No 1 Details of all of the housing association's housebuilding projects approved it 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 is social housing, the number of affordable houses built, and the date the project was approved.  Complete Answer  Kings Glen, Greenock. Geographical Area is Inverdyde. The total number of units that are currently being built is 57 and all are social housing for ren The project was approved by Cloch's Board on 19th June 2017.  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, are what the outcome of the complaint was.  Complete Answer  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.  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 the complaint, reason given for complaint, whether the complaint was investigated and upheld, and what the outcome of the complaint was investigated and upheld, and what the outcome of the complaint was.  Complete Answer  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.  No 4 The total number of people currently on the waiting list for housing propertic broken down by bedroom number?  Complete Answer  Count of applications by bedroom size.  Bedroom  Total  1 1635 2 1395 3 626 4 114 5 19 6 6 5												
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Count of applications by bedroom size.         Total           1         1635           2         1395           3         626           4         114           5         19	No 4											
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2 1395 3 626 4 114 5 19		Bedroom										
3   626   114   5   19												
4												
5 19												
6		5										
7												
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.
	Partially complete Answer
	As at 31 <sup>st</sup> March each year (all properties are in Inverclyde local authority are only):
	2011 Bedroom Sizes: Studio Flat - 6 1 Bedroom - 362 2 Bedroom - 728 3 Bedroom - 242 5 Bedroom - 15 Total - 1353
	2012 Bedroom Sizes: Studio Flat - 6 1 Bedroom – 363 2 Bedroom – 681 3 Bedroom – 257 5 Bedroom – 19 Total - 1326

	2013 Bedroom Sizes: Studio Flat - 6 1 Bedroom – 372 2 Bedroom – 707 3 Bedroom – 261 5 Bedroom – 19 Total - 1365
	2014 Bedroom Sizes: Studio Flat - 6 1 Bedroom – 376 2 Bedroom – 708 3 Bedroom – 253 5 Bedroom – 19 Total - 1362
	2015 onwards is available on the SHR Website: <a href="https://www.housingregulator.gov.scot/landlord-performance/landlords/cloch-">https://www.housingregulator.gov.scot/landlord-performance/landlords/cloch-</a>
No 11	housing-association-ltd  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.
	Complete Answer In the last 10 years Cloch Housing Association has built 168 units.
	Geographical Area: Inverclyde  Bedroom Size Numbers Built  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.
	1/4/2011: 5.8% 1/4/2012: 3.6% 1/4/2013: 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)

No 13	The total number of housing association tenants in each of the last ten years
	Partially Answered:
	As at 31st March each year (all tenants including non-self-contained
	properties etc., we do not hold self-contained only figure):
	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
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
	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 1 <sup>st</sup> April and the person does not pay until 2 <sup>nd</sup> April, technically they are in
	arrears of 1 day, however, we would not physically include this in any
	statistical analysis.
	Gross Rent Arrears at 31 <sup>st</sup> March each year:
	2011: £140, 360
	2012: £150,357
	2013: £176,061
	2014: £74,031
	2015 appeared in available on the Coattish Haveing Decoletes websites
	2015 onwards is available on the Scottish Housing Regulator website: <a href="https://www.housingregulator.gov.scot/landlord-performance/landlords/cloch-">https://www.housingregulator.gov.scot/landlord-performance/landlords/cloch-</a>
	housing-association-ltd
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.
	Complete Answer
	Evictions for year ending 31st March each year.
	2011: 1
	2012: 1
	2013: 5

	2014: 5
	2015 onwards is available on the Scottish Housing Regulator Website: <a href="https://www.housingregulator.gov.scot/landlord-performance/landlords/cloch-housing-association-ltd">https://www.housingregulator.gov.scot/landlord-performance/landlords/cloch-housing-association-ltd</a>
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.

								Unacceptable							
Complaints Reference	Reported Date	Type Description	Urgency Description	Resolution Description	Service Area	Underlying Cause	Action Taken	Actions Policy Applied	Equalities Issue	Summary	Resolution Description2	Subject Title	Subject Surname	Subject Forenames	Subject Code
771	26/03/2015	Stage 2 SPSO Complaint	SPSO Stage 2 20 Working Days	Complaint Refuted	Housing Services			No	None	* unhappy with outcome of dispute reparking bays  * called to complain about 3 bikes and a go cart that he have been	Complaint Refuted				
806	13/04/2015	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	removed from his driveway	Complaint Refuted				
822	20/04/2015	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	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 visit, 015.	Explanation (Refuted)				
		Stage 1 SPSO	SPSO Stage 15		Housing					Tenant's daughter * * called re 4 power cards which were found to be faulty. They had been returned and meter checked out but had not wet been replaced.					
841	28/04/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)  Upheld - Contractor Service	Services Housing	n/a	n/a	No	None		Explanation (Refuted)				
878	21/05/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services Housing			No	None	Not satisfied with the close cleaning.  Contractors have arrangement to clean close after 10 am and were	Upheld - Contractor Service				
898	10/06/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services Housing			No	None	out at 9.10 yesterday and woke Ms * who works nightshift  Mrs * still not happy with close cleaning the bottom landing is still	Upheld - Contractor Service				
913	22/06/2015	Complaint	Working Days	Upheld - Contractor Service	Services	n/a	n/a	No	None	thick with dirt.  Mrs * said she was very impressed by * at ATV; he had very nice	Upheld - Contractor Service			•	
926	01/07/2015	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	manner and was very professional during their meeting. She was impressed and just wanted to report this.	Compliment				
932	07/07/2015	Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	videod condition of close as unhappy with product being used to clean close	Explanation (Refuted)				
956	23/07/2015	Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services	n/a	n/a	No	None	Mr * has complained that a complaint has been closed. See Complaint 884	Complaint Refuted				
975	03/08/2015	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services				None	Close cleaning service declined	Upheld - Contractor Service				
976	03/08/2015	Compliment	Compliment	Compliment	Housing Services			No	None	Compliment about standard of close cleaning	Compliment				
977	03/08/2015	Stage 1 SPSO Complaint	SPSO Stage 15 Working Davs SPSO Stage 15	Upheld - Contractor Service	Housing Services			No	None	Mr * responded to satisfaction survey for close cleaning. Not happy with standard or moo being used for each landing	Upheld - Contractor Service				
978	03/08/2015	Stage 1 SPSO Complaint Stage 1 SPSO	Working Days	Upheld - Contractor Service	Housing Services			No	None	Satisfaction Survey Response. tenant unhappy with the smell of disinfectant and staff are someitmes noise	Upheld - Contractor Service				
979	03/08/2015	Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	Complaint that contractors have not cleaned binstore since close deaning started	Complaint Refuted				
980	03/08/2015	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	Oose cleaning service is not consistent. Oose smells as thought dirty water is being used to clean it.	Upheld - Contractor Service				
981	03/08/2015	Compliment	Compliment	Compliment	Housing Services			No	None	Close Contractor is very good and close is always nice and fresh response from satisfaction survey reporting dissatisfaction with	Compliment				
983	04/08/2015	Complaint	SPSO Stage 15 Working Davs	Upheld - Contractor Service	Housing Services			No	None	close cleaning service	Upheld - Contractor Service				
985	04/08/2015	Stage 1 SPSO Complaint	Working Days	Upheld - Contractor Service	Housing Services			No	None	tenant noted on satisfaction survey that internal and external glass is not being cleaned.	Upheld - Contractor Service				
986	04/08/2015	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	Response in Customer Satisfaction Survey - comments about bin area and windows not being deaned	Complaint Refuted				
987	04/08/2015	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	Windows and binstore not being cleaned.	Upheld - Contractor Service				
988	04/08/2015	Stage 1 SPSO Complaint	Working Days	Upheld - Contractor Service	Housing Services			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	Stage 2 SPSO Complaint	SPSO Stage 2 20 Working Days	Upheld - Contractor Service	Housing Services			No	None	Unsatisfactory standard of close cleaning contract.	Upheld - Contractor Service				
1013	19/08/2015	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Communal close has not been cleaned for 3 wks. Her blue bin has not been out out for collection.	Upheld - Contractor Service				
		Stage 1 SPSO	SPSO Stage 15		Housing					T complained that HB form was not completed correctly by staff at sign up. HB refused rent on 2 homes claim based on wording and T	-				
1036	01/09/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services Housing			No	None	had to submitt reconsideration letter.  Mrs * called to complain that she had not had a visit to judge her	Upheld - CHA Service Failure		Housing		
1047	08/09/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services Housing			No	None	garden for the Garden Competition Tenant not happy about being recharged for removal of dog dirt from	Upheld - CHA Service Failure		Services	Housing	
1049	10/09/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services			No	None	back green as she does not have a dog.	Upheld - CHA Service Failure		Housing	Services	
1051	10/09/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services Housing			No	None	Rechargeable repair to uplift bin bags T unhappy with share to pay on RR sent for clearing bin bags from	Uoheld - CHA Service Failure		Services Housing		
1052	10/09/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Complaint Refuted	Services Housing			No	None	close. T not happy with RR sent. Also not happy with treatment from EM	Complaint Refuted		Services Housing		
1053	10/09/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services Housing			No	None	staff.	Upheld - CHA Service Failure		Services Housing		
1054	10/09/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services Housing			No	None	Unhappy about paying share of RR bill to uplift refuse bags Appeal against invoice her received for rubbish dumped in	Upheld - CHA Service Failure		Services Housing		
1058	11/09/2015	Complaint	Working Days	Upheld - CHA Service Failure	Services	Disputing		No	None	communal area.	Upheld - CHA Service Failure		Services		
						RR bill to remove									
1061	14/09/2015	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services	items from		No	None	disputing RR bill to remove stuff from bin area	Upheld - CHA Service Failure		Housing Services		
1001	14/09/2015	Stage 1 SPSO	SPSO Stage 15	Upheld - CHA Service Failure	Housing	bin Store		No.	None	tenant disputing RR charge of £10.50 to uplift a carpet as the carpet	Upheld - CHA Service Failure		Property		
1063	14/09/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15		Services Housing			No	None	was dumped by our contractor the guy with the pick up.			Services	Housing	
1064		Complaint Stage 2 SPSO	Working Days SPSO Extension of	Upheld - CHA Service Failure	Services Housing				None	Mrs * recharged for doe fouling clearance prior to her moving in.  Mr * attended office regarding arrears balance as a result of OP. OP	Upheld - CHA Service Failure		Housing	Services	
1065	14/09/2015 28/09/2015	Complaint Stage 1 SPSO Complaint	Time SPSO Stage 15	Upheld - CHA Service Failure	Services Housing				None	was created due to error in processing HB (included Heating charge)	Upheld - CHA Service Failure		Servces		
1091		Stage 1 SPSO	Working Days SPSO Stage 15	Upneid - Contractor Service	Services Housing				None	Mrs * is not happy with close cleaning	Upheld - CHA Service Failure		Housing		
1099	29/09/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services Housing				None	Will not be paying recharge for carpet it was not hers	Upneid - CHA Service Failure		Services Housing		
1100		Complaint	Working Days  Compliment	Complaint Keruted	Services Housing	retuted	none	No	None	The Recharge Repair is not his responsibility he puts his bags out  Mrs * phoned to thank * * for letters sent to * * * Advised letters	Complaint Keruted		services		
1106	05/10/2015	Stage 1 SPSO	SPSO Stage 15	Explanation (Refuted)	Services Housing	n/a	n/a	No	None	were very good. Tenants daughter unhappy with close cleaning contract being limitemented.	Compliment				
1128	-,,	Complaint Stage 2 SPSO	Working Davs SPSO Stage 2 20		Services Housing			No	None		Explanation (Refuted)				
1129	15/10/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Complaint Refuted	Services Housing			No	None	Escalation from complaint 1128 re close cleaning implementation	Complaint Refuted				
1134	19/10/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services Housing	l		No	None	Email received that close cleanions was not as good	Upheld - Contractor Service		Anon		
1141	20/10/2015	Complaint	Working Days	Upheld - Contractor Service	Services			No	None	Close cleaning not as good as before and floor left wet slip hazard Mrs * Contact Details * Mrs * daughter is not happy that the close	Upheld - Contractor Service			•	
1149	27/10/2015	Stage 1 SPSO Complaint	SPSO Stage 15 Working Davs	Explanation (Refuted)	Housing Services			No	None	cleaning is being introduced to her mothers close her motther cleans her stairs	Explanation (Refuted)				
1150	27/10/2015	Stage 2 SPSO Complaint	SPSO Stage 2 20 Working Days	Explanation (Refuted)	Housing Services			No	None	Would like complaint escalated as still not happy with outcome - Implementation of Close Cleaning	Explanation (Refuted)				
1161	05/11/2015	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	received a text message re rent at Christmas	Complaint Refuted				
		1				staff memeber									
		Stage 1 SPSO	SPSO Stage 15		Housing	off and appointme	when staff are on dury juty they don't make			Tenant phoned at 13.53pm to say no-one had turned up for her ATV at					
1175	11/11/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing	nt made	appointments	No	None	1.30pm today. Did advise * * was called to jury duty.  Received Superhero letter on Friday which was closing date; date on	Explanation (Refuted)		•	•	
1183	16/11/2015	Complaint	Working Days	Upheld - Contractor Service	Services	Rent		No	None	letter wrong	Upheld - Contractor Service			•	
						arrears created by									
		1				non payment of				Mrs * is unhappy that she has an arrear to pay from the start of her					
1191		Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services	HB for 2 homes		No	None	tenancy at * * * The arrear arises from HB paying from date moving in (31/03/15) rather than DoE (09/03/15).	Complaint Refuted	L	Housing Services		L
1197	20/11/2015		SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Complaint that bins not being put back in bin store after emptying weekly and some left in car park.	Explanation (Refuted)				
		Stage 1 SPSO	SPSO Stage 15		Housing					Contacted tenants mother re. gas servicing and she said that the tenancy has ended she handed the keys in and thinks we got them					
1204	24/11/2015	Complaint Stage 2 SPSO	Working Days SPSO Stage 2 20	Complaint Refuted	Services Housing			No	None	and have carried out repairs.  Ms * is uhappy with the way her ASB complaint about neighbour Mr *	Complaint Refuted		•	•	
1217	01/12/2015	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Other - Please Note in Details	Services Housing	-		No	None	has been dealt with.  Tenant is unhappy that the property at * * (which she had bid for and	Other - Please Note in Details		•	*	•
	30/11/2015	Complaint Stage 2 SPSO	Working Days	Explanation (Refuted)	Services Housing	<b> </b>		No	None	was too forl has been withdrawn and offered to another applicant Tenant feels like she was not allocated the property at * * as Cloch	Explanation (Refuted)				
1219		Complaint	Working Days	Explanation (Refuted)	Services Housing			No	None	did not want her to get the property.  Tenant's life has changed since sher started getting support from *	Explanation (Refuted)				
1219	01/12/2015		Compliment	Compliment	Services Housing			No	None	* *     * *      * *    Second of the last changes since sher started getting support from -   Second of the last changes since sher started getting support from -   Second of the last changes since shere started getting support from -   Second of the last changes since shere started getting support from -   Second of the last changes since shere started getting support from -   Second of the last changes since shere started getting support from -   Second of the last changes shere	Compliment		•	•	
1219 1220 1223	01/12/2015	Compliment				l		No	None	Shared owner complimentsed * for sorting her DD so quickly Repairs to properly not solving problem of water ingress tenants	Compliment		+ Housing		
1219 1220 1223 1224		Compliment	Compliment SPSO Stage 2 20	Compliment	Services										Ì
1223	27/11/2015	Compliment Stage 2 SPSO Complaint	SPSO Stage 2 20 Working Days	Compliment  Explanation (Refuted)	Housing Services			No	None	had intention of withholding rent on that basis.	Explanation (Refuted)		Services		
1223	27/11/2015 27/11/2015	Compliment Stage 2 SPSO Complaint Stage 1 SPSO Complaint	SPSO Stage 2 20 Working Days SPSO Stage 1 5 Working Days		Housing Services Housing Services			No No	None	had intention of withholding rent on that basis.  email from tenant regarding an estate management letter with the wrong date.	Explanation (Refuted)  Upheld - CHA Service Failure		Services		
1223 1224 1226	27/11/2015 27/11/2015 04/12/2015	Compliment Stage 2 SPSO Complaint Stage 1 SPSO	SPSO Stage 2 20 Working Days SPSO Stage 1 5 Working Days	Explanation (Refuted)	Housing Services Housing			No No	None None None	email from tenant regarding an estate management letter with the wrone date. compolaint re ATV letter			Services		
1223 1224 1226 1238	27/11/2015 27/11/2015 04/12/2015 15/12/2015 15/12/2015	Compliment Stage 2 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint	SPSO Stage 2 20 Working Days SPSO Stage 1 5 Working Days SPSO Stage 1 5 Working Days	Explanation (Refuted)  Upheld - CHA Service Failure	Housing Services Housing Services Housing Services Housing			No No	None None None	email from tenant regarding an estate management letter with the wrone date.  complaint RATV letter tenant called because he had recieved a £10 woucher for nominating his neighbour for the super here award he called to thank staff at	Upheld - CHA Service Failure		Services *		
1223 1224 1226 1238	27/11/2015 27/11/2015 04/12/2015 15/12/2015 15/12/2015 22/12/2015	Compliment Stage 2 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Complaint Stage 1 SPSO Complaint	SPSO Stage 2 20 Working Days SPSO Stage 1 5 Working Days SPSO Stage 1 5 Working Days Compliment SPSO Stage 1 5	Explanation (Refuted)  Upheld - CHA Service Failure  Complaint Refuted  Complaint Refuted	Housing Services Housing Services Housing Services Housing Services Housing	n/a	0/2	No No No	None None None	email from tenant regarding an estate management fetter with the wrone date.  complaint of ATV letter tenant called because he had microwed a E10 woucher for nominating his neighbour of the super hear award he called to thank staff at Coch for this and for the great service we provide.	Upheld - CHA Service Failure Complaint Refuted Compliment		Services	•	•
1223 1224 1226 1238 1241 1245	27/11/2015 27/11/2015 04/12/2015 15/12/2015 15/12/2015 22/12/2015 05/01/2016	Compliment Stage 2 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Complaint Complaint Compliment Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO	SPSO Stage 2 20 Working Days SPSO Stage 15 Working Days SPSO Stage 15 Working Days SPSO Stage 15 Working Days Compliment SPSO Stage 15 Working Days SPSO Stage 15	Explanation (Refuted)  Upheld - CHA Service Failure  Complaint Refuted  Compliant Refuted  Upheld - Contractor Service	Housing Services Housing Services Housing Services Housing Services Housing Services Housing	n/a	n/a	No No No No	None None None None	ental from tenant regarding an estate management letter with the women date.  Complaint on ATV letter.  When and called beause he had recleved a CED voucher for nominating his neighbour for the super here award he called to thank staff at Confo for this, and from exercited was provided.  When you have very super here of the conformation of t	Upheld - CHA Service Failure Complaint Refuted  Compliment Upheld - Contractor Service		*		
1224	27/11/2015 27/11/2015 04/12/2015 15/12/2015 15/12/2015 22/12/2015	Compliment Stage 2 SPSO Complaint Stage 1 SPSO Comolaint Stage 1 SPSO Comolaint Comoliment Stage 1 SPSO Comolaint	SPSO Stage 2 20 Working Days SPSO Stage 1 5 Working Davs SPSO Stage 1 5 Working Davs SPSO Stage 1 5 Working Davs Compliment SPSO Stage 1 5 Working Davs Working Davs	Explanation (Refuted)  Upheld - CHA Service Failure  Complaint Refuted  Complaint Refuted	Housing Services Housing Services Housing Services Housing Services Housing Services	n/a n/a	n/a	No No No No	None None None None None	email from tenant regarding an estate management letter with the wrone date.  complaint to ATV letter tenant called because he had recieved a £10 youther for nominating this neighbour for the super hero award he called to thank staff at Gloch for this and for the exect sendor we provide.  We not have now it stadated of features.	Upheld - CHA Service Failure Complaint Refuted Compliment		Services		

						property closed								
						whilst off on holiday								
		Stage 2 SPSO	SPSO Stage 2 20		Housing	cant identify	not close prop @ A/L staff to			Complaint made regarding bid for * * * - Property open for bidding over holidays she also felt that she wasnt dealt with nicely she was		Cloch Housing &		
267	15/01/2016	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services Housing	staff	use email not chat	No	None	1st on list this changed, full details attached	Upheld - CHA Service Failure	ICHR		
274	15/01/2016	Complaint Stage 1 SPSO	Working Days	Work/inspection Required	Services	n/a training	n/a staff involved trained on	No	None	Bins are not being put back in the proper bin store after collection Tenant is unhappy with lack of information provided at sign up and standard of property when it was let (further complaint logged re this	Work/Inspection Required			
275	15/01/2016	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services	issue	heating system	No	None	with property services)  Former tenant unhappy about being charged for keys not coming in	Upheld - CHA Service Failure			
276	15/01/2016	Complaint	Working Days	Explanation (Refuted)	Services	no	n/a	No	None	until the 3rd of November (Tuesday) - see notes T complained about wrong information being given to him on several	Explanation (Refuted)			
702	19/01/2016	Stage 1 SPSO	SPSO Stage 15	Unhald - CHA Sanica Exilura	Housing Services			No	None	factoring sent by mistake.	Hobold - CNA Sonica Exilura			
203 204	21/01/2016	Complaint Stage 2 SPSO Complaint	Working Days SPSO Stage 2 20 Working Days	Unheld - Contractor Service	Housing Services			No.	None	tenant unhappy with the standard of the close cleaning	Unheld - Contractor Service			
204	11/01/1010	Stage 1 SPSO	SPSO Stage 15	opinera - contractor service	Housing	email sent to wrong	office servasked to add	No.	None	owner emailed on 5/1/16 regarding bin store and no one replied or	Opinera - Contractor Service			
305	27/01/2016	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services	section	Newark onto list	No	None	did anythine about this. Complained that the bins were not put back after collection on	Upheld - CHA Service Failure			
315	29/01/2016	Complaint	Working Days	Complaint Refuted	Services	n/a	n/a	No	None	Tuesday.  Letter received re-close cleaning charges and man fees - she couldn't	Complaint Refuted		•	
322	01/02/2016	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	understand the letter ans has been passed pillar to post still no resolve	Upheld - CHA Service Failure	Housing Services		
326	03/02/2016	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Tenant reported faulty communal light on 21/01/16 not emailed to Property Services. Work not carried out.	Upheld - CHA Service Failure	HOUSING SERVICES		
	,,	Stage 1 SPSO	SPSO Stage 15		Housing	time to complete				(1) timescale to complete Call-out repair (2) Called office at 16-59				
137	09/02/2016	Complaint Stage 2 SPSO	Working Days SPSO Stage 2 20	Complaint Refuted	Services	EME repair human	all staff reminded to check	No	None	and answer machine was on.	Complaint Refuted			
60	22/02/2016	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services Housing	error	mail	No	None	tenant's arrears letter was sent to another tenant in error Complaint re close cleaning not up to standard when they first	Upheld - CHA Service Failure			
72	29/02/2016	Complaint	Working Days	Upheld - Contractor Service	Services	Wrong		No	None	started and not cleaning walls and bin area when it should be	Upheld - Contractor Service			
91	04/03/2016	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services	kitchen orderded		No	None	Tenant was to kitchen fitted over the weekend and no one has got back to her the kitchen fitted is the wrong colour.	Upheld - Contractor Service			
