

## Complaints Schedule - April 2004 – March 2005

Date	Ref No	Subject	Service	Current Position
02.04.04	96	Level of service from Housing maintenance	Housing	Resolved at Stage 1
06.04.04	97	Refuse collection and recycling	Waste and Cleansing	Resolved at Stage 1
07.04.04	98	Level of service from Planning Services	Planning	Resolved at Stage 2
08.04.04	99	Neighbour Nuisance/Harassment	Housing	Resolved at Ombudsman Stage
14.04.04	100	Lack of action by TLO's re nuisance neighbours	Housing	Resolved at Ombudsman Stage
13.05.04	101	Waiting list for Council House	Housing	Resolved at Stage 1
14.05.04	102	Delay in granting of planning permission	Planning	Resolved at Stage 1
21.05.04	103	Unavailability of staff to deal with credit on rent account	Housing	Resolved at Stage 1
27.05.04	104	Re planning permission granted to 21 Windmill Close, Boulton Moor	Planning	Resolved at Stage 1
07.06.04	105	Inclusion in Housing Needs survey when not requested to be.	Env Health	Resolved at Stage 1
23.06.04	106	Failure to respond to request to clear weeds etc from around Brightman House	Housing	Resolved at Stage 1
30.06.04	107	Housing and Council Tax Benefit	Revenue	Resolved at Ombudsman Stage
15.07.04	108	Housing – connection of foul sewer	Housing	Resolved at Stage 1
23.07.04	109	Planning – Replacement of TV mast with 20 metre mobile phone mast	Planning	Resolved at Stage 1
26.07.04	110	Planning – Replacement of TV mast with 20 metre mobile phone mast	Planning	Resolved at Stage 1

<b>Date</b>	<b>Ref No</b>	<b>Subject</b>	<b>Service</b>	<b>Current Position</b>
05.08.04	111	Planning – Phone mast erected in Repton	Planning	Resolved at Stage 1
05.08.04	112	Planning permission to erect flue on Thai Kitchen Restaurant	Planning	Ongoing at Stage 2
19.08.04	113	Planning – erection of phone mast	Planning	Resolved at Stage 1
08.09.04	114	Noise nuisance re Lowes Lane Shooting Ground, Swarkestone	Planning and Env Health	Ongoing at Ombudsman Stage
27.09.04	115	Planning application 9/2004/0589/F	Planning	Resolved at Stage 1
30.09.04	116	Condition of recently allocated Council house	Housing	Resolved at Stage 1
10.11.04	117	Failure to carry out satisfactory building inspection	Planning	Ongoing at Ombudsman Stage
21.12.04	118	Adaptations to flat	Housing	Resolved at Stage 1
08.12.04	119	Timescale of application processing	Housing	Resolved at Stage 1
05.01.05	120	Missed opportunity to be considered for tender due to document being lost at SDDC	General	Resolved at Stage 1
14.01.05	121	Misleading information from Housing Services	Housing	Resolved at Stage 1
18.01.05	122	Building Act 1984 – Demolition of 109 Swadlincote Road	Env Health	Resolved at Stage 1
03.02.05	123	Housing Maintenance – replacement of slabs in garden	Housing	Ongoing at Stage 2
25.02.05	124	Tree Preservation Order – 529 & 543 Burton Road, Midway	Planning	Ongoing at Stage 1
23.03.05	125	Various issues in Housing	Housing	Ongoing at Stage 1