife had died but he is still getting mail with his wife's name on it.	Explanation (Refuted)				
4864	16/09/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Wished decoration allowance to be paid when in rent	Explanation (Refuted)				
4869	17/09/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Phoned call / refused as contractor	Explanation (Refuted)				
4886	24/09/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - Contractor Service	Housing Services			No	None	unhappy that he was accused of throwing food out the window and that he has asked us to arrange visits in advance	Explanation (Refuted)				Cloch Housing Associate Ltd
4887	23/09/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Complaint about the rent arrears letter being sent when he is in credit	Upheld - CHA Service Failure		*		
4904	01/10/2019	Stage 2 SPSO Complaint	SPSO Stage 2.20 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Complaint about cloche cleaning	Upheld - Contractor Service		*		
4916	04/10/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	unhappy with how * deal with her complaint	Upheld - CHA Service Failure		*	*	*
4930	10/10/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	Ms * extremely upset and irate that we weren't there during the deep clean and that it hasn't been done to standard	Complaint Refuted		*		
4939	15/10/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Complaint Refuted	Housing Services			No	None	tenant was expecting a call back from Housing Services staff regarding re-housing	Upheld - CHA Service Failure		*		
4977	01/11/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	tenant thinks he doesn't get value for money for the rent he pays in relation to internal and external works he feels need done	Complaint Refuted				Housing Services
4990	08/11/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	complaint that the cloch stain are not done properly	Complaint Refuted		*	*	*
4997	13/11/2019	Stage 2 SPSO Complaint	SPSO Stage 2.20 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	unhappy she can't bid for property due to advert having wrong stairs	Upheld - CHA Service Failure		*	*	*
5041	20/11/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	tenant given wrong rent statement in error by * (see attached)	Upheld - CHA Service Failure		*	*	*
5045	01/12/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Miss * is unhappy that * * is still not ready to let	Upheld - CHA Service Failure		*		
5048	04/12/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	T has not send mail for former tenant	Upheld - CHA Service Failure		*		
5058	09/12/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant asked to discuss her rent account (specifically reducing her payment to rent only for 2 months). While working out what she should pay she asked to speak with someone else as it was stressing	Explanation (Refuted)				
5068	09/12/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Change contractor is only cleaning the bottom of the cloch	Explanation (Refuted)		*		
5086	17/12/2019	Stage 1 SPSO Complaint	SPSO Stage 1.5 Working Days	Explanation (Refuted)	Housing Services			No	None	Rent credit cheque sent to former tenant - tenant deceased	Explanation (Refuted)				
					Housing Services			No	None	unhappy with staff attitude	Explanation (Refuted)				*