95	07/03/2016	Stage 1 SPSO Complaint	Working Days SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services	no	none	No	None	Tenant received a letter advising only £400.00 paid to account when	Upheld - CHA Service Failure			
		Stage 1 SPSO	SPSO Stage 15		Housing		-			she had paid £420.00 and has receipt  ***** called to advise that she was upset at still receiving mail with her husbands name on it. *advised that Death Cert was				
110	10/03/2016	Complaint	Working Days	Explanation (Refuted)	Services	no bin not		No	None	handed in overa week ago	Explanation (Refuted)	-	•	
						being put back in								
		Stage 1 SPSO	SPSO Stage 15		Housing	correct bin store after				Report that bin not being returned to her bin store and being put in				
13	16/03/2016	Complaint	Working Days	Upheld - Contractor Service	Services	collection stairs not	n/a	No	None	no. 11	Upheld - Contractor Service	-	•	
		Stage 1 SPSO	SPSO Stage 15		Housing	being cleaned				Not happy with standard of stair cleaning said just getting a wipe over and edges not getting cleaned properly. Also inside windows				1
16	17/03/2016	Complaint	Working Days	Upheld - Contractor Service	Services	properly slipped on	n/a	No	None	not being done.	Upheld - Contractor Service	-	*	
						wet floor left by								
28	22/03/2016	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services	close cleaners	cleaners went back and dried the floor	No	None	Oose cleaning left the stairs soken wet and Miss * slipped	Upheld - Contractor Service	L		L
		Stage 1 SPSO	SPSO Stage 15		Housing		-			Close cleaning left the stairs soken wet and Miss * slipped Tenant is very unhappy about the fact she made a complaint about her neighbour dispute and Cloch did not action it. She also said she				
42	31/03/2016	Complaint	Working Days	Explanation (Refuted)	Services	n/a Not	n/a	No	None	reported it into the office and nothing was done about it	Explanation (Refuted)	-		$\vdash$
		Stage 1 SPSO	SPSO Stage 15		Housing	satisfied with close				Stairs are not being cleaned properly. Bottom stairs look grubby and				
45	31/03/2016	Complaint	Working Days	Upheld - Contractor Service	Services	cleaning	n/a Staff reminded about		None	men only taking 5 minutes to do close.  Miss * called on behalf of her mother. She feels that her mum has	Upheld - Contractor Service		•	
61	11/04/2016	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services	n/a	customer standards and mail turnaround	No	None	not been kept informed she received a letter on the Saturday stating if she did not reply by friday 12 noon the offer withdrawn	Upheld - CHA Service Failure			
65	11/04/2016	Stage 2 SPSO Complaint	SPSO Stage 2 20 Working Days	Complaint Refuted	Housing Services	n/a	None	Yes	Race	Customer claimed that * was cheeky to him that that the Association was racist in their dealines with him.	Complaint Refuted			
		Stage 1 SPSO	SPSO Stage 15		Housing	close cleaning				Tenant complaint that card put through door to say close cleaned but				
172	14/04/2016	Complaint	Working Days	Explanation (Refuted)	Services	complaint	n/a		None	she said close has not been done.	Explanation (Refuted)		e Cloch	
192	25/04/2016	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	Complaint about close cleaning going ahead no happy and not paying it	Explanation (Refuted)		Housing Associatio	
193	25/04/2016	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services	n/a	n/a	No	None	Not happy with standard of clean and bin area not been cleaned. Tenant phoned to advise us about the dog fouling issues at her	Unheld - Contractor Service			
195	25/04/2016		SPSO Stage 15											
		Stage 1 SPSO Complaint	Working Days	Explanation (Refuted)	Housing Services			No	None		Explanation (Refuted)			
		Complaint	Working Days	Explanation (Refuted)	Services Housing			No	None	oroperty  Social worker obo tenant was really happy with the service that * * provided in assisting his client with being rehoused. very	Explanation (Refuted)			
502	28/04/2016	Complaint  Compliment Stage 1 SPSO	Compliment SPSO Stage 15	Explanation (Refuted)  Compliment	Housing Services Housing	-1-	a la	No No	None	oronerty Social worker obo tenant was really happy with the service that * * provided in assisting his client with being rehoused, very provided in assisting his client with being rehoused, very professional Gose deaners were at property today and she was not impressed	Compliment			
506	28/04/2016	Complaint  Compliment Stage 1 SPSO Complaint Stage 2 SPSO	Compliment SPSO Stage 1 5 Working Davs SPSO Stage 2 20	Explanation (Refuted)  Compliment  Upheld - Contractor Service	Housing Services Housing Services Housing	n/a	n/a	No No	None None	orosorty Social worker obo tenant was really happy with the service that ** provided in assisting his client with being rehoused. very confessional Gose deaners were at property today and she was not impressed with the standard tenant unhappy with the response from the stage 1 complaint	Compliment  Upheld - Contractor Service			
602 606 608	28/04/2016 03/05/2016 03/05/2016	Compliment Stage 1 SPSO Complaint	Compliment SPSO Stage 15 Working Days	Explanation (Refuted)  Compliment  Upheld - Contractor Service  Explanation (Refuted)	Housing Services Housing Services	n/a tenants	n/a	No No No	None None None	oroser*V Social worker obo tenant was realify happy with the service that * * provided in assisting his client with being rehoused, very confessional Gose deaners were at property today and she was not impressed with the standard	Compliment			
502 506 508	28/04/2016 03/05/2016 03/05/2016	Complaint  Compliment Stage 1 SPSO Complaint Stage 2 SPSO Complaint	Working Days  Compliment  SPSO Stage 15  Working Days  SPSO Stage 2 20  Working Days	Explanation (Refuted)  Compliment  Upheld - Contractor Service  Explanation (Refuted)	Services Housing Services Housing Services Housing Services	not aware letter sent	n/a	No No No	None None None	orderers  where the transit of the state of	Compliment  Upheld - Contractor Service	•		
502 506 508	28/04/2016 03/05/2016 03/05/2016 27/04/2016	Compliment Stage 1 SPSO Complaint Stage 2 SPSO Complaint Stage 2 SPSO Complaint Stage 1 SPSO Complaint	Compliment SPSO Stage 15 Working Days SPSO Stage 220 Working Days SPSO Stage 2 20 Working Days	Explanation (Refuted)  Compilment  Upheld - Contractor Service  Explanation (Refuted)  Upheld - GHA Service Failure	Services Housing Services Housing Services Housing Services Housing Services	not aware letter sent to all residents	n/a note this on letter "sent to all residents"	No No No	None None None	onsenty  Social worker obstemant was really happy with the service that ** provided in a satisfage its client with being rehoused, very provided in a satisfage its client with being rehoused. Very does dearent were a property today and she was not impressed with the standard means chinalogy with the response from the stage I complaint number 1992  unhappy with the tone of a letter cent out which they felt was	Compliment  Upheld - Contractor Service			
02 06 08	28/04/2016 03/05/2016 03/05/2016 27/04/2016 04/05/2016	Complaint  Compliment Stage 1 SPSO Complaint Stage 2 SPSO Complaint Stage 2 SPSO Complaint	Compliment SPSO Stage 15 Working Days SPSO Stage 220 Working Days SPSO Stage 2 20 Working Days	Explanation (Refuted)	Services Housing Services Housing Services Housing Services Housing Services Housing Housing Housing	not aware letter sent to all		No No No No	None None None None None	onsents  Cool works are to tenant was really happy with the service that ** Cool works are to be fail to client with being rehoused, very condisional condisional cool was a cool works and condisional with the standard tenant cuthappy with the response from the stage I complaint number 1892  unhappy with the tone of a letter sent out which they felt was account from of disminior adults in without more proportions of the cool was a condisional to the cool with the cool of a letter sent out which they felt was account from of disminior adults in without more  in the cool of the cool of a letter sent out which they felt was accounted from of disminior adults in without more  in the cool of the cool of the cool of a letter sent out which they felt was accounted from of disminior adults in without more  in the cool of the cool o	Compliment  Upheld - Contractor Service Explanation (Refuted)  Upheld - CHA Service Failure			
06 08 09 13	03/05/2016 27/04/2016 04/05/2016	Comolaint  Comoliment Stage 1 SPSO Comolaint Stage 2 SPSO Comolaint  Stage 1 SPSO Comolaint Stage 1 SPSO Comolaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO	Workine Davs  Compilment SPSO Stage 1.5 Workine Davs SPSO Stage 2.20 Workine Davs  SPSO Stage 1.5 Workine Davs  SPSO Stage 1.5 Workine Davs  SPSO Stage 1.5 Working Davs  SPSO Stage 1.5 Working Davs  SPSO Stage 1.5	Explanation (Refuted)  Upheld - CHA Service Failure  Upheld - Contractor Service	Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing	not aware letter sent to all residents close not		No No No	None None None None None	consents  monotone and the second sec	Compliment  Upheld - Contractor Service  Explanation (Refuted)  Upheld - CNA Service Failure  Upheld - Contractor Service			
02 06 08 09 13	03/05/2016 27/04/2016 04/05/2016	Comolaint  Comoliment  Stage 1 SPSO Comolaint  Stage 2 SPSO Comolaint  Stage 1 SPSO Comolaint  Stage 1 SPSO Complaint  Stage 1 SPSO Complaint  Stage 1 SPSO Complaint	Working Days  Compliment SPSO Stage 1 5 Working Days  SPSO Stage 2 20 Working Days  SPSO Stage 1 5 Working Days  SPSO Stage 1 5 Working Days  SPSO Stage 1 5 Working Days	Explanation (Refuted)  Upheld - CHA Service Fallure	Services Housing	not aware letter sent to all residents close not		No No No No	None None None None None	ordered.  In proposed of a satisfied to a seally happy with the service that a reported of a satisfied by client with being rehoused, very confessional control of the seal of	Compliment  Upheld - Contractor Service Explanation (Refuted)  Upheld - CHA Service Failure			
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02 06 08 09 .13 31 33	03/05/2016 27/04/2016 04/05/2016	Compolaint  Compolaint  Stage 15/50  Compolaint	Working Dave  Compliment SPSO Stage 1 5 Working Dave SPSO Stage 2 20 Working Dave SPSO Stage 2 5 Working Dave SPSO Stage 1 5 Working Dave SPSO Stage 1 5 Working Dave Compliment SPSO Stage 1 5 SPSO Stage 1 5 SPSO Stage 1 5	Explanation (Refuted)  Upheld - CHA Service Failure  Upheld - Contractor Service	Housing Services	not aware letter sent to all residents close not		No N	None None None None None None None None	ordered.  In proposed of a satisfied to a seally happy with the service that a reported of a satisfied by client with being rehoused, very confessional control of the seal of	Compliment  Upheld - Contractor Service  Explanation (Refuted)  Upheld - CNA Service Failure  Upheld - Contractor Service	*  *  Housing Services	Cloch Housing Associatio	
006 008 009 113 311 333 37	03/05/2016 27/04/2016 04/05/2016	Comolaint  Comoliment Stage 1 5750 Comolaint Stage 1 5750 Comolaint Stage 2 5750 Comolaint Stage 1 5750 Comolaint Compliment Stage 1 5750	Working Days  Compliment SPSO Stage 15 Working Days SPSO Stage 220 Working Days SPSO Stage 15 Working Days Compliment	Explanation (Refuted)  Upheld - CHA Service Failure  Upheld - Contractor Service	Housing Services Services Services Housing Services Services Services	not aware letter sent to all residents close not		No N	None None None None None None None None	ordered.  ordered and seems of the seems of	Compliment  Upheld - Contractor Service  Esplanation (Refuted)  Upheld - CNA Service Failure  Upheld - Contractor Service  Capplanation (Refuted)  Compliment	Housing Services		
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502 506 508 509 513 531 533 537 539 547	03/05/2016 27/04/2016 04/05/2016	Comolaint  Comolaint  Stage 1 5F50  Comolaint  Stage 2 SF50  Comolaint  Stage 1 SF50  Comolaint	Working Dax  Compliment SPSO Stage 1 5 Working Dax  SPSO Stage 1 5	Explanation (Refuted)  Upheld - CHA Senice Fallure  Upheld - Contractor Senice  Explanation (Refuted)  Compliment  Explanation (Refuted)	Services Housing	not aware letter sent to all residents close not		No N	None None None None None None None None	orderform control to a really happy with the service that * * provided in assisting his client with being rehoused, very goodescinctured to the service of t	Compliment  Upheld - Contractor Service Esplanation (Refuted)  Upheld - CHA Service Failure  Upheld - Contractor Service  Esplanation (Refuted)  Compliment  Esplanation (Refuted)	*  *  Housing Services		
02 06 08 09 13 31 33 37 39 47	03/05/2016 27/04/2016 04/05/2016	Comolaint  Comoliment Stage i 5950 Comolaint Stage 2 5950 Comolaint Stage 2 5950 Comolaint Stage 1 5950 Comolaint Stage 1 5950 Complaint Stage i 5950 Complaint Stage i 5950 Complaint Compliment Stage i 5950 Complaint Compliment Stage i 5950 Complaint Compliment Stage i 5950 Complaint	Working Days  Compilment  SPSO Stage 1.5  Working Days  Compilment  SPSO Stage 1.5  Working Days  Compilment  SPSO Stage 1.5  Working Days  Compilment  SPSO Stage 1.5  Working Days  SPSO Stage 1.5  Working Days  Compilment  SPSO Stage 1.5  Working Days  SPSO Stage 1.5	Explanation (Refuted)  Upheld - CHA Service Failure  Upheld - Contractor Service  Explanation (Refuted)  Compliment  Explanation (Refuted)  Explanation (Refuted)  Compliment	Housing Services Housing Housing Services Housing Hou	not aware letter sent to all residents close not		No N	None None None None None None None None	consents  organized the second season as a sealing happy with the service that a "proposed in a sixting is client with being reloaded."  organized consents are property today and the wax not impressed organized to the season as a seas	Compiliment  Usbeld Committee Service  Digital Contractor Service  Digital Cold Service Failure  Usbeld Contractor Service  Logiand Contractor	*  *  Housing Services		
502 506 508 509 513 531 533 537 539 547	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Complaint  Complaint  Stage 1 5/950	Working Davis  SPSO Stage 1 5  Working Davis  Working Davis  SPSO Stage 1 5  Working Davis	Explanation (Refuted)  Upheld - CHA Service Failure  Upheld - Contractor Service  Explanation (Refuted)  Compliment  Explanation (Refuted)  Explanation (Refuted)  Compliment	Housing Services Housin	not aware letter sent to all residents close not		No N	None None None None None None None None	ordered to the search as a seally happy with the service that a "proposed in a sixting is client with being rehoused, very condestional" (Committee of the search of the s	Compilment  Upbeld - Contractor Service  Coglanation (Refueld)  Upbeld - CHA Service Failure  Upbeld - CHA Service  Esplanation (Refueld)  Compilment  Esplanation (Refueld)  Compilment  Esplanation (Refueld)  Compilment  Esplanation (Refueld)	Housing Services		
02 06 08 08 09 113 31 33 33 33 37 47 449 550 551	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Comelaint Comeliment Stage 1 5/50 Comelaint Stage 2 5/50 Comelaint Stage 1 5/50 Complaint	Working Days  Compliment  Shift Stage 15  Working Days  SHO Stage 15  SH	Explanation (Refuted)  Upheld - CHA Service Failure  Upheld - Contractor Service  Explanation (Refuted)  Compliment  Explanation (Refuted)  Explanation (Refuted)  Compliment	Services Housing Services	not aware letter sent to all residents close not		No N	None None None None None None None None	ordered.  where the translation is really happy with the service that a reported in a size layer is clear with being rehoused. Very contestioned.  Good cleaners were a property today and the was not impressed that a report of the service of the s	Compiliment  Usbeld Committee Service  Digital Contractor Service  Digital Cold Service Failure  Usbeld Contractor Service  Logiand Contractor	Housing Services		
022 006 008 13 33 33 37 47 49 50 51	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Commolaint Commitment Stage 1 \$5750 Commolaint Stage 1 \$5750 Commolaint Stage 1 \$5750 Commolaint Stage 1 \$5750 Commolaint Commolaint Commolaint Stage 1 \$5750 Commolaint Stage 2 \$5750 Commolaint Stage 2 \$5750 Commolaint Stage 2 \$5750 Commolaint Stage 1 \$5750 Commolaint	Working Days  Compliment  SPO Stage 15  Working Days  Working Days  SPO Stage 15  Working Days  SPO Stage 15  Working Days  Working Days  Working Days  SPO Stage 15  Working Days  SPO Stage 15  Working Days  SPO Stage 15  Working Days  Compliment  SPO Stage 15  Working Days  Compliment  SPO Stage 15	Explanation (Refuted)  Upheld - CHA Service Failure  Upheld - Contractor Service  Explanation (Refuted)  Compliment  Explanation (Refuted)  Explanation (Refuted)  Compliment	Housing Services Housin	not aware letter sent to all residents close not		No N	None None None None None None None None	orderform control to a really happy with the excise that * reported of a valuating his client with being rehoused, very goodsestional control to the property of the property	Compilment  Upbeld - Contractor Service  Coglanation (Refueld)  Upbeld - CHA Service Failure  Upbeld - CHA Service  Esplanation (Refueld)  Compilment  Esplanation (Refueld)  Compilment  Esplanation (Refueld)  Compilment  Esplanation (Refueld)	*  *  *  Housing Services		
022 006 008 008 009 009 113 13 13 13 13 13 13 14 17 17 17 17 17 17 17 17 17 17 17 17 17	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Commolaint Commilment Stage 1 5750 Commolaint Commolaint Stage 1 5750 Commolaint Stage 1 5750 Commolaint Commolaint Stage 1 5750 Commolaint Stage 1 57	Working Days  Septiment  Septimen	Topinantion (Refered)  Lighteid - OAA Sendor Failure Lighteid - Contractor Sendor  Logical - Contractor Sendor  Contractor Cedebord  Compilment  Conjugation (Refered)	Services Housing Services	not aware letter sent to all residents close not		No N	None None None None None None None None	ordered.  where the translation is really happy with the service that a reported in a size layer is clear with being rehoused. Very contestioned.  Good cleaners were a property today and the was not impressed that a report of the service of the s	Compilment Upbeld - Contratori-Environ Deplanation (Refuted) Upbeld - Contratori-Environ Deplanation (Refuted) Upbeld - Contratori-Service Deplanation (Refuted) Compilment Deplanation (Refuted) Compilment Deplanation (Refuted)	*  *  *  *  *  *  *  *  *  *  *  *  *		
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32	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Commol innet  Stage 1 SPSO Commol aint Commol aint Stage 1 SPSO Commol aint Stage 1 SPSO Commol aint Commol aint Stage 1 SPSO STAGE ST	Working Days  Compliment  Working Days  Working Days  Working Days  Working Days  Working Days  SPO Stage 15  Working Days  Compliment  SPO Stage 15  Working Days  Compliment  SPO Stage 15	Equinaction (Refused)  Sybrid CHA Senior Failure  Upbeld Contractor Senior  Equinaction (Refused)  Compriment  Equinaction (Refused)  Compliment  Equinaction (Refused)	Services Housing Services Housing Housing Housing Services	not aware letter sent to all residents close not		No N	None None None None None None None None	ordering control to a control to a control that are provided in assistant size in the wind in the provided in a control to the wind in the provided in a control to the wind in the way not impressed under control to the control to t	Compliment  Opheld - Contractor Service  bela nation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Deplanation (Refuted)	- Housing Services		
	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Commol ainst Commisment Stage 1 5750 Commol ainst Stage 1 5750 Commol	Working Days  SPO Stage 15  Working Days  SPO Stage 15  Working Days  SPO Stage 15  Working Days  SPO Stage 15  Working Days  Compliment  SPO Stage 15  Working Days  Compliment  SPO Stage 15  Working Days  Working Days  SPO Stage 15  Working Days  Workin	Contantion (Refered)  Spheld - Out Sendor Failure Upsheld - Contractor Sendor  Doplanation (Refered)  Compilment  Total anation (Refered)  Compilment  Total anation (Refered)  Doplanation (Refered)	Services Housing Housing Housing Housing Housing Housing Housing Housing	not aware letter sent to all residents close not		NO N	None None None None None None None None	consents  more and the second season as a sealing happy with the service that a "proposed in a sixting is client with being reloaded."  more of a season were at property today and the wax not impressed one of the control of the season and the season as a sea	Compilment  Obbeld - Contractor Service  Della vacion (Refused)  Upbeld - Contractor Failure  Upbeld - Contractor Service  Teplanation (Refused)  Compilment  Teplanation (Refused)  Compilment  Teplanation (Refused)  Compilment  Teplanation (Refused)  Compilment  Teplanation (Refused)	- Housing Services		
	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Commol ainst  Commol imment  Stage 1 SF90  Commol ainst  Commol ainst  Commol ainst  Stage 1 SF90  Commol ainst  Stage 1 SF90  C	Working Dav.  SPO Stage 15  Working Dav.  Working Dav.  SPO Stage 15	Tealmanton (Refered)  Spheld - Old Sendor Failure Upsheld - Contractor Sendor Deplaration (Refered) Compilment Tealmanton (Refered) Compilment Tealmanton (Refered) Deplaration (Refered)	Services  Housing Services	not aware letter sent to all residents close not		NO N	None None None None None None None None	ordered moderate as seally happy with the service that is provided in a sixtle sixtle sixtle with white previous diverge condestional considerations. So clear with being rehoused, very condestional considerations of the seal of the se	Compliment  Usbeld - Contractor Service  Deplanation (Refuted)  Usbeld - Chitanetor Failure  Usbeld - Chitanetor Failure  Usbeld - Contractor Service  Teplanation (Refuted)  Compliment  Teplanation (Refuted)  Compliment  Teplanation (Refuted)  Usbeld - Contractor Service  Teplanation (Refuted)  Usbeld - Contractor Service  Deplanation (Refuted)  Deplanation (Refuted)  Deplanation (Refuted)  Deplanation (Refuted)  Deplanation (Refuted)  Deplanation (Refuted)	Services *		
51	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Gomelaine Sage 15900 Gomelaine	Working Days  SPO Stage 1 5  Working Clay  SPO Stage 1 5	Contantion (Refered)  Spheld - Out Sendor Failure Upsheld - Contractor Sendor  Doplanation (Refered)  Compilment  Total anation (Refered)  Compilment  Total anation (Refered)  Doplanation (Refered)	Services Housing Services	not aware letter sent to all residents close not		NO N	None None None None None None None None	production of the control of the con	Compilment  Obbeld - Contractor Service  Della vacion (Refused)  Upbeld - Contractor Failure  Upbeld - Contractor Service  Teplanation (Refused)  Compilment  Teplanation (Refused)  Compilment  Teplanation (Refused)  Compilment  Teplanation (Refused)  Compilment  Teplanation (Refused)	Services *		
51	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Gomeliane Committee Commit	Working Days  SPO Stage 15  Working Days  Working Days  Working Days  Working Days  Working Days  Working Days  SPO Stage 15  Working Days  Working Days  Working Days  Working Days  SPO Stage 15  Working Days  Wo	Equiparation (Refused)  Upheld - Out Senior Failure  Upheld - Contractor Senior  Equiparation (Refused)  Compliment  Equiparation (Refused)  Equiparation (Refused)  Equiparation (Refused)  Equiparation (Refused)  Equiparation (Refused)  Upheld - Contractor Senior  Equiparation (Refused)	Services Housing	not aware letter sent to all residents close not		NO N	None None None None None None None None	ordering worder in a size for seed to see any hopey with the service that a reported or a size for seed to the service of the	Compliment  Obbela Contractor Service bela nation (Refuted)  Obbela Cold Service Failure  Upheld - Contractor Service  Conpliment  Seplanation (Refuted)  Compliment  Deplanation (Refuted)  Compliment  Deplanation (Refuted)  Deplanation (Refuted)  Occopilment  Deplanation (Refuted)  Occopilment  Deplanation (Refuted)	Services *	Housing Associatio	
61 68	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Gomeliane Commeliane C	Working Days  SPO Stage 15  Working Days  SPO Stage 15	Tradination (Refered)  Sighted - CHA Service Pailure Uppheld - Contractor Service Contractor Service Contractor Service Contractor Service Contractor Service Contractor Service Contractor (Refered) Compilment Upplanation (Refered) Contractor Service Contractor (Refered) Contractor Service Contractor (Refered) Contractor Service Contractor (Refered) Uppheld - Contractor Service Contractor (Refered) Explanation (Refered)	Services  Mousting Services	not aware letter sent to all revisions of the sent of		NO N	None None None None None None None None	promoters of the control of the cont	Compliment  Usbeld - Contractor Service Deplanation (Refuted)  Usbeld - Cold Service Failure  Usbeld - Cold Service Failure  Usbeld - Contractor Service  teplanation (Refuted)  Compliment  teplanation (Refuted)  Compliment  teplanation (Refuted)  Compliment  teplanation (Refuted)  Compliment  teplanation (Refuted)  Usbeld - Contractor Service  teplanation (Refuted)  Deplanation (Refuted)	Services *		
61 68	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Gomeliant Stage 15700 Gomeliant Stage 15700 Gomeliant Stage 15700 Gomeliant	Workine Dav.  SPSO Stage 15  Workine Dav.  Workine Dav.  Workine Dav.  Workine Dav.  SPSO Stage 15	Equinaction (Refered)  Update OAA Senior Fallow  Update OAA Senior Fallow  Update OAA Senior Fallow  Equinaction (Refered)  Compliment  Equinaction (Refered)  Compliment  Equinaction (Refered)	Services  Housing Services	not aware letter sent to all the relationship of the relationship		NO N	None None None None None None None None	ordinary  ordina	Compliment  Upbeld - Contractor Service  Celanation (Refused)  Upbeld - Chi Service Failure  Upbeld - Chi Service Failure  Upbeld - Chi Service Failure  Compliment  Celanation (Refused)  Compliment  Celanation (Refused)  Compliment  Esplanation (Refused)  Complianation (Refused)	Services *	Housing Associatio	
