

APPENDIX 2 – OVERVIEW OF COMPLAINTS RECEIVED - BIENNIAL UPDATE

NVH Complaints

Date received	Stage	Category	Reason
04/12/2017	STAGE 1	REPAIRS	No heating / hot water
01/12/2017	STAGE 1	REPAIRS	Property Condition
06/12/2017	STAGE 1	REPAIRS	No heating / hot water
06/12/2017	STAGE 1	REPAIRS	Staff conduct
07/12/2017	STAGE 1	HOUSING	Health & Safety issue
12/12/2017	STAGE 1	REPAIRS	No heating / hot water
14/12/2017	STAGE 1	REPAIRS	No heating / hot water
15/12/2017	STAGE 1	REPAIRS	No heating / hot water
19/12/2017	STAGE 1	REPAIRS	No heating / hot water
20/12/2017	STAGE 1	HOUSING	Health & Safety issue
20/12/2017	STAGE 1	HOUSING	Financial
28/12/2017	STAGE 1	REPAIRS	Poor standard of work
28/12/2017	STAGE 1	REPAIRS	Poor standard of work
02/01/2018	STAGE 2	REPAIRS	No heating / hot water
02/01/2018	STAGE 1	REPAIRS	No heating / hot water
03/01/2018	STAGE 1	REPAIRS	No heating / hot water
04/01/2018	STAGE 2	REPAIRS	No heating / hot water
08/01/2018	STAGE 1	REPAIRS	Damp and mould
09/01/2018	STAGE 1	REPAIRS	Compensation
09/01/2018	STAGE 1	REPAIRS	Poor standard of work
11/01/2018	STAGE 1	REPAIRS	Poor standard of work
10/01/2018	STAGE 1	REPAIRS	No heating / hot water
11/01/2018	STAGE 1	REPAIRS	No Gas
12/01/2018	STAGE 1	ASSET MAN	Health & Safety issue
15/01/2018	STAGE 1	HOUSING	Data protection breach
16/01/2018	STAGE 1	REPAIRS	Damp and mould
16/01/2018	STAGE 1	HOUSING	Response times
17/01/2018	STAGE 1	REPAIRS	No heating / hot water
18/01/2018	STAGE 1	ASSET MAN	Staff conduct
30/01/2018	STAGE 1	REPAIRS	Damage to belongings or property
30/01/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
01/02/2018	STAGE 1	REPAIRS	Poor standard of work
05/02/2018	STAGE 1	HOUSING	Poor standard of work
07/02/2018	STAGE 1	REPAIRS	No heating / hot water
09/02/2018	STAGE 1	REPAIRS	No heating / hot water
12/02/2018	STAGE 1	ASSET MAN	Missed appointment / late attendance
21/02/2018	STAGE 1	ASSET MAN	Poor standard of work
21/02/2018	STAGE 2	REPAIRS	Unsatisfactory Stage 1 response
23/02/2018	STAGE 1	ASSET MAN	Poor Communication
26/02/2018	STAGE 1	ASSET MAN	No heating / hot water
26/02/2018	STAGE 1	HOUSING	No drinking water
26/02/2018	STAGE 1	REPAIRS	No heating / hot water
02/03/2018	STAGE 1	HOUSING	No heating / hot water

02/03/2018	STAGE 1	REPAIRS	No heating / hot water
02/03/2018	STAGE 1	REPAIRS	Burst / leaking water pipe
05/03/2018	STAGE 1	REPAIRS	No heating / hot water
07/03/2018	STAGE 1	REPAIRS	Burst / leaking water pipe
07/03/2018	STAGE 1	REPAIRS	No heating / hot water
07/03/2018	STAGE 1	HOUSING	Staff conduct
08/03/2018	STAGE 1	ASSET MAN	Missed appointment / late attendance
14/03/2018	STAGE 2	ASSET MAN	Damp and mould
25/03/2018	STAGE 1	REPAIRS	Poor standard of work
03/04/2018	STAGE 1	REPAIRS	Blocked Drains
10/04/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
11/04/2018	STAGE 1	ASSET MAN	Missed appointment / late attendance
11/04/2018	STAGE 1	ASSET MAN	Damp and mould
11/04/2018	STAGE 1	ASSET MAN	Condition of property
13/04/2018	STAGE 1	REPAIRS	Poor standard of work
17/04/2018	STAGE 2	REPAIRS	Damage to belongings or property
19/04/2018	STAGE 1	REPAIRS	Burst / leaking water pipe
19/04/2018	STAGE 2	ASSET MAN	Condition of property
25/04/2018	STAGE 1	ASSET MAN	Condition of property
27/04/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
30/04/2018	STAGE 1	REPAIRS	Poor standard of work
03/05/2018	STAGE 1	REPAIRS	Incomplete repair
15/05/2018	STAGE 1	HOUSING	Garage being demolished
17/05/2018	STAGE 1	REPAIRS	Poor standard of work
08/05/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
14/05/2018	STAGE 1	REPAIRS	Poor standard of work
16/05/2018	STAGE 1	REPAIRS	Poor standard of work
16/05/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
18/05/2018	STAGE 1	REPAIRS	Health & Safety issue
22/05/2018	STAGE 1	ASSET MAN	Staff conduct
22/05/2018	STAGE 1	REPAIRS	Poor standard of work
31/05/2018	STAGE 1	REPAIRS	Poor standard of work
06/06/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
10/04/2018	STAGE 1	REPAIRS	Missed appointment / late attendance
03/04/2018	STAGE 1	REPAIRS	Health & Safety issue
08/06/2018	STAGE 1	REPAIRS	Poor standard of work
18/04/2018	STAGE 1	CLEANING	Missed appointment / late attendance
15/06/2018	STAGE 1	REPAIRS	Poor standard of work
19/06/2018	STAGE 1	REPAIRS	Poor standard of work

Graph to show complaint trends over the Period

