

Asset Complaints Report
January – December 2019

Row Labels	January	April	May	June	July	August	September	October	November	December	Grand Total
Aids and Adaptations					1		1				2
Compliance		3	2							2	7
Customer Care		1	2			1					4
Estate Management	1			1				1	1		4
Planned Cyclical				2				2	1		5
Responsive Repairs	24	28	27	19	25	22	22	37	20	29	253
Voids/New Let MOTs								1			1
Grand Total	25	32	31	22	26	23	23	41	22	31	276

Row Labels	service failure	Stage 1	Stage 2	Grand Total
Aids and Adaptations		2		2
Compliance		7		7
Customer Care		4		4
Estate Management		4		4
Planned Cyclical		5		5
Responsive Repairs	170	81	2	253
Voids/New Let MOTs	1			1
Grand Total	171	103	2	276