61 68	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Gomelaine Gomela	Working Days  SPO Stage 1 5  Working Days  Working Days  SPO Stage 1 5  SPO Stage 1	Equinaction (Refered)  Update OAA Senior Fallow  Update OAA Senior Fallow  Update OAA Senior Fallow  Equinaction (Refered)  Compliment  Equinaction (Refered)  Compliment  Equinaction (Refered)	Senices  Mousing Senices  Senices  Mousing Senices	not aware letter sent to all terms end t		No. 100 100 100 100 100 100 100 100 100 10	None None None None None None None None	conserved.  where the second season was readly happy with the service that it provided in assisting sick cell with being rehoused, very condestional conserved and season was proposed in the size for a provided in a size of a size of a provided in a size of a si	Compliment  Upbeld - Contractor Service  Celanation (Refused)  Upbeld - Chi Service Failure  Upbeld - Chi Service Failure  Upbeld - Chi Service Failure  Compliment  Celanation (Refused)  Compliment  Celanation (Refused)  Compliment  Esplanation (Refused)  Complianation (Refused)	Services *	Housing Associatio	
561 568 569 586	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Gomeliant Stage 15700 Gomeliant Stage 15700 Gomeliant Stage 15700 Gomeliant	Workine Dav.  SPSO Stage 15  Workine Dav.  Workine Dav.  Workine Dav.  Workine Dav.  SPSO Stage 15	Equinaction (Refered)  Update OAA Senior Fallow  Update OAA Senior Fallow  Update OAA Senior Fallow  Equinaction (Refered)  Compliment  Equinaction (Refered)  Compliment  Equinaction (Refered)	Services - Mousting Servic	not aware not ware not ware not ware not ware not ware not		NO N	None None None None None None None None	ordinary  ordina	Compliment  Upbeld - Contractor Service  Celanation (Refused)  Upbeld - Chi Service Failure  Upbeld - Chi Service Failure  Upbeld - Chi Service Failure  Compliment  Celanation (Refused)  Compliment  Celanation (Refused)  Compliment  Esplanation (Refused)  Complianation (Refused)	Services *	Housing Associatio	
561 568 569 586 508	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Gomeliane Sage 1590 Gomeli	Working Days  STO Stage 15  Working Days  STO Stage 15  Wo	Topinantion (Refered)  Sobelid - OHA Sendor Pailure Upsheld - Contractor Sendor  Social anation (Refered)  Compilment  Topinantion (Refered)  Compilment  Dopinantion (Refered)  Compilment  Social anation (Refered)  Compilment  Dopinantion (Refered)  Social anation (Refered)  So	Services - Mousting Servic	not aware letter sent to all the resident to all the resident does not		NO N	None None None None None None None None	conserved.  The provided in a sixting is client with behing rehoused, very condest consist. Sixting is client with behing rehoused, very condest consist. Sixting is client with behing rehoused, very condest consist. Sixting is consistent with the provided in a sixting is consistent with the consistent wit	Compliment  Updarid - Contractor Service Deplanation (Refuted)  Updarid - Cold Service Failure Updarid - Contractor Service Updarid - Contractor Service Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Deplanation (Refuted)  Deplanati	Services *	Housing Associatio	
61 68 69 86	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Gomeliant Sage 1590 Sage 2490 Sage 2	Working Days  SPO Stage 15  Working Cays  Working Cays  SPO Stage 15  Working Cays  Working Cays  SPO Stage 15  Working Cays  Working Cays  Working Cays  SPO Stage 15  Working Cays	Trainantion (Refered)  Lighteid - OHA Senior Failure Lighteid - OHA Senior Failure Lighteid - Contractor Senior Ligitalation (Refered) Compilment Compilme	Sentices  Mousing Sentices	not aware items on the control of th		No N	None None None None None None None None	conserved.  where the second season was really happy with the service that is provided in assisting size client with being rehoused, very condessional conserved in the service of the ser	Compilinent  Upbeld - Contractor Favire  Diplanation (Refuted)  Sight - Contractor Favire  Upbeld - Cold Service Failure  Upbeld - Cold Service Failure  Upbeld - Contractor Service  toplanation (Refuted)  Compilinent  Toplanation (Refuted)  Compilinent  Toplanation (Refuted)  Compilinent  Toplanation (Refuted)  Diplanation (Refuted)	Services *	Housing Associatio	
61 68 69 86 08	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Gomeliane Sage 1590 Gomeli	Working Days  STO Stage 15  Working Days  STO Stage 15  Wo	Topinantion (Refered)  Sobelid - OHA Sendor Pailure Upsheld - Contractor Sendor  Social anation (Refered)  Compilment  Topinantion (Refered)  Compilment  Dopinantion (Refered)  Compilment  Social anation (Refered)  Compilment  Dopinantion (Refered)  Social anation (Refered)  So	Services - Mousting Servic	not aware letter sent to all the resident to all the resident does not		NO N	None None None None None None None None	conserving control of the control of	Compliment  Updarid - Contractor Service Deplanation (Refuted)  Updarid - Cold Service Failure Updarid - Contractor Service Updarid - Contractor Service Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Deplanation (Refuted)  Deplanati	Services *	Housing Associatio	
5555 5555	03/05/2016 27/04/2016 04/05/2016 13/05/2016 16/05/2016 17/05/2016 18/05/2016 20/05/2016 20/05/2016	Gomeliane Sage 15790 Gomeliane	Working Days  SPO Stage 15  Working Days  SPO Stage 15  SPO Stage 15  Working Days  SPO Stage 15  Working Days  SPO Stage 15  SPO Stage 15	Topinantion (Refered)  Sobelid - OHA Sendor Pailure Upsheld - Contractor Sendor  Social anation (Refered)  Compilment  Topinantion (Refered)  Compilment  Dopinantion (Refered)  Compilment  Social anation (Refered)  Compilment  Dopinantion (Refered)  Social anation (Refered)  So	Services  Mousting Services  Mou	not aware letter sent to all the resident to all the resident does not		NO N	None None None None None None None None	conserving control of the control of	Compliment  Updarid - Contractor Service Deplanation (Refuted)  Updarid - Cold Service Failure Updarid - Contractor Service Updarid - Contractor Service Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Deplanation (Refuted)  Deplanati	Services *	Housing Associatio	
61 68 69 86 08	03/05/2016  03/05/2016  04/05/2016  04/05/2016  13/05/2016	Gomeliand Stage 15700 Gomeliand Stage 15700 Gomeliand Stage 15700 Gomeliand	Working Days  SPO Stage 15  Working Days  SPO Stage 15  SP	Topinantion (Refered)  Sobelid - OHA Sendor Pailure Upsheld - Contractor Sendor  Social anation (Refered)  Compilment  Topinantion (Refered)  Compilment  Dopinantion (Refered)  Compilment  Social anation (Refered)  Compilment  Dopinantion (Refered)  Social anation (Refered)  So	Sentices - Mousting Sentic	not aware letter sent to all the resident to all the resident does not		NO N	None None None None None None None None	conserving control of the control of	Compliment  Updarid - Contractor Service Deplanation (Refuted)  Updarid - Cold Service Failure Updarid - Contractor Service Updarid - Contractor Service Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Compliment Teplanation (Refuted)  Deplanation (Refuted)  Deplanati	Services *	Housing Associatio	

		Stage 1 SPSO	SPSO Stage 15		Housing		1			Complaint re door entry system and lack of contact with tenants at **		Ι		Г	Т
1630	21/06/2016	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services	n/a	n/a	No	None	submitted via * *	Explanation (Refuted)			-	-
1636	22/06/2016	Complaint	Working Days	Explanation (Refuted)	Services			No	None	See attached letter.	Explanation (Refuted)				<u> </u>
1680	20/07/2016	Compliment	Compliment	Compliment	Housing Services			No	None	* * residents thank you for your continued support especially * * emails attached in notes	Compliment				
1683	21/07/2016	Compliment	Compliment	Compliment	Housing Services	Complime nt	n/a		None	Called to thank for help in assisting with possible dog complaint	Compliment				
		Stage 1 SPSO	SPSO Stage 15		Housing	Close cleaning									
1687	20/07/2016	Complaint	Working Days	Complaint Refuted	Services	not great	n/a		None	Complaint that close cleaning was not great this week.	Complaint Refuted				<u> </u>
						Enquiry re communic									
		SPSO				ation with				tenant unhappy with the imposition of close cleaning contract and					
		Referred	SPSO Referred		Housing	pre dose				feels the Association did very little to resolve this before imposing					
1705	25/07/2016	Complaint	Complaint	Complaint Refuted	Services	contract text did	Information supplied	No	None	this service	Complaint Refuted			-	₩
		Stage 1 SPSO	SPSO Stage 15		Housing	not say it	All texts sent will advise			tenant unhappy that his mobile number was passed to survey					
1725	09/08/2016	Complaint	Working Days	Explanation (Refuted)	Services	was from dissatisfie	they are from CHA	No	None	monkev	Explanation (Refuted)			-	⊢
						d with attitude of				Mrs * phoned to complain about the manner in which * spoke to her			Complaint		
		Stage 1 SPSO	SPSO Stage 15		Housing	staff				in relation to her rent. She felt she was rude and condescending this			about		
1732	12/08/2016	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services Housing	member		No	None	has been on more than one occasion.	Upheld - CHA Service Failure		service.		₩-
1735	15/08/2016	Complaint	Working Days	Explanation (Refuted)	Services	Direct Debt		No	None	unhappy about the colour of blinds put into the decant address	Explanation (Refuted)				<u> </u>
						not									
1737	15/08/2016	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services	adjusted properly.	Email sent to staff.	No	None	Direct Debt was increased incorrectly so the tenant was charged rent twice on 28/7/16 and 29/7/16.	Upheld - CHA Service Failure				
		Stage 1 SPSO	SPSO Stage 15		Housing					tenant is alledging that a member of staff from this office called her mother and told her she was moving to * * after she advised she did	•				
738	15/08/2016	Complaint	Working Days	Complaint Refuted	Services			No	None	nother and told her she was moving to ** after she advised she did not want her parents informed	Complaint Refuted				<u></u>
742	18/08/2016	Compliment	Compliment	Compliment	Housing Services			No	None	Analysis of TSS for EM	Compliment				
		Stage 1 SPSO	SPSO Stage 15		Housing				NULLE	Tenant replied to EM Sat Survey to say she was unhappy with how the					t
743	18/08/2016	Complaint	Working Days	Complaint Refuted	Services Housing			No	None	complaint was dealt with.  Compliment for swift response and professional service by * in	Complaint Refuted	-	<b>—</b>	<del>                                     </del>	$\vdash$
744	18/08/2016	Compliment	Compliment	Compliment	Services Housing			No	None	nubblish being removed from the close.  NTSS: T advising that she is very happy in her new home and that *	Compliment	-		·	•
755	22/08/2016	Compliment	Compliment	Compliment	Housing Services			No	None	NTSS: Tadvising that she is very happy in her new home and that * was very helpful during the process.	Compliment				
					Housing			_		Coming from * * I am very happy with the property was offered. It was		1	1		1
1756	22/08/2016	Compliment	Compliment	Compliment	Services			Yes	None	coming from " " I am very nappy with the property was offered. It was secure and I was ked up to date throushout there-housing pocess. Very happy with service all staff and contractors helpful both " and	Compliment		<u> </u>	<u> </u>	▙
758	22/08/2016	Compliment	Compliment	Compliment	Housing Services			No	None	* were very helpful	Compliment				
700	22/08/2016	Compliment	Compliment	Compliance 4	Housing Services			N-		tenant very pleased from allocation to moving into property, staff very professional and flat in excellent condition.	Compliance.				Γ
ruU	_2/US/2016			Sampliffent				110	HOTH	Tenant unhappy about receiving an untidy garden letter on the 30th	Complitment				T
798	06/09/2016	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services	n/a		No	None	August. Tenant had picture of her garden which was dated the 29th August	Explanation (Refuted)			1	1
	_20272010				Housing				. mand	Tenant unhappy about recieving a letter about the condition of her					
1799	06/09/2016	Stage 1 SPSO Complaint	Working Days	Explanation (Refuted)	Services			No	None	garden. Tenant advised that her husband spoke to * who issued an apploay I am assuming Mr * contacted in response to CID	Explanation (Refuted)		Housing Services		
810	09/09/2016	Stage 2 SPSO Complaint	SPSO Stage 2 20 Working Days	Unheld - CHA Service Failure	Housing Services	0/2	Investigation Further staff	No	None	apology I am assuming Mr * contacted in response to CID  Former tenant wishes to complain about a breach of data protection from a member of the housing section.	Upheld - CHA Service Failure				
w.U		Stage 1 SPSO	SPSO Stage 15		Housing	1174	sessifie Off DF	no	HORSE					t.	
812	14/09/2016	Complaint Stage 1 SPSO	Working Days	Complaint Refuted	Services Housing			No	None	Anonymous complaint about an allocation to * * * tenant unhappy with request to pay one month in advance 3 years	Complaint Refuted	-		<u> </u>	+-
816	15/09/2016	Complaint	Working Days	Explanation (Refuted)	Services			No	None	ago	Explanation (Refuted)				<u> </u>
817	14/09/2016	Stage 1 SPSO Complaint	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				
818	20/09/2016	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant annoyed that * didnt visit this week as * had promised even though she went out and visited her neighbour	Explanation (Refuted)				
	20/03/2016	Stage 1 SPSO	SPSO Stage 15		Housing			NO	None					i	Ħ
819	19/09/2016	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	email from * * on behalf of * * regarding use of the back garden	Explanation (Refuted)			-	₩
829	22/09/2016	Complaint Stage 1 SPSO	Working Davs SPSO Stage 15	Upheld - Contractor Service	Services			No	None	owner complains regardine poor finish at joint on rouehcast Please take note that once again * * have not arrived on time to fulfil	Upheld - Contractor Service				
844	27/09/2016	Complaint	Working Days	Complaint Refuted	Services			No	None	their dutie of taking out the bins at * * *	Complaint Refuted				
845	27/09/2016	Stage 1 SPSO Complaint	SPSO Stage 15 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				
		Stage 1 SPSO	SPSO Stage 15		Housing			NO	None	Complaint against service after receiving a letter to stop feeding	•		Housing	i	T
1846	27/09/2016	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services			No	None	birds tenant unhappy witht the way * spoke to him regarding his smoke	Explanation (Refuted)		Services	-	$\vdash$
1850	27/09/2016	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Complaint Refuted	Services			No	None	alarm being activated	Complaint Refuted				_
1852	28/09/2016	Complaint	Working Days	UpheId - Contractor Service	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 15 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)				
				, , , , , , , , , , , , , , , , , , , ,		Would like to thank *									
						and the *									
					Housing	staff for the				Would like to thank * and the * staff for the fantatstic job they did					
873	03/10/2016	Compliment	Compliment	Compliment	Services	fantatstic		No	None	installing the new hearting system	Compliment				
						Recharge applied									
						agains a									
		Stage 1 SPSO	SPSO Stage 15		Housing	tenant without	Email to HA's to follow RR			Mr * (PoA) for Mr * called into office to complain about recharge. He advised that there is no evidence Mr * was responsible for urnating					
888	06/10/2016	Complaint	Working Days	Upheld - CHA Service Failure	Services	evidence Contractor	proce dure	No	None	in the close.	Upheld - CHA Service Failure			•	₩.
						failure to	Contratcor has been								
893	07/10/2016	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing					Tenant has claimed that contaractor has damaged carpets in her					
		Stage 1 SPSO	SPSO Stage 15		Services	address issue	reminded of site requirements	No	None	home and shouldnt have been in her home to damage it in the first place	Upheld - Contractor Service				
906	11/10/2016	Complaint			Services Housing	issue		No	None	home and shouldnt have been in her home to damage it in the first place tenant unhappy with how she was dealt with when complaining	Upheld - Contractor Service				L
	1		Working Days	Complaint Refuted	Services Housing Services	* error in		No No	None None	home and shouldnt have been in her home to damage it in the first place	Upheld - Contractor Service		•		
					Housing	* error in reading		No No	None None	home and shouldnt have been in her home to damage it in the first place tenant unhappy with how she was dealt with when complaining			•		
			Working Days		Housing Services	* error in reading rental statement -	requirements	No No	None None	home and shouldnt have been in her home to damage it in the first place place tenant unhappy with how she was dealt with when complaining about her neighbour.*					
123	17/10/2016	Stage 1 SPSO Complaint	Working Days SPSO Stage 15	Complaint Refuted	Housing Services Housing	* error in reading rental statement - misinform	requirements	No No	None None	home and shouldn't have been in her home to damage it in the first place. The place is the state of the stat	Complaint Refuted				
	17/10/2016	Complaint	Working Davs  SPSO Stage 15  Working Days	Complaint Refuted  Upheld - CHA Service Failure	Housing Services Housing Services Housing	* error in reading rental statement -	requirements	No No	None None	home and shoulded have been in her home to damage it in the first glaze to a study the study of					
	17/10/2016 03/11/2016	Complaint Compliment	Working Davs  SPSO Stage 15  Working Days  Compliment	Complaint Refuted	Housing Services Housing Services Housing Services	* error in reading rental statement - misinform	requirements	No No No	None None None	home and shoulder have been in her home to disange; it is the first disast chappy with how the was dou't with when complaining about her residence?  Tenant unbappy with below the size of the size	Complaint Refuted				
		Complaint Compliment Stage 1 SPSO Complaint	Working Days  SPSO Stage 15 Working Days  Compliment  SPSO Stage 15 Working Days	Complaint Refuted  Upheld - CHA Service Failure	Housing Services Housing Services Housing Services	* error in reading rental statement - misinform	requirements	No No No	None None None	home and shoulder have been in her home to damage; it in the first judge control of the control	Complaint Refuted		* Housing Services		
	03/11/2016	Complaint  Compliment  Stage 1 SPSO Complaint Stage 1 SPSO	Working Days  SPSO Stage 15 Working Days  Compliment  SPSO Stage 15 Working Days SPSO Stage 15	Complaint Refuted  Upheld - CHA Service Failure  Compliment  Explanation (Refuted)	Housing Services Housing Services Housing Services Housing Services	* error in reading rental statement - misinform	requirements	No No No	None	home and shoulder have been in her home to disange; it is the first discussible payer with how the was deal't with when complaining about her neishbour.  Tenant unhappy about being advised them has been an array since deal 2016 with no existing advised them has been an array since deal 2016 with no existing payer of the second of the con- dense of the second of the second of the second of the second of the deal 2016 with no existing and control to the "thouse notice day to the second of the second of the second of the day to the second of the second of the second of the day to the second of the second of the second of the day to the second of the second of the second of the day is the second of the second of the second of the day is the second of the second of the second of the day is the second of the second of the second of the day is the second of the second of the second of the day is the second of the second of the second of the day is th	Complaint Refuted  Upheld - CHA Service Failure  Compliment  Explanation (Refuted)		* Housing Services		
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	03/11/2016	Complaint  Compliment  Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint	Working Days  SPSO Stage 1 5 Working Days  Compliment  SPSO Stage 1 5 Working Days SPSO Stage 1 5	Complaint Refuted  Upheld - CHA Service Failure  Compliment  Explanation (Refuted)	Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services	* error in reading rental statement - misinform	clarification with SHO NF on error in reading account	No N	None	home and shoulder have been in her home to damage; it is the first juices. Because the season of th	Complaint Refuted  Upheld - CHA Service Failure  Compliment  Explanation (Refuted)		* Housing Services		
	03/11/2016 10/11/2016 14/11/2016	Complaint  Compliment  Stage 1 SPSO Complaint  Stage 1 SPSO Complaint  Stage 1 SPSO Complaint  Stage 2 SPSO Complaint  Stage 2 SPSO Complaint  Stage 2 SPSO Complaint	Working Davs  SPSO Stage 1 5 Working Davs  Compliment  SPSO Stage 1 5 Working Davs  SPSO Stage 2 20 Working Davs  SPSO Stage 2 20 Working Davs	Complaint Refuted  Upheld - CHA Service Failure  Compliment  Explanation (Refuted)  Upheld - CHA Service Failure	Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services	* error in reading rental statement - misinform	requirements	No	None	home and shoulder have been in her home to damage it in the first juice apply and the second of th	Complaint Refuted  Upheld - CHA Service Failure  Compliment  Explanation (Refuted)  Upheld - CHA Service Failure		* Housing Services		
956 968 970 984	03/11/2016 10/11/2016 14/11/2016 22/11/2016	Complaint  Compliment  Stage 1 SPSO Complaint Stage 1 SPSO Comolaint Stage 2 SPSO Comolaint Stage 2 SPSO Comolaint Stage 3 SPSO Comolaint Stage 3 SPSO Comolaint Complaint Stage 3 SPSO Complaint	Working Davs  SPSO Stage 15 Working Davs  Compliment  SPSO Stage 15 Working Davs  Working Davs  SPSO Stage 15	Complaint Refuted  Upheld - CHA Service Failure  Compliment  Esplanation (Refuted)  Upheld - CHA Service Failure  Esplanation (Refuted)	Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing	* error in reading rental statement - misinform	clarification with SHO NF on emor in reading account	No	None	home and shoulder have been in her home to disange; it is the first juice and the property of the second of the se	Complaint Refuted  Upheld - CHA Service Failure  Compliment  Explanation (Refuted)  Upheld - CHA Service Failure  Explanation (Refuted)		* Housing Services		
956 968 970 984 986	03/11/2016 10/11/2016 14/11/2016 22/11/2016 22/11/2016 22/11/2016	Complaint  Compliment  Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 2 SPSO Complaint Stage 2 SPSO Complaint Stage 2 SPSO Complaint Stage 2 SPSO Complaint Stage 3 SPSO Complaint Stage 3 SPSO Complaint Stage 1 SPSO	Working Davs  SPSO Stage 15 Working Davs  Compliment  SPSO Stage 15 Working Davs  SPSO Stage 220 Working Davs  SPSO Stage 220 SPSO Stage 220 SPSO Stage 220 SPSO Stage 230 SPSO Stage 15 SPSO Stage 15 SPSO Stage 15	Complaint Refuted  Upheld - OHA Sendor Failure  Compliment  Explanation (Refuted)  Upheld - OHA Sendor Failure  Explanation (Refuted)  Explanation (Refuted)  Explanation (Refuted)	Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing	* error in reading rental statement - misinform	clarification with SHO NF on emor in reading account	No N	None None None None	home and shoulder have been in her home to disange; it is the first discussionable of the second properties of the second	Complaint Refuted  Upheld - CHA Service Failure  Compliment  Esplanation (Refuted)  Upheld - CHA Service Failure  Esplanation (Refuted)  Esplanation (Refuted)		* Housing Services		
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1923   1923   1925   19	08/11/2016  M/11/2016  M/11/2016  M/11/2016  22/11/2016  22/11/2016  23/11/201	Complaint  Stage 1 5P50  Complaint  Stage 1 5P50  Complaint  Stage 1 5P50  Complaint  Stage 2 5P50  Complaint  Stage 2 5P50  Complaint  Stage 3 5P50  Complaint	Working Days  \$700 Stage 1.5  \$700 Stage 2.5  \$700 Stage 2.5	Complaint ferfuted  Opholism ferfuted  Compliment  Equipment  Equi	Housing Senices Housing Senice	* error in reading rental statement - misinform	clarification with SHO NF on emor in reading account	NO N	None None None None	home and shoulder have been in her home to disange it is the first disease. A second of the control of the cont	Complaint Refuted  Complaint Ref		Nousing Services		

7000	24/01/2017	Compliment	Compliment	Compliment	Housing Services			No	None	very happy with service from all staff and contractors especially * * and * *	Compliment				Π
2000	- 1-1-1-1	Stage 1 SPSO Complaint	SPSO Stage 1 5 Working Days	Upheld - CHA Service Failure	Housing Services			No.	None	tenant responded to allocations satisfaction survey to say "property was dirty when I moved in"	Upheld - CHA Service Failure				
2104		Stage 1 SPSO	SPSO Stage 15		Housing			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 to					
2119	27/01/2017 30/01/2017	Complaint Stage 1 SPSO Complaint	Working Days SPSO Stage 15 Working Days	Upheld - Contractor Service Complaint Refuted	Services Housing Services			No No	None	many times and I cannot understand why They won't do it.  Close cleaners are not cleaning the close properly	Upheld - Contractor Service Complaint Refuted				
2145	08/02/2017	Compliment	Compliment	Compliment	Housing Services			No	None	** phoned to thank Cloch for today's cinema event  Reported to ** - Tenant phoned to say thanks to all staff at ** today	Compliment				Ш
2146	08/02/2017	Compliment	Compliment	Compliment	Housing Services			No	None	Reported to * * - Tenant phoned to say thanks to all staff at * * today they had a great time.	Compliment				
1140		Compriment	Compriment	Compliment	Housing				HUILE	Tenant called to discuss decant while on the phone she advised	Compriment		Property		T
2162			Compliment SPSO Stage 15		Services Housing			No	None	that she was so happy with the improvement and investment at * *  Email recived from Ms * complaining about the work required at	Compliment		Services		t
2165	20/02/2017	Complaint	Working Days	Explanation (Refuted)	Services	n/a Comliment	n/a	No	None	hose she is wishing to exchange to.	Explanation (Refuted)	$\vdash$	<b>—</b>		₩
					Housing	about current				At * drop in session Mr * wanted to say that he was delighted with Cloch Service and tha tthe rent rise was being to put to ggod use			l		
2175	23/02/2017	Compliment	Compliment	Compliment	Services	services	None	No	None	modern apprentice and garden tidy scheme	Compliment		<u> </u>		Щ.
