

## Service Complaints 2019 / 2020

Count	Type of Complaint	Ref no	Details of complaint	Outcome	Upheld	Within target
	carried out					
30	Front line Resolution	2482	The tenant wants refurbishment work brought forward due to the condition of the property	The work is due to be complete in 2020 and would not be brought forward	not upheld	Yes
31	Front line Resolution	2487	Complained about the frequent flooding from upstairs neighbour. Tenant is unhappy with our service as he feels that the repair to the upstairs bathroom has not been fixed properly.	Reassured the tenant that the repair was completed satisfactory.	not upheld	Yes
	Quarter 1					Ye
1	Investigation	2500	repairs not completed properly	Ongoing discussion with Govan Law Centre about gaining access and ensuring that a potential violent member of the household is not present when the work is carried out.	partial upheld	Yes
2	Front Line Resolution	2505	New tenant visit, tenant complained about the standard of accommodation	Inspected and then was no evidence of outstanding repairs	not upheld	

3	Front Line Resolution	2511	poor standard of close cleaning	We asked the contractor to go back and clean the close	upheld	Yes
4	Front Line Resolution	2514	staff member walked into her house uninvited as part of an ASB investigation	It was justified because of excessive noise/ party and staff member knocked before entering	not upheld	Yes
5	Front Line Resolution	2532	Tenant not happy with the standard of accommodation	Agreed to replace internal door	not upheld	No
6	Front Line Resolution	2533	complaint about beetle in her new flat and poor fixtures.	advised her about the service	not upheld	Yes
7	Front Line Resolution	2536	Not happy about wording of arrears letter did not reflect past history	We changed the wording slightly on the standard arrears letter	partially upheld	Yes
8	Front Line Resolution	2541	Tenant unhappy that she is no longer on the programme for a new kitchen	This was a misunderstanding and the kitchen is due to be renewed.	not upheld	Yes

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