2177	24/02/2017	Stage 1 SPSO Complaint	SPSD Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	owner not happy with one off clean oil stains still visible in common close stairs and landings	Upheld - Contractor Service		l		
178	24/02/2017	Complaint Stage 1 SPSO Complaint	SPSD Stage 15 Working Days	Explanation (Refuted)	Housing Services	n/a	0/a	No	None	Tenant unhappy that she cannot access web portal	Explanation (Refuted)				
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		tenant not notified of				She is not hanny that she wasnt informed about the rent increase at					
		Stage 1 SPSO	SPSO Stage 15		Housing	notified of rent	rent increase info added to			sign up. 1st she knew about it was the DD confirmation at the higher			l		
181	27/02/2017	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing	increase	succession approval letter	No	None	rent. * wrote to complain about house visit to tenants Mr * and Ms * (Ten	Explanation (Refuted)	$\vdash$	<b>—</b>		₩
194	27/02/2017	Complaint Stage 2 SPSO	Working Days SPSO Stage 2 20	Explanation (Refuted)	Services Housing			No	None	No * Complained about the close cleaning charge. It is not affordable and	Explanation (Refuted)	$\vdash$	<u> </u>		•
195	28/02/2017		Morking Days	Explanation (Refuted)	Services			No	None	the tenant's should be doing it.  Complaint about close cleaning charge - not affordable can tenant's	Explanation (Refuted)	ш	<u> </u>		Щ.
196	27/02/2017	Stage 1 SPSO Complaint	SPSD Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	not just do it themselves	Explanation (Refuted)				Ш
						wrongly advised of							l		
						the date bacs							l		
						payment							l		
203	03/03/2017	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services	would be in a/c	advise given is a guideline not definate	No	None	complaint about BACS request for decant payment. He says that payment would be in his bank account today	Upheld - CHA Service Failure		l		
		Stage 1 SPSO			Housing					Total State of State			Cloch		П
206	06/03/2017	Complaint	Working Days	Complaint Refuted	Services			No	None	Email received regarding the letter sent out to the close * has had to put the bins out as * have not put the bins out for 3	Complaint Refuted	<u> </u>	Assoc		Ц.
_		Stage 1 SPSO	SPSO Stage 15		Housing					* has had to put the bins out as * have not put the bins out for 3 weeks and they are not cleaning the close as they were meant to do		1 7			1
210	07/03/2017	Complaint	Working Days SPSO Stage 15	Upheld - Contractor Service	Services Housing			No	None	each day	Upheld - Contractor Service	$\vdash$	<del></del>		₩
219	03/03/2017	Stage 1 SPSO Complaint	SPSO Stage 15 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	لسا			
		Stage 1 SPSO			Housing					I would maybe consider attending if anyone from your office ever took complaints about the state of the close we have to live in and		ı¬		Housing	
238	15/03/2017	Complaint	Working Days	Complaint Refuted	Services			No	None	do comething about it On 14 Mar 2017 9:35 am "Office" cO@cloch	Complaint Refuted	┝	⊢—	Services	<u> </u>
241	16/03/2017	Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services	n/a	n/a	No	None	Mr * had turned up for FACE meeting 10 mins late but was unable to gain acces to the office	Explanation (Refuted)	لسا	<u> </u>		
249	17/03/2017	Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services	1		No	None	Close not cleaned properly using air freshener spray to freshen close	Upheld - Contractor Service	L <sup>]</sup>	_		L
255	21/03/2017	Stage 1 SPSO	SPSO Stage 15 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 mates.	Complaint Refuted	ı	1		
		Stage 1 SPSO	SPSO Stage 15		Housing					Cose cleaning not to her standard she is not happy and the bin area					Т
259	22/03/2017	Complaint Stage 2 SPSO	Working Days SPSO Stage 2 20	Explanation (Refuted)	Services Housing			No	None	has not been cleaned the area is green and so is the front step.	Explanation (Refuted)	H	<b>—</b>		+-
275	04/04/2017	Complaint	Working Days SPSO Stage 15	Complaint Refuted	Services			No	None	Not happy with the standard ofclose cleaning	Complaint Refuted	$\vdash$	<del>                                     </del>		₩
277	04/04/2017	Complaint	Working Days	Explanation (Refuted)	Services	n/a	n/a	No	None	T not happy about not qualifying for garden tidy scheme	Explanation (Refuted)	ш	<u> </u>		_
			SPSO Stage 15		Housing					Mrs * 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			l		
306	20/04/2017	Complaint	Working Days	Upheld - Contractor Service	Services			No	None	whole close the first 3 stairs are really dirty  Close cleaning has not been very good and they had to previously	Upheld - Contractor Service	$\vdash \vdash$	<del>                                     </del>		₩
			SPSO Stage 15		Housing					come back and deep clean and she thinks this needs done again as			l		
307	20/04/2017	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services Housing			No	None	they seem to use the one water from too to bottom.	Upheld - Contractor Service			•	$\vdash$
318	25/04/2017	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services	n/a	n/a	No	None	Unhappy that she has to provide 28 days notice to end her tenancy.	Explanation (Refuted)	$\vdash \vdash$	i –		₩
335	02/05/2017	Complaint	Working Days	Explanation (Refuted)	Services			No	None	T is unhappy as she feels we are not dealing with her complaint	Explanation (Refuted)	ш	<u> </u>		Щ.
1337	02/05/2017	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	tenant has repeatedly asked for a breakdown of RR costs and has never recieved this	Complaint Refuted				Ш
348	08/05/2017	Compliment	Compliment	Compliment	Housing Services			No	None	Owner responded to the estate management satisfaction survey to compliment *	Compliment				
2254	08/05/2017		Compliment	Compliment	Housing				Name .	Tenant responded to Allocation satisfaction survey to compliment * *	Sampliment .				
331		Stage 1 SPSO	SPSO Stage 15		Services Housing			NO	None		Compliment				Ħ
352	08/05/2017	Complaint	Working Days	Complaint Refuted	Services			No	None	complaint regarding letter received  Miss * came into the office with a thank you card and chocolates she	Complaint Refuted	$\vdash$	i –		•
1353	08/05/2017	Compliment	Compliment	C	Housing Services			N-		was soo happy that she had her garden maintained by garden tidy over the moon	C!		l		
333				Сотритен	Housing			NO	None	Tenant responded to the allocations satisfation survey to	Compriment				t
354	08/05/2017	Compliment Stage 1 SPSO	Compliment SPSO Stage 15	Compliment	Services Housing			No	None	compliment * * tenant unhappy with estate management complaint letter being sent	Compliment	H	i –		÷
361	08/05/2017	Complaint Stage 1 SPSO	Working Days	Complaint Refuted	Services Housing			No	None	to her close as they out their bins away. Tenant called to complain about alleged ASB tenant who may be	Complaint Refuted	$\vdash \vdash$	<del>                                     </del>	-	₩
365	10/05/2017	Complaint Stage 1 SPSO		Complaint Refuted	Services Housing			No	None	moving next door to be named as * *	Complaint Refuted		I.		₩.
374	11/05/2017											Щ	r		
381	12/05/2017	Stage 1 SPSO Complaint		Complaint Refuted	Services	n/a	n/a	No	None	Issue after factorine survey	Complaint Refuted				-
388	17/05/2017			Complaint Refuted  Explanation (Refuted)		n/a	n/a	No No	None None	Worried about alleged allocation of property next door to * *	Complaint Refuted				
202		Stage 1 SPSO Complaint	Working Days SPSO Stage 15 Working Days		Services Housing Services Housing Services	n/a	n/a	No No	None None	Worried about alleged allocation of property next door to * * complaint regarding close cleaning she does not think the landing is being cleaned. Mark on floor has been there for a number of weeks					E
	18/05/2017	Complaint Stage 1 SPSO	Working Days SPSO Stage 15 Working Days SPSO Stage 15	Explanation (Refuted)  Upheld - Contractor Service	Services Housing Services Housing Services Housing	n/a	n/a	No No No	None None None	Worried about allesed allocation of property next door to * * complaint regarding close cleaning she does not think the landing is being cleaned. MAK on floor has been there for a number of weeks Bottom of close not being done properly it is looking worse that it					
iadá i	18/05/2017	Complaint Stage 1 SPSO	Working Days SPSO Stage 15 Working Days		Services Housing Services Housing Services	n/a	n/a	No No No	None None None	Worried about alleged allocation of property next door to * * complaint regarding close cleaning she does not think the landing is being cleaned. Mark on floor has been there for a number of weeks	Explanation (Refuted)  Upheld - Contractor Service				
add	18/05/2017	Complaint Stage 1 SPSO	Working Days SPSO Stage 15 Working Days SPSO Stage 15	Explanation (Refuted)  Upheld - Contractor Service	Services Housing Services Housing Services Housing	n given to RCH which	n/a	No No No	None None None	Worried a bourt alleand allocation of property next door to * * compilain regarding close cleaning she does not think the landing is solen clean regarding close cleaning she does not think the landing is solen close and solen deared. An office she she will be solen close and the solen close solen so	Explanation (Refuted)  Upheld - Contractor Service		•		
393	18/05/2017	Complaint Stage 1 SPSO Complaint	Working Days SPSO Stage 15 Working Days SPSO Stage 15 Working Days	Explanation (Refuted)  Upheld - Contractor Service	Services Housing Services Housing Services Housing	n given to	n/a	No No No	None None None	Worse a shoot alleand allocation of encountry next door to " " complaint regarding dose cleaning the does not think the landing is shorten of clean end being done properly it is looking worse that it was before Mr " called to say his panner" " had most well letter from RCH	Explanation (Refuted)  Upheld - Contractor Service		•		
394		Complaint Stage 1 SPSO Complaint	Working Days SPSO Stage 15 Working Days SPSO Stage 15	Explanation (Refuted)  Upheld - Contractor Service	Services Housing Services Housing Services Housing Services	n given to RCH which tenant states is untrue.	n/a	No No No	None None None None	Worried a bourt alleand allocation of property next door to * * compilain regarding close cleaning she does not think the landing is solen clean regarding close cleaning she does not think the landing is solen close and solen deared. An office she she will be solen close and the solen close solen so	Explanation (Refuted)  Upheld - Contractor Service				
394	19/05/2017	Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO	Working Days SPSO Stage 15 SPSO Stage 15 SPSO Stage 15	Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Explanation (Refuted)	Services Housing Services Housing Services Housing Services Housing Services Housing Housing Housing Housing Housing	n given to RCH which tenant states is	n/a	No No No	None None None None	Worded about allesed allocation of encentrumed door to ** complaint regarding close dealing het does not think the landing is borned classed. Most office the about the standard season of the standard of the borned classed. Most office the standard of the standard of the borned classed the standard of the standard of the standard of the borned classed the standard of the standard of the standard of the borned classed the standard of the standard of the report given by Closh borned the standard of the standard of the report given by Closh borned the standard of the standard of the report given by Closh borned the standard of the standard of the report given by Closh borned the standard of the standard of the report given by Closh borned the standard of the standard of the report given by Closh borned the standard of the standard of the report given by Closh borned the standard of the standard of the report given by Closh borned the standard of the standard of the report given by Closh borned the standard of t	Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Explanation (Refuted)				
394	19/05/2017	Complaint Stage 1 SPSO Stage 1 SPSO	Working Days SPSO Stage 15 Working Days	Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service	Services Housing	n given to RCH which tenant states is untrue. Decant	n/a Met with tenant	No No No No	None None None None None	Worried about alliered alliection of encounts ned door to *  "andings" and the second of the second	Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Explanation (Refuted)  Upheld - CAL Service Service		*  Cloch		
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						Double DD									
						payment taken by									
2643	11/09/2017	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services	Allpayon 8/9/17		No	None	Miss * phoned to complain about the double DD payment being taken from her bank account on Friday 8/9/17.	Explanation (Refuted)				
7655	12/09/2017	Complaint Stage 1 SPSO Complaint	Working Days SPSO Stage 15 Working Days	Unheld - CHA Senice Exilure	Housing Services	0/2	0/2	No	None		Hoheld - CHA Service Failure				
2670	25/09/2017	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	Mr * unhappy that he has been given a first refusal for offer of * * *  Tenant not happy that £100 was paid to rent account - she says she doesnt have arrears	Explanation (Refuted)				
2674	21/09/2017	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No.	Name	Bins taken out and not returned to location Dog dirt in back stairs	Explanation (Refuted)				
26/4		Stage 1 SPSO	SPSO Stage 15 Working Days		Housing			No	None		Explanation (Refuted)				
2685	05/10/2017	Complaint Stage 1 SPSO	SPSO Stage 15	Explanation (Refuted)	Services Housing		Apology	No	None	Tenant received a letter with no content.					
2691	02/10/2017	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Complaint Refuted	Services Housing			No	None	asking why £100 was taken from disturbance Mr * unhappy as unable to get keys until he has maid rent and	Complaint Refuted				
2707	17/10/2017	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing	n/a Repairnot	n/a	No	None	signed his tenancy agreement, wants to have access to keys prior to T said she spoke to * on Friday 20th Oct to say door lock needed	Explanation (Refuted)				-
2725	25/10/2017	Complaint	Working Days	Upheld - CHA Service Failure	Services	recorded.	Applogrand raised repair.	No	None	repaired.	Upheld - CHA Service Failure		•		
						tenant									
						code used and allpay									
		Stage 1 SPSO	SPSO Stage 15		Housing	not searched	email sent tohousing								
2731	30/10/2017	Complaint	Working Days	Upheld - CHA Service Failure	Services	properly	section	No	None	Tenant's direct debit was taken twice today  Ms * paid £400.00 to her rent account. * forgot to put in her diany it	Upheld - CHA Service Failure				
		Stage 1 SPSO	SPSO Stage 15		Housing					was paid I called Ms * to see if she had made the payment and					
2739	01/11/2017	Stage 1 SPSO	Working Davs SPSD Stage 15	Explanation (Refuted)	Services Housing	n/a	n/a	No	None	advised it was paid on the 31/10/17. Ms * was not happy. Pays for close cleaning/bin service. For about 4th week in a row the	Explanation (Refuted)		•	•	
2801	29/11/2017	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services Housing			No	None	bins are being out out but not being brought back in.	Upheld - Contractor Service			•	
2805	29/11/2017	Complaint	Working Days	Complaint Refuted	Services			No	None	tenat would like her lighting system replaced in certain rooms * was first for * * * * which closed on 17/9/2017 was offered the	Complaint Refuted				
2813	01/12/2017	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			N-	N	property on 2/10/2017. Not considered for any other properties even though no sign of keys coming in.	Explanation (Refuted)				
2013	01/12/2017			explanation (keloted)				NO	None	Mr * :Complaint about earlier visit to office that * hadn't explained	Explanation (Keluteu)				
2825	07/12/2017	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	things properly did not have a good attiitude and that he couldn't explain himself.	Upheld - CHA Service Failure				
		Stage 1 SPSO	SPSO Stage 15		Housing					Close cleaning below standard. Contractor finished in 10 minutes ground floor landing needs deep clean and other floors poor					
2831	08/12/2017	Complaint	Working Days SPSO Stage 15	Complaint Refuted	Services Housing			No	None	standard. tenant unhappy with how HS have dealt with his close cleaning	Complaint Refuted			•	<u> </u>
2836	11/12/2017	Complaint	Working Days	Upheld - Contractor Service	Services			No	None	complaint	Upheld - Contractor Service				<u> </u>
2837	11/12/2017	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	T phoned to advise that she is not happy with the cleaners - she said her landing wasnt cleaned last week.	Complaint Refuted				<u></u>
2838	12/12/2017	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	Tenant Mr * phoned to make complaint about staff member * * See notes.	Complaint Refuted	L	L		L
2844	08/12/2017	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	owner thinks * told tenants partner she complained about rubbish they dumned	Complaint Refuted				
-311				premit ne luteu	Housing				tound	Email receieved from MSP * * office regarding Est Man/ASB issue with	premi neidled				l l
2874	22/12/2017	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Services	n/a	n/a	No	None	allegations of tenants smoking canabis in the close/flat. Noting that nothing has been done about the complaints.	Complaint Refuted				<u> </u>
2888	09/01/2018	Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	Slip returned fron tenant - unsatisfactory	Upheld - Contractor Service				<u></u>
2894	09/01/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	not satisfied with close cleaning	Upheld - Contractor Service				
2895	09/01/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Habald - Contractor Service	Housing Services	0/2	n/s	No	None	not satisfied with close cleaning	Upheld - Contractor Service				
	09/01/2018	Stage 1 SPSO	SPSO Stage 15	Upheid - Contractor Service	Housing	n/a	n/a	No	None						
2896	10/01/2018	Complaint Stage 1 SPSO	Working Davs SPSD Stage 15	Upheld - Contractor Service	Services Housing	n/a	n/a	No	None	not satisfied with close cleanings	Uoheld - Contractor Service			•	
2897	10/01/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services			No	None	not satisfied with close cleaning and loudness of workers	Upheld - Contractor Service			•	
2898	10/01/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services			No	None	not satisfied with close cleaning	Explanation (Refuted)			•	
2900	10/01/2018	Complaint	Working Days SPSO Stage 15	Work/Inspection Required	Services Housing			No	None	not satisfied close cleaning	Work/Inspection Required				
2901	10/01/2018	Complaint	Working Days	Upheld - Contractor Service	Services			No	None	not satisfied close cleaning	Upheld - Contractor Service				
2902	10/01/2018	Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	not stisfied with close cleaning	Upheld - Contractor Service				
2903	10/01/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	not satisfied close cleaning	Upheld - Contractor Service				
2904	10/01/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	not satisfied close cleaning	Upheld - Contractor Service				
	10/01/2018	Stage 1 SPSO	SPSO Stage 15		Housing				···		Donard - Contractor Service				
2905	10/01/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services Housing			No	None	not satisfied close cleaning	Doneld - Contractor Service				
2906	10/01/2018		Working Days SPSO Stage 15	Upheld - Contractor Service	Services Housing			No	None	not satisfied close cleaning	Upheld - Contractor Service				
2907	10/01/2018		Working Days SPSO Stage 15	Upheld - Contractor Service	Services Housing			Yes	None	not satisfied close cleaning	UpheId - Contractor Service			•	
2908	10/01/2018	Complaint	Working Days	Upheld - Contractor Service	Services			No	None	not satisfied close cleaning					
2909											Upheld - Contractor Service				
	10/01/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Work/inspection Required	Housing Services			No	None	not satisfied close deaning	Work/Inspection Required				
2911	10/01/2018	Stage 1 SPSO Complaint Stage 1 SPSO	SPSO Stage 15 Working Davs SPSO Stage 15	Work/inspection Required  Explanation (Refuted)	Housing Services Housing Services	None		No No	None None		Work/Inspection Required  Explanation (Refuted)				
2911 2912	10/01/2018	Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint	SPSO Stage 15 Working Days SPSO Stage 15 Working Days SPSO Stage 15 Working Days	Work/Inspection Required  Explanation (Refuted)  Upheld - Contractor Service	Housing Services Housing Services Housing Services	None		No No	None None None	not satisfied close cleaning	Upheld - Contractor Service  Work/Inspection Required  Explanation (Refuted)  Upheld - Contractor Service				
2911 2912 2913	10/01/2018 10/01/2018 10/01/2018	Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint	SPSO Stage 1 5 Working Davs	Work/inspection Required  Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service	Housing Services Housing Services Housing Services Housing	None		No No No	None None None	not satisfied dose deanine not satisfied dose deanine satisfaction on dose deanine	Work/Inspection Required  Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service				
2911 2912 2913 2914	10/01/2018	Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint	SPSO Stage 1 5 Working Davs	Work/inspection Required  Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service	Housing Services Housing Services Housing Services	None		No No No No	None None None None	not satisfied close deaning not satisfied close deaning	Upheld - Contractor Service  Work/Inspection Required  Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service				
2912 2913	10/01/2018 10/01/2018 10/01/2018	Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO	SPSO Stage 15 Working Days SPSO Stage 15	Upheld - Contractor Service  Upheld - Contractor Service	Housing Services Housing Services Housing Services Housing Services Housing Services Housing	None		No No No No	None None None None	not satisfied close deamins ons satisfied close deamins satisfaction on close deamins satisfaction on close deamins on satisfied with close deamins ons satisfied with close deaming	Upheld - Contractor Service  Work/Inspection Required  Explanation (Refuted)  Upheld - Contractor Service				
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2912 2913 2914 2915 2916 2916 2916 2916 2916 2916 2916 2916	10/01/2018 10/01/2018 10/01/2018 10/01/2018 10/01/2018 10/01/2018 10/01/2018 10/01/2018 10/01/2018 10/01/2018 10/01/2018 12/01/2018 12/01/2018 12/01/2018 23/01/2018 25/01/2018	Stage 1.5PSO Compolaint Compolaint Compolaint Compolaint Compolaint Compolaint Compolaint Compolaint	SPO STAGE 15 Workland Date Wor	Lightel & Contractor's Fender Uphel & Contractor's Fender	Housing services Housing Services Housing Services Housing Services Housing Housing Housing Housing Housing Services Housing	arrears		NO N	None None None None None None None None	not assisted dose dearnine  ont assisted dose dearnine  sisted control of one dearnine  and assisted with flows dearnine  ont assisted with flows dearnine  consplaint or condition of doars — mode all over the close caused by  some assisted with flows dearnine  Complaint or condition of doars — mode all over the close caused by  some assisted with flows dearnine  consplaint or condition of doars — mode all over the close caused by  contained the dearnine  Complaint or condition of doars — mode all over the close caused by  some have been been to page of assisted  and have been the dearnine  condition to the assisted of the condition of the condition about the arreary letter   issued to her on  ###################################	Subhal Contractor Service  Subhal Contractor Ser		Gods HA		
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2912 2913 2914 2914 2915 2916 2916 2917 2918 2919 2919 2919 2919 2919 2919 2919	10/01/2018 10/01/2018	Stage 15900 Generalization Communication Com	\$900 Stage 1-5 Working Date Working Date Working Date Working Date Working Date Working Date \$1500 Stage 1-5 \$	Lightel & Contractor's render Uphel & Contractor's render	Housing Services Housin	arrears		NO N	None None None None None None None None	ook satisfied close dearnine  ook satisfied one dearnine  satisfied with fides dearnine  ook satisfied with fides dearnine  consplaine in condition of close - model all over the close caward by operature  some satisfied with fides dearnine  Complaine in condition of close - model all over the close caward by operature  some satisfied with fides dearnine  Complained with fides fides in close and by one state of the close caward by operature  some satisfied with fides dearnine  To complained about the rent increase  Teachet complained about the rent increase	Subhal Contractor Service  Uphal Contractor		Goch HA		
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22912 22913 22914 22914 22914 22915 22916 22916 22916 22917 22920	10/01/2018 10/01/2018	Sage 1590 Gomelant	\$900 Stage 15 Working Date Working Date Working Date Working Date Working Date Working Date \$900 Stage 15 Working Date \$900 Stage 15 Working Date Wo	Opheld - Contractor's revice Opheld - Contractor's revice Compilation for first Opheld - Contractor's revice Compilation for first Opheld - Contractor's revice Compilation for first Opheld - Contractor's revice Contractor's revice Opheld - Contractor's revice Contractor's revice Opheld - Contractor's revice Opheld - Contra	Housing Services Housing Services Services Housing Serv	arrears		NO N	None None None None None None None None	ook satisfied close dearnine  Ook satisfied one dearnine  Jaskfation on drose dearnine  Jaskfation on drose dearnine  Jaskfation on drose dearnine  Ook satisfied with floor dearnine  Ook satisfied with floor dearning  Ook satisfied with floor dearning  Jaskfation on dearning  Ook satisfied with floor dearning  Ook satisfied with floor dearnine  To satisfied w	spekel Communities Service  Sp		Gods NA		
22912 22913 22913 22914 22915 22916 22916 22917 22918 22919 22910 22919 22910	10/01/2018 10/01/2018	Stage 1590 Gongland G	\$700 Tage 1-5 Working Date Working Date Working Date Working Date Working Date Working Date \$700 Tage 1-5 Working Date \$700 Tage 1-5 Working Date \$700 Tage 1-5 Working Date Working Date Working Date Working Date Working Date \$700 Tage 1-5 Working Date	Opheli - Contractor Fernice Upheli - Contractor Fernice Upheli - Contractor Fernice Upheli - Contractor Service Up	Housing services Housin	arrears		NO N	None None None None None None None None	one satisfied done dearning  one satisfied with done dearning  and satisfied with done dearning  one satisfied with done dearning  Complaint or condition of done - mode all over the close caused by operational or done - mode all over the close caused by operational or done - mode all over the close caused by operational or done - mode all over the close caused by operational - there is a done lose for the piece no are in order to part of sandard  - there is a done lose for the piece no are in order done with haven't been more discussed by the one of the condition of the sandard beautified about the rent increase  Traveat complained about the rent increase  Traveat complained about dear increase	spekel Contractor Service  Uphel Contractor		Clach MA		
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2912 2913 2914 2915 2916 2917 2918 2919 2920 2921 2922 2930 2933 2945	10/01/2018 10/01/2018	Stage 15900 Gongland	\$700 Tage 1.5 Working Date Working Date Working Date Working Date Working Date Working Date \$700 Tage 1.5 Working Date \$700 Tage	Opheli - Contractor Fernice Upheli - Contractor Fernice Up	Housing Services Housin	arrears		NO N	None None None None None None None None	ool satisfied close dearnine  ool satisfied one dearnine  assistation on drose dearnine  and satisfied with floor dearnine  ool satisfied with floor dearnine  ool satisfied with floor dearning  transplant complains about the arrean letter I issued to her on  diffuse  Transplant complained about floor increase	spekel Contractor Service  Uphel Contractor		Goth HA		
2912 2913 2914 2915 2915 2916 2916 2917 2918 2919 2919 2919 2919 2919 2919 2919	10/01/2018 10/01/2018	Stage 15900 Complaint Comparison	\$900 Stage 15 Working Days Working Days Working Days Working Days Working Days Working Days \$900 Stage 15	Opheld - Contractor's render Upheld - Contrac	Housing Services Housin	arrears		NO N	None None None None None None None None	ook satisfied close dearning  and satisfied with close dearning  satisfied with close dearning  and satisfied with close dearning  satis	Logical Committee Service  Useful Committee Service  Esplanation Refuteed  Useful Committee Service  Esplanation Refuteed  Useful Committee Service  Esplanation Refuteed		Glack MA.		
2912 2913 2914 2915 2915 2916 2917 2918 2919 2919 2919 2919 2919 2919 2919	10/01/2018 10/01/2018	Stage 15900 Generalization Communication Com	\$700 Stage 15 Working Date \$7500 Stage 15 Working Date Working Date Working Date \$7500 Stage 15 Working Date	Opheld - Contractor Service  Upheld - Contractor Service  Toria service  Toria service  Upheld - Contractor Service  Upheld - Contractor Service  Toria service  Toria service  Upheld - Contractor Service  Upheld - Contractor Service  Toria service  Toria service  Upheld - Contractor Service  Upheld - Contractor Service  Toria service  Toria service  Upheld - Contractor Service  Upheld - Contractor Service  Toria service  Upheld - Contractor Service  Upheld - Contractor Service  Toria service  Upheld - Contractor Service  Upheld - Contractor Service  Toria service  Upheld - Contractor Service  Toria service  Upheld - Contractor Service  Upheld - Contractor Service  Toria service  Upheld - Contractor Service  Upheld - Contractor Service  Toria service  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service  Toria service  Upheld - Contractor Service  Upheld - Contractor Service  Toria service  Upheld - Contractor Service  Upheld -	Housing Services Housin	arrears		NO N	None None None None None None None None	ook satisfied close desantee  and satisfied one desantee  assistation on drose desantee  and satisfied with drose desantee  ook satisfied with drose desantee  To observe the satisfied with drose drose dro	Logheld - Contractor Service  Upheld - Contra		Ооф на		
2912 2913 2914 2915 2916 2916 2917 2918 2919 2929 2929 2929 2929 2929 2929	10/01/2018 10/01/2018	Stage 15900 Complaint Compared to the Compared	\$700 Tage 1.5 Working Date Working Date Working Date Working Date Working Date Working Date \$1500 Tage 1.5 Working Date \$1500 Tage 1.5 Working Date Working Date Working Date Working Date Working Date \$1500 Tage 1.5 Working Dat	Lipheld - Contractor's revice Upsheld - Contractor's revice Compiliant Service Upsheld - Contractor's revice Compiliant Service Upsheld - Contractor's revice Compiliant Service Upsheld - Contractor's revice Contractor's revice Upsheld - Contractor's revice Contractor's revice Upsheld - Contractor's revice Contractor's revice Upsheld - Contractor's revice Deplacation (Refuted) Deplacation (Refuted) Contractor (Refuted) Upsheld - Contractor's revice Contractor's revice Upsheld - Contractor's revice Upshe	Housing Services Housing Housing Services Housing Services Housing Services Housing Housing Services Housing	arrears		NO N	None None None None None None None None	one satisfied with office desarries  one satisfied with folion desarries  one satisfied with office desarries  complained with office desarries  characteries of satisfied with office desarries  one satisfied with office desarries  characteries of satisfied with office desarries  one satisfied with office desarries  one satisfied with office desarries  one satisfied with office desarries  The one of satisfied with office desarries  Treased complained about the rent increase  Treased complained about desarriers  Treased complained about desa	spekel Communities Service  Spekel Communities  Spekel Communi		Gach HA		

			SPSO Stage 15		Housing									Т
3012	13/02/2018	Complaint Stage 1 SPSO	Working Davs SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Gose cleaning	Explanation (Refuted)			+
3013	13/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 1 5 Working Days	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Close cleaning	Explanation (Refuted)			+
3014	13/02/2018		SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Close cleaning	Explanation (Refuted)			1
3015	13/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Housing			NO	None	Tenant complained about garden tidy	Explanation (Refuted)		İ	<del>†                                    </del>
3016	13/02/2018		Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about garden tidy	Explanation (Refuted)			1
3017	13/02/2018		Working Davs SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about garden tidy	Explanation (Refuted)			<del>†          </del>
3018	13/02/2018		Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about garden tidy	Explanation (Refuted)		<b></b>	†
3019	13/02/2018	Complaint Stage 1 SPSO	Working Davs SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant comolained about sarden tidy	Explanation (Refuted)		<del>                                     </del>	+
3020	13/02/2018		Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about garden tidy	Explanation (Refuted)		-	+
3021	13/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Rent increase	Explanation (Refuted)		-	+
3022	13/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Rent increase	Explanation (Refuted)		-	+
3023	13/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Complaint Refuted	Services Housing			No	None	Tenant complained about Rent increase	Complaint Refuted	-	-	+
3024	13/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services			No	None	Tenant complained about Rent increase	Explanation (Refuted)		-	+
3025	13/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Complaint Refuted	Services Housing			No	None	Tenant complained about Rent increase	Complaint Refuted		├	+
3026	13/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Complaint Refuted	Services Housing			No	None	Tenant complained about Rent increase	Complaint Refuted		-	+
3027	13/02/2018	Complaint Stage 1 SPSO	Working Davs SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Rent increase	Explanation (Refuted)		ļ	₩
3028	13/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Work/Inspection Required	Services			No	None	Tenant complained about Rent increase	Work/Inspection Required			₩
3029	13/02/2018	Complaint	Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant complained about Rent increase	Explanation (Refuted)		ļ	<u> </u>
3030	13/02/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant complained about Rent increase	Explanation (Refuted)			
3031	13/02/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant complained about Rent increase	Explanation (Refuted)			<u> </u>
3032	13/02/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant complained about Rent increase	Explanation (Refuted)			<u> </u>
3033	13/02/2018	Stage 1 SPSO Complaint	Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant complained about Rent increase	Explanation (Refuted)			
3034	13/02/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	Tenant complained about Rent increase	Complaint Refuted			L
3035	13/02/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	Tenant complained about Rent increase	Complaint Refuted			
3038	14/02/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	Close deaners have been continually Putting the bins in the wrong places no * in no * etc	Upheld - Contractor Service			
3039	14/02/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant complained about Rent increase	Explanation (Refuted)			
	14/02/2015	Stage 1 SPSO	SPSO Stage 15 Working Days		Housing			No.	None					T
3040	14/02/2018	Complaint Stage 1 SPSO	SPSO Stage 15	Explanation (Refuted)	Services Housing			NO.	NORE	Tenant complained about Rent increase	Explanation (Refuted)			t
3041	14/02/2018	Complaint Stage 1 SPSO	Working Davs SPSO Stage 15	Explanation (Refuted)	Services Housing			NO	None	Tenant complained about Rent increase	Explanation (Refuted)	<u> </u>	<b>†</b>	+
3042	14/02/2018	Complaint Stage 1 SPSO	Working Davs SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Rent increase	Explanation (Refuted)		ł	+
3043	14/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Rent increase	Explanation (Refuted)	<del>                                     </del>	<b>-</b>	+
3044	14/02/2018		Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Rent increase	Explanation (Refuted)	-	-	+
3045	14/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services			No	None	Tenant complained about Rent increase	Explanation (Refuted)		-	+
3046	14/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Rent increase	Explanation (Refuted)		├	+
3047	14/02/2018	Complaint	Working Days SPSO Stage 15	Complaint Refuted	Services			No	None	Tenant complained about Rent increase	Complaint Refuted		ļ	₩
3048	14/02/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Rent increase	Explanation (Refuted)			₩
3049	14/02/2018	Complaint	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Tenant complained about Rent increase	Explanation (Refuted)		ļ	<u> </u>
3050	14/02/2018	Complaint	Working Days	Explanation (Refuted)	Services			No	None	Tenant complained about Rent increase	Explanation (Refuted)			<u> </u>
3057	16/02/2018	Compliment	Compliment	Compliment	Housing Services			No	None	tenant complimented on Rent increase letter	Compliment			
3058	16/02/2018	Compliment	Compliment	Compliment	Housing Services			No	None	tenant complimented on Rent increase letter	Compliment	**		
3059	16/02/2018	Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	Weed removal unsatisfactory	Complaint Refuted			
3080	27/02/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	Contacted us on 25/01 for a rent/recharge statement from * * and is still waiting on this info	Upheld - CHA Service Failure	See SDM diary		
ı		Stage 1 SPSO	SPSO Stage 15		Housing			l		T phoned to complain that she was given the wrong info fromj this office when making her UC claim - told to put the rent inc a mount as				
3081	28/02/2018	Complaint	Working Days	Upheld - CHA Service Failure	Services	direct		No	None	opposed to the current rent.	Upheld - CHA Service Failure		-	+
3082	02/03/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Unheld - CHA Service Failure	Housing Services	debit taken off	letter of a plogy sent out	No.	None	Ms * Direct Debit taken twice	Upheld - CHA Service Failure			
		Stage 1 SPSO	SPSO Stage 15		Housing	wrong informatio	advise tenant of potential			tenant upset that she was told she did not need to pay anything for				
3083	27/02/2018	Complaint Stage 1 SPSO	Working Days	Upheld - CHA Service Failure	Services	n given	balance at pre term	No	None	her old property at * * when she moved to * *	Upheld - CHA Service Failure			
3084	05/03/2018	Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	T is really annoyed about us taking 3rd party deductions and a direct debit	Explanation (Refuted)		ļ	<u> </u>
ı		Stage 1 SPSO	SPSO Stage 15		Housing			1		Is paying £15 per month for a service and things are not being done as they should be. Bins were left outside and contractor should have				
3105	12/03/2018	Complaint	Working Days	Explanation (Refuted)	Services					as they should be bill were rest busines and contractor should have			•	
3107	14/03/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	l	Housing			No	None	been reurning them to the bistore.  Email rec'd from * * - Call received from * to advise that bins are not	Explanation (Refuted)			
3120	21/03/2018	Stage 1 SPSO		Upheld - Contractor Service	Services			No No	None None	been reurning them to the bistore.  Email rec'd from * * - Call received from * to advise that bins are not getting put back in the correct place. All bins getting put in number * * * * * * * * * * * * * * * * * * *	Explanation (Refuted)  Upheld - Contractor Service			L
3142	05/04/2018		SPSO Stage 15 Working Days	Upheld - Contractor Service  Explanation (Refuted)	Services Housing			No No	None	been reurning them to the binstore.  Finall rec'd from ** - Call received from * to advise that bins are not getting put back in the correct place. All bins getting put in number * * * * * * * * * * * * * * * * * * *	Upheld - Contractor Service			
3142		Complaint Stage 1 SPSO Complaint	SPSO Stage 15 Working Days SPSO Stage 15		Services Housing Services Housing			No No	None	been reurning them to the binstore.  Email red from **. Call received from * to advise that bins are not getting put back in the correct place. All bins getting put in number * * * have put a card through the door saying the close has been done but if hasn't Complaint about new contractor bins not put out for collection and	Upheld - Contractor Service Explanation (Refuted)			
	05/04/2010	Stage 1 SPSO Complaint Stage 1 SPSO	SPSO Stage 15 Working Days SPSO Stage 15 Working Days SPSO Stage 15		Services Housing Services Housing Services Housing			No No No	None None None	been reuning them to the bestone.  The final set of from **. Call received from * to advise that bins are not getting put back in the cornect place. All bins getting put in number * * * * * * * * * * * * * * * * * * *	Upheld - Contractor Service  Explanation (Refuted)  Upheld - Contractor Service			-
2144	05/04/2018	Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO	SPSO Stage 1 5 Working Days SPSO Stage 1 5 Working Days SPSO Stage 1 5 Working Days SPSO Stage 1 5		Services Housing Services Housing Services Housing Services Housing			No No No	None None None	been reuming them to the institute.  If a limit and form of "I of increased from "to advise that bins are not getting put in counted from the advise that bins are not getting put in counted face. All bins getting put in counted in the put and through the door saying the close has been done but that the put and through the door saying the close has been done but that the put in the put of the counted from the counted for the co	Upheld - Contractor Service Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service			
	05/04/2018	Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO	SPSO Stage 1 5 Working Days SPSO Stage 1 5 Working Days SPSO Stage 1 5 Working Daws SPSO Stage 1 5 Working Daws SPSO Stage 1 5	Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service	Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing			No No No No	None None None	Seen resumes (then to the bissions.  If it is recipitated in the context place. All bits getting put in number 1 and put in great place in the country place. All bits getting put in number 1 and put in great place in the country place. All bits getting put in number 1 and put in great place in place in great place in gr	Upheld - Contractor Service Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service			
		Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint	SPSO Stage 15 Working Days		Services Housing Services Housing Services Housing Services Housing Services Housing Services	New close		No No No No No	None None None	Seen resumes them to the bissister.  If the main risk of from ** 10 in devise that biss are not spring put has his first from the spring put has been connect piezo. It biss getting put in number **  **New put a cut of through the door saying the close has been done both the spring the close has been done both the spring the close has been done done not close and when the spring the close that the close and close are close as and close and confident in the close are confident and close are confident and close are close as and close and close and close are close as a close and close are close as a close are close and close are close as a close are close and close are close and close are close as a close are close and close are close are close and close are close are close and close are close and close are close are close and close are close and close are close are close and close are close are close and close are close and close are close are close and close are close are close and close are close are close are close are close are close are close and close are close	Upheld - Contractor Service Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service			
	05/04/2018	Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint	SPSO Stage 15 Working Days SPSO Stage 15 SPSO Stage 15	Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service	Services Housing Services	New close cleaning contractor		No	None None None	been resumed them to the bookses.  If a mining of from "-" I in mercined from " to before that bins are not present price to the control place. All hims genting point in mumber" " " " " where put and through the door ranging the close has been done but his bear. The put has a form being the door ranging the close has been done but his bear. The put has a fine put had been and close of the control put has not put out for collection and discussed the control put had been and close and the control put had been and close and the control put had been and close and the control put had been and t	Upheld - Contractor Service Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service			
3145 3149	05/04/2018	Stage 1 SPSO Complaint Stage 1 SPSO Compolaint Stage 1 SPSO Compolaint Stage 1 SPSO Compolaint Stage 1 SPSO Compolaint Stage 1 SPSO Compolaint Stage 1 SPSO Compolaint Stage 1 SPSO	SPSO Stage 1 5 Working Days	Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service	Services Housing Services	cleaning		No N	None None None	been rejuming them to the biotistum.  If all mill refer from "" a devise that bins are not getting put in mumber " " " " " " " " " " " " " " " " " " "	Upheld - Contractor Service Explanation (Refuted)  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service			
3144 3145 3149 3155 3156	05/04/2018 05/04/2018 09/04/2018	Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO	SPSO Stage 15 Working Days SPSO Stage 15 SPSO Stage 15 SPSO Stage 15 SPSO Stage 15	Explanation (Refuted)  Upheld - Contractor Service	Services Housing Housing Housing Housing	cleaning		No N	None None None None None None None None	been resumed, then to the bishbern.  If all mill red from "-" I in reclined from "to advise that bins are not getting put in mouther it was price and the connect place. All bins getting put in mouther it was put as and thereof been been provided by the put as and the put and the pu	Upheld - Contractor Service  Esphanation (Refuted)  Upheld - Contractor Service			
3145 3149 3155	05/04/2018 05/04/2018 09/04/2018 11/04/2018	Stage 1 SPSO Complaint Stage 1 SPSO Comolaint Stage 1 SPSO Stage 1 SPSO Stage 1 SPSO	SPSO Stage 15 Working Day SPSO Stage 15	Explanation (Refuted)  Upheld - Contractor Service	Services Housing	cleaning		No N	None None None None None None None None	Seen resums them to the bissions.  If all mill eff from ** "I in recision of from * to advise that bins are not getting put in mumber ** "The put and the connect piace." In bins getting put in number * "The put as and the put of from the put of the put	Upheld - Contractor Service  Esplana tion (Refuted)  Upheld - Contractor Service			
3149 3155 3156	05/04/2018 05/04/2018 09/04/2018 11/04/2018	Stage 1 SPSO Complaint Stage 1 SPSO Comolaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint	SPSO Stage 1 5 Working Day SPSO Stage 15 SPSO Stage 15 Working Day SPSO Stage 15	Explanation (Refuted)  Upheld - Contractor Service	Services Housing Services	cleaning		No N	None None None None None None None None	Seen resuming them to the biothers.  If all mill red from "-" I in reclined from "to addies that bins are not getting put in mouther " "This put is and through the door saying the close has been done bid in the control place. All bins getting put in mouther " "This put is and through the door saying the close has been done bid in has II".  This put is and through the door saying the close has been done bid in has III" and the saying the control place in the control place in the control place in the control place in the state is and put of close in the state in and the state is and the control place in the state is and the control place in the state is and the control place in the control place is and an ended that the said in the control place is and and and the label "and" were not in clean condition on the in the said and in the "and" were not in clean condition on the in the said and in the "and" were not in clean condition on the in the said and in the "and" were not in clean condition on the in the said and in the said in the sai	Upheld - Contractor Service  Esplana tion (Refuted)  Upheld - Contractor Service			
3145 3149 3155 3156	05/04/2018 05/04/2018 09/04/2018 11/04/2018 11/04/2018	Stage 1 SPSO Complaint Stage 1 SPSO Comolaint	SPEO Stage 1 5 Working Days SPEO Stage 15 SPEO Stage 15 Working Days SPEO Stage 15 Working Days SPEO Stage 15	Esplanation (Befuted)  Upheld - Contractor Service  Complaint Refuted	Services Housing Services	cleaning		No N	None None None None None None None None	been requiring them to the bindings.  If all million and from "I and addis that bind are not getting put in mumber "  All way put and other bind bindings and bing and bindings and	Upheld - Contractor Service  Epilanation (Refuted)  Upheld - Contractor Service  Compilal - Refuted			
3145 3149 3155 3156 3158 3160	05/04/2018 05/04/2018 09/04/2018 11/04/2018 11/04/2018	Stage 1 SPSO Complaint Stage 1 SPSO Commolaint	SPEO Stage 1 5 Working Day SPEO Stage 1 5 SPEO STAG	Esplanation (Befuted)  Upheld - Contractor Service  Complaint Refuted	Services Housing Services	cleaning	nih.	No N	None None None None None None None None	been resumed them to the bookses.  If all in rel'd from "-" I chi mercined from "to addres that bins are not present and the first than the converge place. All hims genting point in number "bins point and the converge place. All hims genting point in number "bins point and the present	Upheld - Contractor Service  Epilanation (Refuted)  Upheld - Contractor Service  Compilal - Refuted			
3149 3155 3156 3158 3160	05/04/2018 05/04/2018 09/04/2018 11/04/2018 11/04/2018 11/04/2018 12/04/2018	stage i SPSO Compalaint Stage i SPSO Commalaint	SPSO Stage 1 5 Working Day SPSO Stage 15	Esplanation (Befuted)  Upheld - Contractor Service  Complaint Refuted	Services Housing Services	cleaning	als	No N	None None None None None None None None	been resumed then to the bissister.  If all an indiction "" I in recision from "to addres that bins are not provide and the first and the second place. All bins getting point in number "bins point in the converging and. It has getting point in number and the provided provided and the second point and t	Lyabel d - Contractor Service Coaleanation (Refueld) Lyabel d - Contractor Service			
3145 3149 3155 3156 3158 3160 3175	05/04/2018 05/04/2018 05/04/2018 11/04/2018 11/04/2018 11/04/2018 12/04/2018 15/04/2018 17/04/2018	stage 1 SPSO Compalaint Stage 1 SPSO Commodaint Stage	SPSO Stage 1 5 Working Days SPSO Stage 1 5	Esplanation (Befuted)  Upheld - Contractor Service  Complaint Refuted	Services: Housing Services:	cleaning	nla	No N	None None None None None None None None	been resumed them to the bookses.  If all in rel'd from "-" I chi mercined from "to addres that bins are not present and the first than the converge place. All hims genting point in number "bins point and the converge place. All hims genting point in number "bins point and the present	Light of _Contractor_Senice Explanation (Refunded) Light of _Contractor_Senice Light o			
3145 3149 3155 3156 3158 3160 3175	05/04/2018 05/04/2018 09/04/2018 11/04/2018 11/04/2018 11/04/2018 12/04/2018	stage i SPSO Compalaint	SPSO Stage 1 5 Working Days SPSO Stage 15 SPSO STAGE SPSO STAGE SPSO SPSO SPSO SPSO SPSO SPSO SPSO SPS	Esplanation (Befuted)  Upheld - Contractor Service  Complaint Refuted	Services Housing Services	deaning contractor	n/s	No N	None None None None None None None None	been rejump then to the biotistics.  If all mill relief from "-" I in reclined from "to advise that bins are not getting put in mumber " " " " " " " " " " " " " " " " " " "	Lyabel d - Contractor Service Coaleanation (Refueld) Lyabel d - Contractor Service			
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3145 3149 3155 3156 3158 3160 3175 3180 3185	05/04/2018 05/04/2018 05/04/2018 11/04/2018 11/04/2018 11/04/2018 12/04/2018 15/04/2018 17/04/2018 18/04/2018	Stage 1 SPSO Complaint	9900 Stage 15	Contraction (Refuted)  Liphels - Contractor's ender	Services - Housing Services - Ho	deaning contractor  n/a  tenant unhappy that assn threatenin glegal action re	ala	No N	None None None None None None None None	been resumed then to the bookses.  If all mid of form "-" I can recise from "to addes that bins are not provide and recise from the bookses. All him genting part in number "bins part of the correct pieze. All him genting part in number and the provided part of the control pieze. All him genting part in number and the part of the control pieze has part of the control pieze and the part of the control pieze and the c	Lybeld - Contractor Service  Coaleanation (Refueld)  Upbeld - Contractor Service			
3145 3149 3155 3156 3158 3160 3175 3180 3185	05/04/2018 05/04/2018 09/04/2018 11/04/2018 11/04/2018 11/04/2018 12/04/2018 15/04/2018 18/04/2018 25/04/2018	Stage 1 5/950 Compalaint Stage 1 5/950 Stage 1 5/95	\$900 Stage 1.5 Working Days Working Chays Working Chays Working Chays Working Chays Working Chays \$900 Stage 1.5	Complaint Gentral Ferrica  Upheli Contractor Service	Services -  Mousing Services -   Mousing Services -	deaning contractor  n/a  tenant unhappy that assn threatenin glegal action re	als	No	None None None None None None None None	been resumed then to the bookses.  If all mid of form "-" I can recise from "to addres that bins are not "" in a public in the corresponding All hims genting part in members" in the public and the corresponding All hims genting part in members. "The public in the corresponding All hims genting part in members."  All hims genting and however the control of the cont	Lyabel d' - Contractor Service  Toglana storo (Refunded)  Upbel d' - Contractor Service  Contractor Service			
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1743	02/05/2018	Compliment	Compliment	Compliment	Housing Services	n/a	n/a	No	None	this has been my 1st home & my first tenancy.	Compliment				Γ
~3 53	02/05/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Unheld - Contractor Send	Services Housing Services	/d		No.	None	Condition of the close	Compliment  Upheld - Contractor Service	H			T
53	03/05/2018	Complaint	Working Days	Upneid - Contractor Service	Services	Contractor		No	None	Condition of the close	Upneld - Contractor Service			i –	H
						not returning								l	
			SPSO Stage 15		Housing	bins to bin store				Mrs * phoned to advise she is not happy because the new bin				l	
262	08/05/2018	Complaint Stage 1 SPSO	Working Days SPSD Stage 15	Work/Inspection Required	Services	correctly		No	None	contractor isn't outting the bins back correctly.	Work/Inspection Required			i –	$\vdash$
270	09/05/2018	Complaint	Working Days	Upheld - Contractor Service	Services	State of * *		No	None	Owner reported close cleaning unsatisfactory. See notes.	Unheld - Contractor Service	$\vdash$		<u> </u>	1
						due to								l	
		Stage 1 SPSO	SPSO Stage 15		Housing	ongoing issue with								l	
288	15/05/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Complaint Refuted	Services	bins		No	None	Litter/rubbish I vine all over * * due to issue with bin collection landing is dirtier than ever. They are using one bucket of water from	Complaint Refuted	$\perp$		•	L
290	15/05/2018	Complaint	Working Days	Upheld - Contractor Service	Housing Services			No	None	top to bottom.	Upheld - Contractor Service			•	L
1293	11/05/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	unhappy with standard of the close cleaning service he is not paying for this	Upheld - Contractor Service			ŀ	
2//2	31/05/2018	Stage 1 SPSO	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant phoned to complain about staff member's visit.	Explanation (Refuted)				Г
343		Stage 1 SPSO	SPSO Stage 15		Housing			NO	None	Mr * sister called to ask why mail is going to Mr * address its					t
1362	06/06/2018	Complaint Stage 1 SPSO	Working Davs SPSO Stage 15	Upheld - CHA Service Failure	Services Housing	sons		No	None	supposed to go to her as Mr * cant read	Upheld - CHA Service Failure	-		i –	H
373	11/06/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing	autism	n/a	No	None	Tenant unhappy that we have not moved her	Explanation (Refuted)	$\vdash$		<del>                                     </del>	╁
404	14/06/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services			No	None	Complaint about rubbish in the general area	Upheld - Contractor Service	$\perp$		•	L
406	15/06/2018	Complaint	Working Days	Explanation (Refuted)	Housing Services			No	None	ASB at * * *	Explanation (Refuted)				L
			SPSO Stage 15		Housing	no update on void	staff member reminded to			Mrs * has been waiting for * to call her back. Has tried a few times				l	
409	18/06/2018	Complaint Stage 1 SPCO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services	given	uodate applicants	No	None	last week and he hasn't ohoned. Unhappy about the bin store after the bins have been taken out	Upheld - CHA Service Failure			•	٠
410	18/06/2018	Complaint	Working Days	Complaint Refuted	Services			No	None	today	Complaint Refuted			•	
						unhappy with								l	
	l	Stage 1 SPSO	SPSO Stage 15		Housing	attitude of staff		l				] .		l	1
429	21/06/2018	Complaint Stage 1 SPSO	Working Days	Explanation (Refuted)	Services	member		No	None	tenant unhappy with attitude of Staff member	Explanation (Refuted)	ш		<u> </u>	٠
436	21/06/2018	Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services			No	None	tenant complaining that he should not be charged for cleaning bill	Upheld - CHA Service Failure			<u> </u>	L
148	26/06/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services		<u></u>	No	None	Further report of issue with close cleaners	Upheld - Contractor Service	L !		<u> </u>	L
		Stage 1 SPSO	SPSO Stage 15		Housing	Letter issued by				Owner Mrs * phoned to complain about the letter the communal				1	Г
149	26/06/2018	Complaint	Working Days	Explanation (Refuted)	Services	issued by staff		No	None	Owner Mrs * phoned to complain about the letter the communal block has received about close cleaning.	Explanation (Refuted)	ш		· .	ŀ
469	03/07/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services	n/a	n/a	No	None	Grass cutting cost email; see notes.	Upheld - CHA Service Failure	L !		<u> </u>	Ŀ
183	06/07/2018	Compliment	Compliment	Compliment	Housing Services			No.	None	Compliment to * for issuing letter quickly in response to ASB and dose issues.	Compliment			ı	
103		Stage 1 SPSO	SPSO Stage 1.5	Compliment .	Housing			100	HORSE		complitment				ŕ
508	11/07/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	Close not cleaned. See notes	Explanation (Refuted)	$\vdash$	-	r –	╁
521	18/07/2018	Complaint	Working Days	Explanation (Refuted)	Services			No	None	Hedges were ruined by Cloch gardener	Explanation (Refuted)	$\vdash$	1	Cloch	Ͱ
		Stage 1 SPSO	SPSO Stage 15		Housing			L.	L	complaint that nothing has been done about barking dogs		] .		Housing	1
523	19/07/2018	Stage 1 SPSO	Working Days SPSO Stage 15	Complaint Refuted	Services Housing			NO	None	downstairs. bins and back court areas a disgrace and close cleaning contractor	Complaint Refuted	$\vdash$	$\vdash$	Associatio	t
526	19/07/2018	Complaint	Working Days	Upheld - CHA Service Failure	Services	rent card		No	None	not cleaning close properly.	Upheld - CHA Service Failure	$\vdash$	1	i –	+
		Stage 1 SPSO	SPSO Stage 15		Housing	not								l	
528	17/07/2018	Complaint Stage 2 SPSO	Working Days SPSO Extension of	Upheld - CHA Service Failure	Services Housing	received		No	None	Ordered Rent card and still not received giving up tenancy due to lack of support from Cloch and poor conduct	Upheld - CHA Service Failure	<b>—</b>			H
530	19/07/2018	Complaint	Time	Complaint Refuted	Services	garden tidy		No	None	of staff member.	Complaint Refuted		*	i –	٠
	l					list not identified		1				] .		l	1
	l	1			1	forestate		l				] .		l	1
534	20/07/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services	manageme nt	need to highlight tenants on the garden tidy scheme	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	I		<u></u>	L
565	30/07/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Linhald - Contractor Senice	Housing Services			No	None	complaint with meta-clare classing standard patting worre	Hobold - Contractor Service				П
303		COMBINIT	WORKING DIEG	Ophera - Contractor Service	Housing			NO.	HUILE	complaint with re: to close cleaning standard getting worse Tenant was really pleased with World Pay and the service she	DUNETO - CONTRECTOR SETTICE				Г
569	31/07/2018	Compliment	Compliment	Compliment	Services	Poor		No	None	received from their staff.	Compliment	-		<b>—</b>	H
						standard of cleaning								l	
						from the								l	
		Stage 1 SPSO	SPSO Stage 15		Housing	close				Mrs * complained that the close cleaning has not been carried out for 3 weeks. She also complained that the standard of the cleaning				l	
1571	01/08/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services	contractor		No	None	has been terrible since the new contractor started.  Close hasn't been cleaned this week nor has the bins been returned	Upheld - Contractor Service		-	i –	H
572	01/08/2018	Complaint	Working Days	Upheld - Contractor Service	Services	Floors oily		No	None	to the bin store	Upheld - Contractor Service	$\perp$		•	L
						and								l	
														l .	
eac	02/08/2018					slippery after close						l i		ı	
3/6		Duplicate or	SPSO Stage 15	Habald Contrates Contra	Housing	after close cleaning	Foreign description		N	Gose inspection carried out today and noted that the floors look oily	Unbeld Controller				
582		Input in Error	Working Days	Upheld - Contractor Service	Services	after close	Emailed contractor	No	None	and are slippery.	Upheld - Contractor Service			* Cloch	
	03/08/2018	Input in Error Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service  Upheld - CHA Service Failure	Services Housing	after close cleaning	Emailed contractor	No No	None None	and are slippery.  called 2 weeks ago about sofa outside window and it still has not	Upheld - Contractor Service  Upheld - CHA Service Failure			e Cloch Housing Associatio	
586	03/08/2018	Stage 1 SPSO Complaint Stage 2 SPSO	Working Days  SPSO Stage 1 5  Working Days  SPSO Stage 2 20	Upheld - CHA Service Failure	Services Housing Services Housing	after close cleaning	Emailed contractor	No No	None None	and are slippery.  called 2 weeks ago about sofa outside window and it still has not been removed. (see 3477 added 13/8/18)  feel as if they were talked down to by staff member and staff were	Upheld - CHA Service Failure				
586		Input in Error Stage 1 SPSO Complaint Stage 2 SPSO Complaint	Working Days  SPSO Stage 1 5  Working Days  SPSO Stage 2 20  Working Days		Services Housing Services Housing Services	after close cleaning	Emailed contractor	No No	None None	and are slippery.  Called 2 weeks ago about sofa outside window and it still has not been removed, see 3477 added 13/8/181  Eeel as if they were talked down to by staff member and staff were unprofessional				Housing Associatio * Cloch	
586	03/08/2018	Input in Error Stage 1 SPSO Complaint Stage 2 SPSO Complaint Stage 1 SPSO Complaint	Working Days  SPSO Stage 1 5  Working Days  SPSO Stage 2 20  Working Days  SPSO Stage 1 5  Working Days	Upheld - CHA Service Failure	Services Housing Services Housing	after close cleaning	Emailed contractor	No No No	None None None	and are slippeny.  Called 2 weeks ago about sofa outside window and it still has not been removed. If see 1477 added 138/1881  Feel as if they were talked down to by staff member and staff were unprofessional.  bas reported 2 or 3 times prams lying on landing (see 3479 added 138/18).	Upheld - CHA Service Failure			Housing Associatio	
586	03/08/2018 06/08/2018 06/08/2018	Input in Error Stage 1 SPSO Complaint Stage 2 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO	Working Days  SPSO Stage 1 5  Working Days  SPSO Stage 2 20  Working Days  SPSO Stage 1 5  Working Days  SPSO Stage 1 5  Working Days	Upheld - CHA Service Failure Upheld - CHA Service Failure Upheld - CHA Service Failure	Services Housing Services Housing Services Housing Services Housing Services Housing	after close cleaning	Emailed contractor	No No No	None None None	and are slippers.  Clief 2-mets a go about one ontide window and it still has not been a clief 2-mets a go about one ontide window and it still has not been a moved five SET2 added SURFUR.  Fig. 2-mets a still a clief a clief a still a clief a cl	Upheld - CHA Service Failure  Upheld - CHA Service Failure  Upheld - CHA Service Failure		Cloch Housing	Housing Associatio * Cloch Housing	
586 591 600	03/08/2018 06/08/2018 06/08/2018 08/08/2018	Input in Emor Stage 1 SPSO Complaint Stage 2 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 2 SPSO	Working Days  SPSO Stage 15 Working Days SPSO Stage 2 20 Working Days  SPSO Stage 15 Working Days  SPSO Stage 15 Working Days SPSO Stage 15 Working Days SPSO Stage 2 20	Upheld - CHA Service Failure Upheld - CHA Service Failure Upheld - CHA Service Failure Complaint Refuted	Housing Services Housing Services Housing Services Housing Services Housing Services Housing	after close cleaning	Emailed contractor	No No No	None None None	and are stippery.  assisted 2 weeks 2 gas about sofa outside window and it still has not been removed. Less MY2 added 5 MY2 MI.  been removed. Less MY2 added 5 MY2 MI.  been removed. Less MY2 added 5 MY2 MY3	Upheld - CHA Service Failure  Upheld - CHA Service Failure  Upheld - CHA Service Failure  Complaint Refuted		* Cloch Housing	Housing Associatio * Cloch Housing	
586 591 600	03/08/2018 06/08/2018 06/08/2018 08/08/2018 13/08/2018	Input in Emor  Stage 1 SPSO Complaint Stage 2 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 2 SPSO Complaint Stage 2 SPSO Complaint Stage 1 SPSO	Working Days  SPSO Stage 15  Workine Days  SPSO Stage 2 20  Working Days  SPSO Stage 15  Working Days  SPSO Stage 15  Working Days  SPSO Stage 2 20  Working Days  SPSO Stage 15  SPSO Stage 2 20  Working Days  SPSO Stage 15	Upheld - CHA Service Failure Upheld - CHA Service Failure Upheld - CHA Service Failure Complaint Refuted Complaint Refuted	Services Housing Services	after close cleaning carried out	Emailed contractor	No No No No	None None None None None	and are stippery.  assisted 2 weeks 2 gas about sofa outside window and it still has not been removed. Less 8472 added 5 189781.  been removed. Less 8472 added 5 189781.  has reported 2 or 2 times prain in lying on I anding (see 3479 added 3,39788).  Lostappy with care being put through door from estate management.  Which has composited further regarding the close dealering and that the has not received an update from 5487.  Lostappy with care for early is not the same advars the keys are	Upheld - CHA Service Fallure Upheld - CHA Service Fallure Upheld - CHA Service Fallure Complaint Refuted Complaint Refuted		Housing	Housing Associatio * Cloch Housing	
586 591 600 613	03/08/2018 06/08/2018 06/08/2018 08/08/2018	Input in Emor  Stage 1 SPSO Complaint Stage 2 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 2 SPSO Complaint Stage 2 SPSO Complaint Stage 1 SPSO Complaint Stage 3 SPSO Complaint Stage 3 SPSO Complaint	Working Days  SPSO Stage 1 5  Workine Davs  SPSO Stage 2 20  Workine Days  SPSO Stage 1 5  Workine Days  SPSO Stage 1 5  Workine Days  SPSO Stage 1 5  Working Days  SPSO Stage 1 5  Working Days  SPSO Stage 1 5  Working Days  SPSO Stage 1 5	Upheld - CHA Service Failure Upheld - CHA Service Failure Upheld - CHA Service Failure Complaint Refuted Complaint Refuted Explanation (Refuted)	Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services	after close cleaning carried out	Emailed contractor	No No No No No	None None None None None None	and an stippers.  One 2 areks a pa about risk socials varieds and it still has not been a part of the social variety and it still has not been a more and staff were about a still have a part of the staff were unprofessional.  All the proof 2 or 3 times prams lying on landing less 1479 aboded 330/30.  Managywith card abeing put through door from estate management datt  with a proof 2 or 3 times prams lying on landing less 1479 aboded 130/30.  Managywith card being put through door from estate management datt  with a complained further regarding the close cleaning and tha cost has has not storied a nugleat from Suff.  What has complained further regarding the close cleaning and tha cost has been suffered an ungleat from Suff.	Upheld - CHA Service Failure Upheld - CHA Service Failure Upheld - CHA Service Failure Complaint Refuted Complaint Refuted Explanation (Refuted)		Housing	Housing Associatio * Cloch Housing	
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709	03/08/2018 05/08/2018 05/08/2018 05/08/2018 13/08/2018 13/08/2018 23/08/2018 23/08/2018 13/09/2018 13/09/2018 13/09/2018 13/09/2018 13/09/2018 13/09/2018	Input in Error  Stage 1 5PSO Compolaint Stage 2 5PSO Compolaint Stage 2 5PSO Compolaint Stage 1 5PSO STAGE S	Working Days  SPOS Sage 15  SPOS Sage 15  SPOS Sage 15  SPOS Sage 15  Working Days  SPOS Sage 15	Systems ONA Service Failure  Opheld - ONA Service Failure  Complaint Service	Senices  Housing Services	after close cleaning carried out	Emailed combactor	No N	None None None None None None None None	and are stippersy  collect Service by application of outside window and it still has not been removed. New \$477 added \$197180  Here a removed. New \$477 added \$197180  Here a removed. New \$477 added \$197180  Here a removed on the still remove and still flever upperfections.  As a specified 2 or 3 times porum lying on landing feee \$479 added \$1307280  Here a removed on the still remove and still flever upperfections.  Mar "has complained better regarding the doses dearing and the still removed a fletter bear a upperfect from Settle management  Mr "has complained better regarding the doses dearing and the still has had not exceeded an upperfect from Settle  Mr "has complained better regarding the doses dearing and the still has had not exceeded an upperfect from Settle  Mr "has complained better the still of the gradent  Mr "has complained better the still of the gradent  Mr "has complained better the still of the gradent  Mr "has complained better the still of the gradent  Mr "has complained better the still still remove very patient when  dealine with his set." A provided on a table "had the removed a call  from "" " " "house an entitheour insteaders  Mr "has a complained better the still still remove and the had not contact the office att in he was being inhoused and the was table  A bounded to "I make" a "housed do say the "had the notion the "  Treaset Annual for washing the available to rest on the  A bounded to "I make" a "house a set the section  Treaset Annual for washing the section of the section  Treaset Annual for washing the section of the section  Treaset Annual for section in the washing inhoused and the was table  A bounded to "I make the section of the sect	Upbeld - OAA Service Failure  Upbeld - OAA Service Failure  Compaint Refuted  Upbeld - OAA Service Failure  Compaint Refuted  Compaint Refuted  Compaint Refuted  Compaint Refuted  Compaint Refuted  Compaint Refuted		Housing	Housing Associatio * Cloch Housing	
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7709 7716 737 764 7775	03/04/2018  03/04/2018  04/04/2018  08/04/2018  08/04/2018  08/04/2018  13/04/2018  13/04/2018  13/04/2018  13/04/2018  13/04/2018  13/04/2018  13/04/2018  13/04/2018  13/04/2018  13/04/2018  13/04/2018  13/04/2018  13/04/2018	Input in Kenor  Lage 1 SPRO Common linit  Stage 2 SPRO Common linit  Stage 2 SPRO Common linit  Stage 1 SPRO Common linit  STAGE SPRO COMMON LINITER  STA	SPO Stage 15 SPO Stage 15 Working Days SPO Stage 15 Working Days SPO Stage 15 Working Days SPO Stage 15	Systems of Manager Failure  Opheld OAA Service Failure  Opheld OAA Service Failure  Compilaint Serfice  Gompilaint Service  Compilaint Service  Co	Sentices  Housing Sentices	after dose de aning carried out	Emailed contractor	No N	None None None None None None None None	and an etilipatery  Control Yearks aga about rath ontrick winder and it still his not been removed from a park about rath ontrick winder and it still his not been removed from a first yadder still year on the still hear and the still were unprofessional.  An expected 20 of 1 times yearn lying on landing (see 3479 added 338/48)  Minappy with card being put through doorfrom existe management of the still hear and the still hear a	Upbeld - OAA Service Failure  Upbeld - OAA Service Failure  Upbeld - OAA Service Failure  Compajant Refered  Compajant Refered  Epplaantice (Refered)  Upbeld - OAA Service Failure  Compajant Refered		Housing	Housing Associate   Codh Housing   Associate   Codh Housing   Associate   Codh Housing   Associate   Codh Housing   Associate   Codh Housing   Associate   Codh Housing   Associate   Codh Housing   Codh   Codh Housing   Codh   Codh Housing   Codh    Codh   Codh   Codh   Codh   Codh   Codh   Codh    Codh    Codh   Codh     Codh    Codh     Codh     Codh     Codh     Codh     Codh     Codh       Codh	
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1977	17/10/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	estate management letter recieved to whole close despite staff where aware of why stuff was lying outside	Explanation (Refuted)	$\neg$	Housing Services		Г
1022	17/10/2018	compraint	WORLING DAYS	explanation (kerated)	Services			NO	None	WHERE AWARE OF WINS TOTAL WAS TAKED DESIGN	Explanation (keruteu)	$\neg$	SEIMCES	Cloch Housing	H
1833	19/10/2018	Stage 1 SPSO	SPSO Stage 15	Explanation (Refuted)	Housing			N-		nothing being done about continuous anti-social behaviour from Cloch tenant.	Explanation (Refuted)		l	Associatio	
		Complaint	Working Days		Services Housing			No	None		Explanation (Retuted)	=		n Ltd	t
1838	23/10/2018	Compliment	Compliment	Compliment	Services			No	None	* was very helpful when tenant called in about her rent Call to advise that the contractor has not returned the bins to the	Compliment	$\rightarrow$	i –	•	Ė
1859	01/11/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	binstore. He has returned his own bin but just advise the rest of them were out	Upheld - Contractor Service				
1862	02/11/2018	Compliment	Compliment	Compliment	Housing Services		passed email to * and * to make them aware	No	None	dose cleaning contractor had left the bins out Mr* wanted to thank * for arranging to get them taken back in	Compliment				
1907	19/11/2018	Compliment	Compliment	Compliment	Housing Services			N-		complimented on how she always leaves office happy after speaking	SI		i.		
1307	13/11/1010			Compriment					None	T unhappy with the way a member of staff had spoken to her a	compriment				Т
1909	20/11/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	couple of months ago with regards to a complaint received that she was accused of	Complaint Refuted				L
													l	Cloch Housing	
1917	21/11/2018	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant & support worker disputing final cost of recharge as est cost was less.	Explanation (Refuted)		l	Associatio n Ltd	
	.,.,.,			, , , , , , , , , , , , , , , , , , , ,							,			Cloch Housing	Г
		Stage 1 SPSO	SPSO Stage 15		Housing					Tenant unhappy she was sent an arrears letter as she is a regular			l	Associatio	
1939	30/11/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	paver tenant not happy with how a complaint regarding noise is being	Explanation (Refuted)		<b>—</b>	n Ltd	$\vdash$
950	07/12/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services			No	None	dealt with	Explanation (Refuted)	_	i –		•
966	14/12/2018	Complaint	Working Days	Explanation (Refuted)	Services Housing			No	None	recieved a rent arrears letter in red for £4.39	Explanation (Refuted)		ı-		٠
996	21/12/2018	Compliment	Compliment	Compliment	Services			No	None	Thank-you card sent with regards to cinema event	Compliment		<u> </u>		ـــــــــــــــــــــــــــــــــــــ
998	21/12/2018	Compliment	Compliment	Compliment	Housing Services			No	None	Thank you card for the cinema event	Compliment				
		Stage 1 SPSO	SPSO Stage 15		Housing					not happy about recieving a letter re rent arrears after her making an arrangement to pay. letter states she may be evicted and asking her			Housing		
001	24/12/2018	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing			No	None	to make contact with homeless services Tenants have complained that the bins were not put back over the	Explanation (Refuted)	_	Services		⊬
006	04/01/2019	Complaint	Working Days	Upheld - Contractor Service	Services	n/a	n/a	No	None	festive period	Upheld - Contractor Service		<u> </u>		╄
009	04/01/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	unhappy that he is housebound but has been unsuccessful when bidding on properties in * * wanted to speak to a manager.  Bins put out far too early at * * High winds and bins blown over	Complaint Refuted		<u> </u>		1
112	08/01/2019	Stage 1 SPSO Complaint	SPSO Stage 15 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	_ 1	_		L
20	10/01/2019	Compliment	Compliment	Compliment	Housing Services		passed details onto * *	No	None	Miss * dad called in to say thanks to * for sorting out the ASB	Compliment		ļ		
45	17/01/2019	Stage 1 SPSO	SPSO Stage 15	Upheld - CHA Service Failure	Housing			No	None	Not satisfied with the condition of the close cleaning	Upheld - CHA Service Failure	$\neg$			П
<b>~3</b>		Complaint Stage 1 SPSO	Working Days SPSO Stage 15		Services Housing			140	HORSE			-			$\vdash$
064	25/01/2019	Complaint	Working Days	Upheld - Contractor Service	Services			No	None	wants to stop paying for close cleaning as it isnt being done properly Mrs * has phoned to complain about the rubbish that is being left	Upheld - Contractor Service				$\vdash$
167	28/01/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Evolanation (Refuted)	Housing Services			No	None	out side number * this is an onging issue that she feels Cloch do nothing to assist her.	Explanation (Refuted)		l		1
		Stage 1 SPSO	SPSO Stage 15		Housing			N-	Name	customer extremely angry and upset about est management letter	Explanation (Refuted)	$\neg$	Housing		П
84	04/02/2019	Complaint	Working Days	Explanation (Refuted)	Services Housing			NO	None	put through her door today. complimented * on how lovely she was to deal with following	Expranation (Refuted)	-	Services		H
85	04/02/2019	Compliment Stage 1 SPSO	Compliment SPSO Stage 15	Compliment	Services Housing				None	customer complaint. Wishing to complaint about the garden invoice that has been sent	Compliment		•		÷
94	06/02/2019	Complaint	Working Davs SPSO Stage 2 20	Complaint Refuted	Services Housing			No	None	out	Complaint Refuted		<b>-</b>		$\vdash$
98	06/02/2019	Complaint Stage 1 SPSO	Working Davs SPSO Stage 15	Upheld - CHA Service Failure	Services		Informed hour!	No	None	Tenant is still not happy with contractor received a letter from Allpay re her Direct Debit with Oak Tree Logo	Upheld - CHA Service Failure		⊢—		4
04	08/02/2019	Complaint	Working Days	Upheld - Contractor Service	Housing Services		who have called Alloav	No	None		Upheld - Contractor Service				
05	08/02/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	has received letter with Oak Tree headed paper regarding DD rent increase	Upheld - Contractor Service		l		
ne	11/02/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Hobeld - Contractor Senice	Housing Services			No	None	recieved a rent increase letter for a neighbour in with her letter	Unhald - Contractor Service				Г
17		Stage 1 SPSO	SPSO Stage 15	opinera - Contractor Service	Housing					Your cleaning contractors did not take out (or empty) my blue bin this	Ophera - Contractor Service				T
1/	12/02/2019	Complaint	Working Days	Upheld - Contractor Service	Services			No	None	week when they had taken out (or emptied) others. * spoke with Mrs * on Friday 15th Feb. Her orignal issue was	Upheld - Contractor Service	-			H
125	18/02/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services			No	None	regarding the condition of the common close and the back area court in particular. Id advised id pass it on to to the Estate team.	Complaint Refuted		l		
129	19/02/2019	Compliment	Compliment	Compliment	Housing Services			No	None	At Allocation visit the new tenant was well impressed with the carpet and decor of the flat	Compliment				П
.,		Stage 2 SPSO	SPSO Stage 2 20	Compriment	Housing				HUILE	Tenant called to make a complaint about a staff member breaching	Compriment	$\neg$			T
31	18/02/2019	Complaint	Working Days	Complaint Refuted	Services			No	None	confidentiality  * * of the above has called because the close cleaners have missed	Complaint Refuted	-	i –	•	+
138	21/02/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	taking his bin out this week. He said he got a new one with a lid on it and they didn't check to see if his was full.	Upheld - Contractor Service		l		
55	25/02/2010	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services					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		Г
		Stage 1 SPSO	SPSO Stage 15		Housing				HUILE	Mrs * complained that the bins were not being put back in the proper		$\neg$	Jeruces		T
159	27/02/2019	Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services Housing	n/a	n/a	No	None	bin stores	Upheld - Contractor Service	$\rightarrow$		•	t
164	28/02/2019	Complaint	Working Days	Explanation (Refuted)	Services	Poorinfo		No	None	Tenant unhappy about being woken by phone call  Tenant not happy as when her bathroom had been installed the £50	Explanation (Refuted)		<b>—</b>		╁
182	06/03/2019	Stage 1 SPSO	SPSO Stage 15	Unheld - CHA Senice Exilure	Housing Services	given from Housing			None	allowance that was granted to the tenant was used against the	Upheld - CHA Service Failure		l		
	07/03/2019	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Complaint Refuted	Housing	Housing			None	arrears on the tenants account. Email received regarding letter for the Bins. Tenant has raised prev	opnera - Chx service Fariure	$\neg$			T
86	07/03/2019	Complaint	Working Days	Complaint Refuted	Services			No	None	complaints	Complaint Refuted	$\rightarrow$		Cloch	t
		Stage 1 SPSO	SPSO Stage 15		Housing					revieved an email about somebody elses rent account with a			l	Housing Associatio	
88	08/03/2019	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - CHA Service Failure	Services Housing	sdm	* dealing with sdm	No	None	balance of arrears on it  Owner unhappy with condition of close following close cleaning	Upheld - CHA Service Failure		<b>-</b>	n Ltd	+
05	12/03/2019	Complaint	Working Days	Duplicate / Error - Removed	Services			No	None	contract	Duplicate / Error - Removed		Ь—		₽
11	13/03/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	Unhappy with quality of work this week owner occupier unhappy with the close cleaning carried out today	Upheld - Contractor Service				
16	18/03/2019	Stage 1 SPSO Complaint	SPSO Stage 15 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				L
33	21/03/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services	n/a	n/a	No	None	Tenant unhappy with the communications from craig	Complaint Refuted		ı		
		Stage 1 SPSO	SPSO Stage 1.5		Housing					complaint that Clock have been made aware numerous times about an anti-social neighbour and somebody claiming benefits who does					Г
34	21/03/2019	Complaint	Working Days	Complaint Refuted	Services			No	None	not live in property, she said Cloch never take any action.	Complaint Refuted		<u> </u>		L
56	29/03/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	Mrs * called to advise that the bins are still not being put away in the correct bin stores	Upheld - Contractor Service				L
		Stage 1 SPSO	SPSO Stage 15		Housing			_		Tenant complained about being charged for litter picking and hedge cutting - states they have never been done. She is also not happy		1			1
62	01/04/2019	Complaint	Working Days	Complaint Refuted	Services			No	None	that she has to cut the hedge at her side as it is too high.  * * * hip area in particular tenant got a new Tuff hip with a lid on it.	Complaint Refuted		<b>-</b>		⊬
	m in a *****	Stage 1 SPSO	SPSO Stage 15	Industrial Control of the	Housing					the guys are not checking the bins with lids and not removing all	makada saasa : - :		l		
67	02/04/2019		Working Days SPSO Stage 2 20	Upheld - Contractor Service	Services Housing			NO	None	rubbish this has been happening for 6 weeks	Upheld - Contractor Service			-	+
70	03/04/2019	Complaint Stage 2 SPSO	Working Days SPSO Stage 2 20	Upheld - CHA Service Failure	Services Housing			No	None	tenant unhappy with how * dealt with her call unhappy with service received from * * delay in sending letter to her	Upheld - CHA Service Failure				$\vdash$
75	04/04/2019	Complaint	Working Days	Explanation (Refuted)	Services Housing			No	None	rude and blunt and also wrone name on letter she received.  The tenant's daughter * came in to thank me for my assistance	Explanation (Refuted)		•		+
80	05/04/2019	Compliment	Compliment SPSO Stage 15	Compliment	Services Housing			No	None	dealing with the changes to her mum's housing benefit.	Compliment		<u>-</u>		٠
83	05/04/2019	Complaint	Working Days	Explanation (Refuted)	Services			No	None	Email sent to Ms * regarding payment received from Mr & Mrs * * * *	Explanation (Refuted)		•		L
86	08/04/2019	Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service	Housing Services			No	None	close cleaning contractor left a mess at her back door.	Upheld - Contractor Service		<u> </u>		
00	11/04/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	Tenant unhappy with letters sent about the common close & rubbish left in it.	Explanation (Refuted)	1			1
10	16/04/2010	Stage 1 SPSO Complaint	SPSO Stage 15 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 EM visit.	Complaint Refuted		Housing Services		Г
	17/04/2019	Stage 1 SPSO	SPSO Stage 15	Surface to 15 1 1 11	Housing			N-	Name	Mr * called with re: to the letter recived about grass cuttings and	Contraction (D. C	$\neg$	Clash		T
15	17/04/2019	Complaint	Working Days	Explanation (Refuted)	Services			NO	None	items in the front earden.	Explanation (Refuted)		Lioch	Cloch	H
		Stage 1 SPSO	SPSO Stage 15		Housing					not happy about letter received about grass cutting washing			l	Housing Associatio	ĺ
17	18/04/2019	Complaint	Working Days	Complaint Refuted	Services			No	None	machine & items to be removed from the garden	Complaint Refuted		<del></del>	n Ltd Cloch	+
			rnro r+ : -		Henry 1								l	Housing	ĺ
26	23/04/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services	poor decoration	email sent to staff	No	None	Mrs * T gran is complaing about the condition of the flat we let her	Upheld - CHA Service Failure		<u> </u>	Associatio n Ltd	L
28	23/04/2019	Compliment	Compliment	Compliment	Housing Services			No	None	Tenant happy with * & * visit.	Compliment	1	ļ		
	23/04/2019	Compliment	Compliment	Compliment	Housing Services			No	None	Tenant happy with Visit from * & *	Compliment				
		Stage 1 SPSO	SPSO Stage 15		Housing					Mr * ralled to say that his hin hags were not taken out yet again and		$\overline{}$			Т
131	30/04/2019	Complaint Stage 1 SPSO	Working Davs SPSO Stage 15	upneld - Contractor Service	Services Housing			NO	None	the bin area bass have burst all over the bin area unhappy about items dumped in close letter - she needs key to	upneld - Contractor Service	-		-	$\vdash$
331		Complaint	Working Days	Upheld - CHA Service Failure	Services			No	None	cellar waiting for some time.	Upheld - CHA Service Failure		<b>—</b>	Cloch	$\vdash$
331	02/05/2019							i e	1				i	Housing	1
331 353 361	02/05/2019	Stage 1 SPSO	SPSO Stage 15		Housing					phone call from tenant with re: to card out through letter how about		1	ļ		
331	02/05/2019	Complaint	SPSO Stage 15 Working Days SPSO Stage 15	Complaint Refuted	Housing Services Housing			No	None	phone call from tenant with re: to card put through letter box about grass cutting Unhappy at our policy of advertising properties before they have	Complaint Refuted			Associatio n Ltd	L

	I				Housing					Tenants sister very grateful for support & help during the difficult				
4370	07/05/2019		Compliment SPSO Stage 15	Compliment  Explanation (Refuted)	Services Housing			No	None	orocess with her son unhappy with Cloch Housing with regards to the last 3 tenant's who	Compliment	* Housing		
4385	10/05/2019	Complaint	Working Days	Explanation (Refuted)	Services	n/a	n/a	No	None	have been put into *	Explanation (Refuted)	Services	Cloch	
4388	10/05/2019	Stage 1 SPSO Complaint	SPSO Stage 15 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		Housing Associatio	
4390	13/05/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	had 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 15 Working Days	Explanation (Refuted)	Housing Services			No	None	recieved 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		
						felt viewing	phoned tenant who advised						Cloch Housing	
4406	16/05/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Complaint Refuted	Housing Services	was rushed	put comment o survey now knowing			very rushed not a lot of time to realise faults within property	Complaint Refuted		Associatio n Ltd	
4400	16/03/2019	compraint	WORKING DAYS	Complaint Related	Services	better sign posting to	knowing	NO	None	very fusited flot a fot of time to realise radits within property	Complaint Keroteo		ii Liu	
						services							Cloch	
		Stage 1 SPSO	SPSO Stage 15		Housing	when in husing	phoned and discussed			Make the process easier make the information easier for people to			Housing Associatio	
4408	16/05/2019	Complaint	Working Days	Explanation (Refuted)	Services	need	range of services out there	No	None	understand.	Explanation (Refuted)		n Ltd Cloch	
					Housing								Housing Associatio	
4409	16/05/2019	Compliment	Compliment	Compliment	Services			No	None	Sien up process - whole process was top notch S/S.	Compliment		n Ltd Cloch	
					Housing								Housing Associatio	
4412	16/05/2019	Compliment	Compliment	Compliment	Services			No	None	* was great I have never seen someone so kind and helpful.	Compliment		n Ltd	
													Cloch Housing	
4414	16/05/2019	Compliment	Compliment	Compliment	Housing Services			No	None	* was such a great help cant thank him enough.	Compliment		Associatio n Ltd	
4432	21/05/2019	Compliment	Compliment	Compliment	Housing Services			No	None	Compliment for * - tenant so happy with how * handled her Tenancy Sign up	Compliment			
		Stage 1 SPSO	SPSO Stage 15		Housing					Tunhappy that we sought decree for balance and expenses after she had paid bal and terminated and that she would have paid the o/s				
4435	22/05/2019	Complaint	Working Days	Explanation (Refuted)	Services			No	None	balance from the notice if we had told her about it.	Explanation (Refuted)			
	l .	Stage 1 SPSO	SPSO Stage 15		Housing		tenant has been refunded payment as credit on rent	l				1.		1
4478	03/06/2019	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Explanation (Refuted)	Services Housing		acc	No	None	direct debit no cancelled as requested	Explanation (Refuted)		•	•
4487	05/05/2019	Complaint	Working Days	Complaint Refuted	Services			No	None	unhappy about the way * * spoke to her daughter Miss * thanked * and * for attending to the bin issue promptly this	Complaint Refuted		•	•
4497	10/06/2019	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 15 Working Days	Unheld - Contractor Service	Housing Services			No	None	Miss * partner * phoned to say the close has been cleaned today but that there landing was not done.	Unheld - Contractor Service			
+30Z	20/00/2019	compraint	working days	opinera - contractor Service	SEIVICES.	didnt want		nd.	-40me	energy refrontly was not done.	opinitia - contractor service			
						recharged for items								
		Stage 1 SPSO	SPSO Stage 15		Housing	when no one living		l		unhappy that could be recharged for removal of items from bin store				1
4504	11/06/2019	Complaint	Working Days	Explanation (Refuted)	Services	in flat		No	None	as house is empty	Explanation (Refuted)		Cloch	-
4507	12/06/2019	Stage 1 SPSO Complaint	SPSO Stage 15	Evolution (Referred)	Housing			No	None	The tenant's son * * is unhappy with our 28 day written notice policy	Evolunation (Ref. ac.4)		Housing	
+307	12/00/2019		Working Davs SPSO Stage 15	Explanation (Refuted)	Services			nd.	-40me	fortermination	Explanation (Refuted)		Cloch	
4537	18/06/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Explanation (Refuted)	Housing Services			No	None	T not happy she has been woken up from nights hift because 2 staff members were at her door over her front garden not being cut.	Explanation (Refuted)		Housing Associatio	
4552	21/06/2019	Compliment	Compliment	Compliment	Housing Services			No	None	Tenant thanked * for her help with the foodbank referral Whilst investigting complaint Mrs * maintains that she advised * *	Compliment			
		Stage 1 SPSO	SPSO Stage 15		Housing					Whilst investigting complaint Mrs * maintains that she advised * * at the time not carry get the contratcor to cut her grass as her relation				
4569	26/06/2019	Complaint	Working Days	Complaint Refuted	Services	unhappy		No	None	was going to do it	Complaint Refuted			
						that rent charge is								
						highrer								
		Stage 1 SPSO	SPSO Stage 15		Housing	than neighbour								
4583	02/07/2019	Complaint	Working Days	Explanation (Refuted)	Services Housing	s.	explanation given passed email to HS to	No	None	unhappy that her rent charge is higher than everyone else in close to say thanks for all her help while waiting on property being ready	Explanation (Refuted)			
4598	08/07/2019	Compliment Stage 1 SPSO	Compliment SPSO Stage 15	Compliment	Services Housing		advise them of compliment	No	None	and sign up	Compliment			
4611	11/07/2019	Complaint	Working Days	Explanation (Refuted)	Services			No	None	Tenant not happy about not being on the Garden tidy scheme  Mr * is disputing Factoring charge 06/03/2019 7456 - Job No 181881 -	Explanation (Refuted)			
	15/07/2019	Stage 1 SPSO	SPSO Stage 15	Explanation (Refuted)	Housing					Environmental Services - remove and dispose of items in bin area	Explanation (Refuted)			
4621			Working Days SPSO Stage 15		Services Housing			No	None	£107.94 12.50% £13.49				
4673	30/07/2019		Working Days SPSO Stage 15	Complaint Refuted	Services Housing	<b></b>		No	None	close letter not issued as agreed	Complaint Refuted		<b>.</b>	
4679	31/07/2019	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services Housing			No	None	* did not clean close or take bins back after they were collected	Upheld - Contractor Service			
4683	01/08/2019	Complaint Stage 1 SPSO	Working Days SPSO Stage 15	Upheld - Contractor Service	Services			No	None	Blue bins have not been out away & close have not been cleaned	Upheld - Contractor Service			
4690	01/08/2019	Complaint	Working Days	Upheld - CHA Service Failure	Services	-		No	None	letter sent to wrone address Bins have not been taken in since last Tuesday Theyappear to	Upheld - CHA Service Failure		-	
4cnc	03/08/2019	Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Habald Control of Control	Housing Services					have also wiped the rear stairwell windows with something greasy	Habald Control of Control			
469b		Stage 1 SPSO	SPSO Stage 15	Upheid - Contractor Service	Housing Services			No	None	making the glass Owner phoned to advise her landing has not been cleaned by the	Upneid - Contractor Service			
4707	06/08/2019	Complaint	Working Days					No	None					
4733	13/08/2019	Stage 1 SPSO	SPSO Stage 15	Upheld - Contractor Service	Housing					contractor.	Upheld - Contractor Service			
4736	13/08/2019	Complaint Stage 1 SPSO	SPSO Stage 15 Working Davs SPSO Stage 15	Upheld - Contractor Service  Upheld - Contractor Service	Housing Services Housing			No	None	contractor.  arass has not been cut for a month tenant on sarden tidyscheme	Upheld - Contractor Service  Upheld - Contractor Service			
4743	13/00/1013	Complaint Stage 1 SPSO Complaint	SPSO Stage 15 Working Davs SPSO Stage 15 Working Davs	Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service	Services Housing Services		called **	No No	None None	close not cleaned properly, brushed but not mopped	Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service			
	13/08/2019	Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint	SPSO Stage 15 Working Days SPSO Stage 15 Working Days SPSO Stage 15 Working Days	Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - CHA Service Failure	Housing Services Housing		called * *	No No	None None None	dose not cleaned properly, brushed but not mopped Tenant really annoyed about the rent arrears letters and being given the wrong information.	Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - CHA Service Failure			
4767	13/08/2019	Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - Contractor Service  Upheld - Contractor Service  Upheld - Contractor Service  Upheld - CHA Service Failure  Complaint Refuted	Housing Services Housing Services Housing Services Housing Services		called * *	No No No	None None None	dose not cleaned properly, brushed but not mopped Tenant really annoyed about the rent arrears letters and being given				
4767 4775	13/08/2019 20/08/2019 20/08/2019	Complaint Stage 1 SPSO Complaint Complaint Stage 1 SPSO Complaint	SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services Housing Services Housing Services Housing Services Housing Services		called * *	No No No No	None None None	dose not cleaned properly, brushed but not mopped Tenant really annoyed about the rent arears letters and being given the wrong information. Miss * was not happy about the ways she was treated with re: to her	Upheld - CHA Service Failure	•		
4775	13/08/2019 20/08/2019 20/08/2019 26/08/2019	Complaint Stage 1 SPSO Complaint Complaint Stage 1 SPSO Complaint	SPSO Stage 15 Working Davs SPSO Stage 15 Working Days	Upheld - CHA Service Failure	Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services		called * *	No No No No	None None None None None	dose not deaned properly. brushed but not mopped Tenant really annoyed about the rent arrears letters and being given the wrong information. Miss's "was not happy about the ways she was treated with re: to her offer of housing.	Upheld - CHA Service Failure Complaint Refuted			
4775 4793	13/08/2019 20/08/2019 20/08/2019 26/08/2019 27/08/2019	Complaint Stage 15PSO Complaint	SPSO Stage 15 Working Davs SPSO Stage 15 Working Days SPSO Stage 15	Upheld - CHA Service Failure Complaint Refuted Upheld - Contractor Service	Housing Services Housing Services Housing Services Housing Services Housing Services Housing		called * *	No No No No No	None None None None None None	dose not cleaned properly brushed but not mopped Treast really annoyed about the rent a rear's letters and being given the westign information. But the service of the serv	Upheld - CHA Service Failure Complaint Refuted Upheld - Contractor Service			
4775 4793 4798	13/08/2019 20/08/2019 20/08/2019 26/08/2019	Complaint Stage 15PSO	SPSO Stage 15 Working Days SPSO Stage 15	Upheld - CHA Service Fallure Complaint Refuted Upheld - Contractor Service Upheld - CHA Service Fallure	Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing		called **	No No No No No No	None None None None None None None None	dose not cleaned properly brushed but not mopped Tenant really anonyed about the cent arrears letters and being given the writing information. Most "was not happy about the ways the was treated with re: to her other of hearing, just and 2nd landing not cleaned properly called on Thursday and left a message for "to call him back	Upheld - CHA Service Failure  Complaint Refuted  Upheld - Contractor Service  Upheld - CHA Service Failure			
4775 4793 4798	13/08/2019 20/08/2019 20/08/2019 26/08/2019 27/08/2019	Comolaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Complaint Stage 1 SPSO Comolaint Stage 1 SPSO Comolaint Stage 1 SPSO Comolaint Stage 1 SPSO Comolaint Stage 1 SPSO Comolaint Stage 1 SPSO	SPSO Stage 1 5 Working Days SPSO Stage 1 5	Upheld - CHA Service Failure Complaint Refuted Upheld - Contractor Service Upheld - CHA Service Failure Upheld - CONTractor Service	Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing Housing Services	Wished	called **	No N	None None None None None None None None	dose not cleaned properly brushed but not mopped fronts tably amonged about the rest areas; letters and being given Mrs. "was not being about the ways the was treated with mit to her other of house." The missing about the ways the was treated with mit to her other of house. I was a substance of the missing about the mit to her other of house and missing and about the missing about the missing pasted has not been on for ments towards on a review the charge. "I will all other on the missing to a state that her with he did deep the "Called one" and work has deep the missing and	Upheld - CHA Service Failure Complaint Refuted  Upheld - Contractor Service  Upheld - CHA Service Failure  Upheld - Contractor Service			
4775 4793 4798	13/08/2019 20/08/2019 20/08/2019 26/08/2019 27/08/2019	Compolaint Stage 1 SPSO Complaint	SPSO Stage 1 5 Working Days SPSO Stage 1 5	Upheld - CHA Service Failure Complaint Refuted Upheld - Contractor Service Upheld - CHA Service Failure Upheld - CONTractor Service	Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services Housing Services	decoration allowance	called **	No N	None None None None None None None None	dose not cleaned properly brushed but not mopped fronts tably amonged about the rest areas; letters and being given Mrs. "was not being about the ways the was treated with mit to her other of house." The missing about the ways the was treated with mit to her other of house. I was a substance of the missing about the mit to her other of house and missing and about the missing about the missing pasted has not been on for ments towards on a review the charge. "I will all other on the missing to a state that her with he did deep the "Called one" and work has deep the missing and	Upheld - CHA Service Failure Complaint Refuted  Upheld - Contractor Service  Upheld - CHA Service Failure  Upheld - Contractor Service			
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4767 4775 4775 4778 4788 4788 4788 4788 4889 4889 4889	13/09/2019 20/09/2019	General series  Sanga 1,5700	\$500 Stage 15 Working Days \$750 Stage 15	Opheld: OHA Service Failure Complaint Refuted Opheld: Contractor Service Opheld: Contractor Service Opheld: Contractor Service Opheld: Contractor Service Esclaration (Refuted) Opheld: OHA Service Failure	Housing Services Housing Housing Services Housing Service	decoration allowance to be paid	Phoned call / refuted as	100 100 100 100 100 100 100 100 100 100	None None None None None None None None	close not cleaned properly. Invashed but not microped that writer (information.  Mr. "was not happy about the way in the sus travel with re! to her dish "was not happy about the way in the sus travel with re! to her other of health and on ord cleaned exposerly.  Called on Thursday and left a message for "to call him back seaden has not been on for months treated on pashen they chosen with a called one and been on for months treated on pashen they chosen they called our a month pin to also the hard with he and on but to latell certain read with his with some on it.  Othoppy to Doccord on allowance paid towards areas - when reasonment aris classe.  Othoppy to becord on allowance paid towards areas - when reasonment aris classe.  Othoppy to be conducted of throwing food out the window and draft he has subden at a ranker with in allowance conducted to the subdentification of the subdentification of the description and will be a factor and go den when he is in Condition  Othoppy that how "death with her complaint  We extremely years and rise to take were not form during the threat was specified and classing unshappy with how "death with her complaint  We extremely years and rise to take were not form during the threat was specified and classing unshappy that how "death with her complaint  We extremely years and rise to take we were of there during the threat was a specified and classing unshappy that how a state of the part of the state of the composition that other and a state of the complaint and  And the state of the property they not depose to the state  The action of the control of the control of the a state the  And a state of the state of the state of the complaint  And a state of the state of the control of the a state of the  Composition that the close stain, are not done amonety  The action of the state of the state of the state of the  Composition that the close stain, are not done amonety  The action of the state of the state of the state of the  Composition that the close stain, are not done amonety  Th	Upbeld - ONA Service Failure Compa int refuted Upbeld - Contractor Service Upbeld - Contractor Failure Compa int Refuted Upbeld - Contractor Service Upbeld - Contractor S		Housing	
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4775 4779 4778 4798 4804 4804 4859 4866 4886 4886 4890 4990 4990 4990 5041	13/09/2019 20/09/2019	Gordel sind Value (1996) Application of the Comparison of the Comp	\$700 Stage 1.5 Workins Dav. \$700 Stage 1.5 Workins Dav.	Opheld: OHA Service Failure Complaint Refuted Opheld: Contractor Service Opheld: Contractor Service Opheld: Contractor Service Opheld: Contractor Service Esclaration (Refuted) Opheld: OHA Service Failure	Housing Services Housin	decoration allowance to be paid	Phoned call / refuted as	100 100 100 100 100 100 100 100 100 100	None None None None None None None None	close not cleaned properly. Invashed but not microped that writer (information.  Mr. "was not happy about the way in the sus travel with re! to her dish "was not happy about the way in the sus travel with re! to her other of health and on ord cleaned exposerly.  Called on Thursday and left a message for "to call him back seaden has not been on for months treated on pashen they chosen with a called one and been on for months treated on pashen they chosen they called our a month pin to also the hard with he and on but to latell certain read with his with some on it.  Othoppy to Doccord on allowance paid towards areas - when reasonment aris classe.  Othoppy to becord on allowance paid towards areas - when reasonment aris classe.  Othoppy to be conducted of throwing food out the window and draft he has subden at a ranker with in allowance conducted to the subdentification of the subdentification of the description and will be a factor and go den when he is in Condition  Othoppy that how "death with her complaint  We extremely years and rise to take were not form during the threat was specified and classing unshappy with how "death with her complaint  We extremely years and rise to take were not form during the threat was specified and classing unshappy that how "death with her complaint  We extremely years and rise to take we were of there during the threat was a specified and classing unshappy that how a state of the part of the state of the composition that other and a state of the complaint and  And the state of the property they not depose to the state  The action of the control of the control of the a state the  And a state of the state of the state of the complaint  And a state of the state of the control of the a state of the  Composition that the close stain, are not done amonety  The action of the state of the state of the state of the  Composition that the close stain, are not done amonety  The action of the state of the state of the state of the  Composition that the close stain, are not done amonety  Th	Upbeld - ONA Service Failure Compa int refuted Upbeld - Contractor Service Upbeld - Contractor Failure Compa int Refuted Upbeld - Contractor Service Upbeld - Contractor S		Housing	

March   Marc																
March   Marc			Stage 1 SPSO	SPSO Stage 15		Housing	getting				Unhappy with fact that getting rent increase when letter sent in OCT					
18	5109	20/12/2019	Complaint	Working Days	Explanation (Refuted)	Services	increase	explanation given to tenant	No	None	said no increase	Explanation (Refuted)				$\vdash$
1.   1.   1.   1.   1.   1.   1.   1.	5110	23/12/2019	Complaint	Working Days	Complaint Refuted	Services			No	None	advertised too early	Complaint Refuted				$\vdash$
1982   1985	5112	23/12/2019	Complaint	Working Days	Explanation (Refuted)	Services			No	None	increase	Explanation (Refuted)				$\vdash$
March   Marc	5115	23/12/2019	Complaint	Working Days	Explanation (Refuted)	Services			No	None	repairs and 1st refusal (follow on from 5110)	Explanation (Refuted)				$\vdash$
Mathematical   Math	5122	06/01/2020	Complaint	Working Days	Complaint Refuted	Services			No	None	unhappy with rent restructure unhappy that rent is increasing by F35 as she exchanged to a smaller	Complaint Refuted				$\vdash$
March   Marc	5124	06/01/2020	Complaint	Working Days	Explanation (Refuted)	Services	unhappy		No	None	property with a cheaper rent	Explanation (Refuted)				$\vdash$
18							with way	accented that was in had								
March   Marc	5122	07/01/2020			Complaint Refuted		with	mood and apologised for	No	None		Complaint Refuted				
March   Marc	5130		Stage 2 SPSO	SPSO Stage 2 20		Housing	Comprants	SEAL.	No	None						
March   Marc	5120		Stage 2 SPSO	SPSO Stage 2 20		Housing			No	None						
15   15   15   15   15   15   15   15	3133	03/01/1010			Explanation (Neither)					NONE	Letter received regarding various issues - This part is in response to	CADIBINE CONTINUE COLOR				
March   Marc	5143	10/01/2020	Complaint	Working Days	Explanation (Refuted)	Services			No	None	fouling she does not think she should be charged as not reso.	Explanation (Refuted)				$\vdash$
	5159	14/01/2020		Working Days	Upheld - CHA Service Failure		Close		No	None	unhappy with how we dealt with her bereavement	Upheld - CHA Service Failure			•	-
March   Marc																
March   Marc							dog									
	5162	16/01/2020	Stage 1 SPSO	SPSO Stage 15 Working Days	Evolanation (Refuted)		ran over	Conatcted Close Cleaners -	No	None		Explanation (Refuted)				
No.   1000   1	3102	10/01/1010	COMPLETITE	Working Days	Expreneuron (Neutreo)	JEIVICE 2	ONGOING	Compliantinerrogeted	NO	HUIR	stem reaponature	Expansion (neroted)				
No.							FOULING -									
15   15   15   15   15   15   15   15			Cto 4 CT	CDCO C++++ 4 C			associatio	Investigation carried out-								
March   Marc	5165	17/01/2020	Complaint	Working Days	Explanation (Refuted)	Services		dog Ward	No	None	Dog fouling ongoing - saying assn doing nothing about it	Explanation (Refuted)				ш
18	5187	24/01/2020	Complaint	Working Days	Explanation (Refuted)	Services			No	None	mms - amu other residents are not nappy with the letter regarding items in the stairwell	Explanation (Refuted)				ш
24	5198	28/01/2020	Complaint	Working Days	Upheld - CHA Service Failure	Services			No	None	tenant received a text message about rent meant for Mr *	Upheld - CHA Service Failure				-
22	5204	29/01/2020	Complaint	Working Days	Upheld - CHA Service Failure	Services			No	None	renant unnappy with how her call regarding rent arrears was handled	Upheld - CHA Service Failure				
19	5223	04/02/2020	Complaint	Working Days	Explanation (Refuted)	Services			No	None	Awaiting a reply to previous complaint (number 5138)	Explanation (Refuted)				Ш
20   2007   Company   Co	5225	05/02/2020	Complaint	Working Days	Explanation (Refuted)	Services			No	None	no response to complaint 5112	Explanation (Refuted)				ш
March   Marc	5237	10/02/2020	Complaint	Working Days	Complaint Refuted	Services			No	None	action	Complaint Refuted				ш
1965   1967	5244	10/02/2020	Complaint	Working Days	Explanation (Refuted)	Services			No	None	increasing by	Explanation (Refuted)				ш
10   10   10   10   10   10   10   10	5245	10/02/2020	Complaint	Working Days	Complaint Refuted	Services			No	None	increase	Complaint Refuted				
1	5247	12/02/2020			Explanation (Refuted)				No	None		Explanation (Refuted)				
No.   1970   1							out when									
1965   1965			Stage 1 SPSO	SPSO Stage 15												
19	5266		Complaint	Working Days SPSO Stage 15		Housing	removed	apology sent to Mr *	No	None	letter sent out when items already removed  Ms * complained about our Estate Management policy. She believes					$\vdash$
March   Compared   March   M	5270		Complaint	Working Days	Explanation (Refuted)	Housing	-		No	None	she is being targeted.	Explanation (Refuted)	POLICY	Allocation		$\vdash$
1.	5283	24/02/2020			Compliment		<b>.</b>		No	None	Return from NTSS	Compliment		Process		$\vdash$
200   2007/2000   Completed in Serving System   Completed in Ser	5284	24/02/2020	Complaint	Working Days	Explanation (Refuted)	Services			No	None	From NTSS	Explanation (Refuted)		NTSS		$\vdash$
200   200,000   Completed Section   Complete	5285	24/02/2020	Complaint	Working Days	Explanation (Refuted)	Services			No	None	Comment from NTSS	Explanation (Refuted)				$\vdash$
200   100	5286	24/02/2020	Complaint	Working Days	Complaint Refuted	Services	-		No	None	Make the allocation process easier to understand.	Complaint Refuted			Rent	$\vdash$
1,000,000   1,00	5288	24/02/2020	Complaint	Working Days	Explanation (Refuted)		-		No	None	Rent and value for money.	Explanation (Refuted)		Rent	Increase	$\vdash$
Seg 1900 (200 Sep 1)  Application of the company of	5289	24/02/2020			Evolanation (Refuted)				No	None	NTSS Survey - rent increase	Explanation (Refuted)		Increase		
150   150	5390	24/02/2020	Stage 1 SPSO	SPSO Stage 15		Housing			No	None	Complaint from MTCC			Rent		
Section   Sect	5300	02/02/2020	Stage 1 SPSO	SPSO Stage 15	linheld - Contractor Senice	Housing			No	None		Linhald - Contractor Senice				
301 2070/2009 Complaint of Complaint Information (Complaint Informat	3303	02/03/2020	SPSO		ophera - contractor service					NONE	Julia leis adminimenter didat cheminimento mes ricon anna.	Obinita - Contractor Service				
1985   1987/1970   1987   19	5311	27/02/2020	Complaint	Complaint	Complaint Refuted	Services			No	None	SPSO complaint regarding confusion over rent increase letters	Complaint Refuted		Cloch		ш
Section   Sect	5319	03/03/2020	Complaint	Working Days	Upheld - Contractor Service	Services			No	None	Unhappy with close cleaning	Upheld - Contractor Service				ш
Second colors   Working Days   1990	5326	05/03/2020	Complaint	Working Days	Explanation (Refuted)	Services	Rent		No	None	no happy about rent arrears letters sent. Tenant complained herause the property below has been advertised.	Explanation (Refuted)				Ш
2007/2006   Complaint   Working Days   1900   Stock   1900   Sto	5339	10/03/2020	Complaint	Working Days	Complaint Refuted	Services	restructure	Complaint raised	No	None	and it's £51.06 per month less rent than her rent.	Complaint Refuted				Ш
Sign 1907/2000 Complaint Moving Days 1907/2000 Complaint Space Spa	5341	12/03/2020	Complaint	Working Days	Upheld - CHA Service Failure	Services			No	None	* * had amount stairs as zero - there are 22 stairs to the property	Upheld - CHA Service Failure				Ш
Section   Working Days   Section	5353	19/03/2020	Complaint	Working Days	Upheld - CHA Service Failure	Services		contacted Contractor	No	None		Upheld - CHA Service Failure		Housing		$\vdash$
No.   Stage 2 seculated to Complete the Seculated Security Seculated Secul	5356	30/03/2020	Complaint		Explanation (Refuted)				No	None	Extra money being taken out my account	Explanation (Refuted)				Ш
Story 5170 970 970 5182 51 51 5182 5170 970 5182 51 51 5182 5170 970 5182 51 51 5182 5182 5182 5182 5182 518	5274	17/02/2020	Referred		Complaint Ref:				No	None	Stage 2 escalated to Ombudsman regarding confusion with rent	Complaint Ref: *- *				
And the control of th	5304		Stage 1 SPSO	SPSO Stage 15		Housing			No.	Name				Services		
Section   Complete   Complete   Services	3381	us/U4/2020	SPSO	Working Days	upnela - contractor Service				m0	None	nem rayment not redieved due to issues with World Pay	opinera - Contractor Service				
Section   Working Days   Section	5382	20/02/2020			Complaint Refuted				No	None	escalated from Stage 2 - unhappy about the rent increase amount.	Complaint Refuted				ш
Story 3.570 \$1900	L	L	Stage 1 SPSO							L	tenant tried to pay his rent through Cloch portal yesterday there was an error he tried again and got the same error message so checked	L				
1972 14/04/2009 Gospielates Woodshad Days Beginners (Refuted) Services No New System Regular days (Refuted) Services No New System Regular days (Refuted) Services No New System Regular days (Refuted) No New System Refuted No New System Ref	5383		Stage 1 SPSO	SPSO Stage 15		Housing			NO	None						
1972 14/04/2009 Gospielates Woodshad Days Beginners (Refuted) Services No New System Regular days (Refuted) Services No New System Regular days (Refuted) Services No New System Regular days (Refuted) No New System Refuted No New System Ref	5385		Stage 2 SPSO	SPSO Stage 2 20		Housing			No	None	Unhappy with email she received about her rent arrears.  Cloch Housing Association failure to alert its tenants to an online					П
Section   Working Dave   Subject of Us Service Pallum Services   No Need Complaint Families statemed   Services   No Need Complaint Families   Services   No Ne	5387		Stage 1 SPSO	Working Days SPSO Stage 15		Housing			No	None	system fault which could have resulted in financial hardship  Mr * is not happy that he was not notified we had received his					CHA
Sage 3 5900 SPO Stage 15  20/4/2000 Committee of Montage 2 should be serviced. When you should be service the letter and unabage you be being accordant for future of the letter and unabage you without beautiful the service of the letter and unabage you have unabage to speak to him the service of the letter and unabage you have unabage to speak to him the service of the letter and unabage you have unabage you have unabage you have unabage you and the service of the letter and unabage you have unabage you and the service of the letter and unabage you have unabage you and the service of the letter and unabage you are unabage you and the service of the letter and unabage you are yo	5391		Complaint	Working Days	Upheld - CHA Service Failure				No	None	complaint Emails attached	Upheld - CHA Service Failure			•	Ė
Size \$ 1570 \$700 \$700 \$700 \$700 \$700 \$700 \$700 \$	5392	15/04/2020	Compliment	Compliment	Compliment	Services			No	None	Tenants partner called to discuss rent letter issued. Unhappy about	Compliment		•	•	H
Suge 1990   SPO Stage 15	5417	28/04/2020			Complaint Refuted				No	None	being sent the letter and unhappy that I was unable to speak to him	Complaint Refuted				
April   Section   Working Days   Complaint terforce   No None   When of the rents go up 2				SPSO Stage 15		Housing								Housing Services		ıT
455 04597/2020 Commissions Commissioned Commissioned Services No Number to a sar hands for commission the auditorist to the Area of the Commissioned Commissioned Commissioned Commissioned Commissioned Commissioned Commissioned Commissioned Commissioned Number of Commissioned Commissioned Commissioned Number of Commissio	5420	30/04/2020		Working Days	Complaint Refuted	Services			No	None	When did the rents go up ?	Complaint Refuted		Section		$\vdash\vdash$
431 05(07/2000 Consultance) Compliance Services No.	5425	04/05/2020	Compliment	Compliment	Compliment	Services			No	None	to say thanks for organising the gardeners to do her garden	Compliment				$\vdash\vdash$
432 5(95)(2000 Complaint Working Days Complaint Refused Services No No None Working Days Complaint Refused Services Services Services No None Working Separated If you could advise our regards the cleaning of our dose. Our religibleours at number "informed us that their close has described in the country of the country o	5431	05/05/2020	Compliment Stage 1 SPSO	Compliment SPSO Stage 15	Compliment	Services	-		No	None	Owner email to thank us for quickly dealing with the ratissue.  Not happy about being sent a letter regarding items and mess in the	Compliment				$\vdash \vdash$
Stage 3.1590 5990 5990 5990 5990 5990 5990 5990	5432	05/05/2020	Complaint	Working Days	Complaint Refuted	Services	-		No	None	bine area	Complaint Refuted				$\vdash \vdash$
Mss *received a complaint against her and when *called her she Stage 15/50 5/50 Stage 15 Housing SHOO Stage 15 Housing SHOO Stage 15	5452	12/05/2020		SPSO Stage 15 Working Dave	Upheld - Contractor Service				No	None	close. Our neighbours at number * informed us that their close has	Upheld - Contractor Service				
508 10(56/2020 Complaint Working Days Complaint Refuted Services No.		.,,			The second service						Mrs * received a complaint against her and when * called her she					$\Box$
	5508	10/06/2020	Complaint		Complaint Refuted	Services			No	None	was sent out by * she felt victimised	Complaint Refuted			•	•

Complaints	Panartad	Туре	Urgency	Resolution	Service			Unacceptable Actions Policy	Equalities		Resolution	Subject	Subject	Cubiast
Reference						Underlying Cause								Forenames
963	24/07/2015	Compliment	Compliment	Compliment	ICHR	n/a	n/a	No	None	Called to thank me for service provided via ICHR always available to help out.	Compliment		*	*
1890	07/10/2016	Compliment	Compliment	Compliment	ICHR	n/a	n/a	No	None	* phoned in to thank me for helping her each week with the properties available and to	Compliment		*	*
		Stage 1 SPSO	SPSO Stage 15							ICHR applicant unhappy that he cannot bid for a 2 bedroom property when a single				
4941	10/10/2019	Complaint	Working Days	Complaint Refuted	ICHR			No	Sex	person has just been allocated a 2 bed property at Greenbank Mews.	Complaint Refuted			ı l
		Stage 2 SPSO	SPSO Stage 2 20							* dissatisfied with the ICHR policy. She doesn't think she should be held responsible for				
4996	13/11/2019	Complaint	Working Days	Complaint Refuted	ICHR	Unhappy with ICHR policy	Stage 2 complaint	No	None	people living with her temporarily.	Complaint Refuted			1
		Stage 1 SPSO	SPSO Stage 15	Upheld - CHA Service						* called as she was supposed to have a telephone appointment yesterday at 1430	Upheld - CHA		Housing	1
5000	14/11/2019	Complaint	Working Days	Failure	ICHR			No	None	regarding her ICHR Application. She was not called and called CHA to query	Service Failure		Services	ı
		Stage 1 SPSO	SPSO Stage 15	Upheld - CHA Service			Application activated then phone call			Applicant called to ask if she can place bids as she filled in a change of circumstances	Upheld - CHA			Housing
5001	14/11/2019	Complaint	Working Days	Failure	ICHR	Application not processed in time.	to apologies.	No	None	form 10 working days ago	Service Failure			Services
		Stage 1 SPSO	SPSO Stage 15	Upheld - CHA Service							Upheld - CHA			
5087	17/12/2019	Complaint	Working Days	Failure	ICHR			No	None	applicant had an ICHR telephone appointment but did not receive the call.	Service Failure			1
		Stage 1 SPSO	SPSO Stage 15	Upheld - CHA Service							Upheld - CHA			1
5255	14/02/2020	Complaint	Working Days	Failure	ICHR			No	None	Suspension due to expire in Nov 2019 - was not actioned.	Service Failure			1
		Stage 1 SPSO	SPSO Stage 15	Upheld - CHA Service						Applicant awarded over crowding points when he applied without proper assessment	Upheld - CHA			1
5327	06/03/2020	Complaint	Working Days	Failure	ICHR			No	None	of application.	Service Failure		ICHR	1
		Stage 1 SPSO	SPSO Stage 15	Upheld - CHA Service		using a manual spreadsheet to carry	new unity software will do the review			email was issued to a number of ICHR applicants in error reminding them to respond to	Upheld - CHA			1
5390	01/04/2020	Complaint	Working Days	Failure	ICHR	out the review	automatically	No	None	a review email.	Service Failure		*	&
		Stage 1 SPSO	SPSO Stage 15	Upheld - CHA Service		manual process used to carry out	new software to be introduced with				Upheld - CHA			
5408	21/04/2020	Complaint	Working Days	Failure	ICHR	housing list reviews	automated review	No	None	His son's housing application was cancelled in error during the review process.	Service Failure			
							·							1