

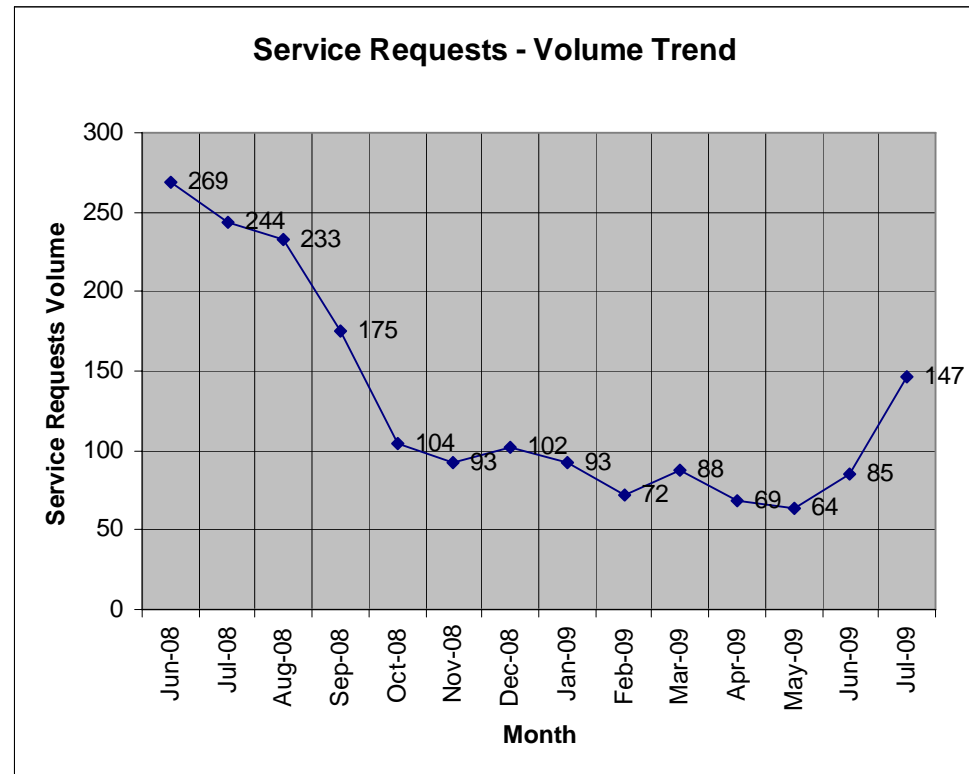
# Toothill Ward Report

July 2009

# Ward Service Requests

Type	Total
Recycling_Free Extra Box Delivery_Case	36
Housing_Housing Officer To Contact Tenant	18
Waste_Waste Warden Assessment_Case	12
Waste_Bulky Collection_Appt Booked_Case	9
Housing Property_Tenancy Termination_Form In	6
Noise Complaint	6
Env Health_General Complaint_Follow Up Case	4
Housing_Letter Actioned By BSU_EDRMS	4
Recycling_Missed Box Single Property_Case	4
Waste_Early Presentation_Case	4
Waste_Missed Wheelie Bin Single Property_Case	4
Letter_Landlord Services_Team 3 EDRMS	3
Nuisance Rapid Response	3
Parking_PCN Challenge Submitted_Case	3
Pest Complaint	3
Housing Landlord Services_Team 3 D D Mandate_EDRMS	2
Recycling_Missed Clear Bags Single Property_Case	2
Waste_Bulky Collection_Appt Awaiting Payment_Case	2
Waste_Missed Green Bags Single Property_Case	2
Complaint_Benefits_Stage 1	1
<b>SUBTOTAL</b>	<b>128</b>
OTHER SERVICE REQUESTS	19
<b>Total</b>	<b>147</b>

- In July 09 147 Service Requests were raised by residents.
- Since Jan 09, Housing Office to contact tenant has been the highest volume service request overall.
- Bulky Waste Collections has decreased since Mar 09 and was a good source of income (£15.50 per collection without a Swindon Card) for the council.



# Top 20 Streets Requesting Service

Address Line 1	Total
EDINGTON CLOSE	9
AFFLECK CLOSE	8
STAMFORD CLOSE	7
WARNEFORD CLOSE	6
BELSAY	5
BEVERLEY	5
CONISBOROUGH	5
KIRKSTALL CLOSE	5
OAKHAM CLOSE	5
WESTMINSTER ROAD	5
BIRDCOMBE ROAD	4
COLCHESTER CLOSE	4
TATTERSHALL	4
ALNWICK	3
BOSHAM CLOSE	3
CORFE ROAD	3
COWDREY CLOSE	3
ELY CLOSE	3
BELLVER	2
KENDAL	2
<b>SUB TOTAL</b>	<b>91</b>
OTHER STREETS	56
<b>TOTAL</b>	<b>147</b>

- Service Requests have bottomed out since Apr 09, following a decrease which begun in June 08, and bottomed out in Mar 09.



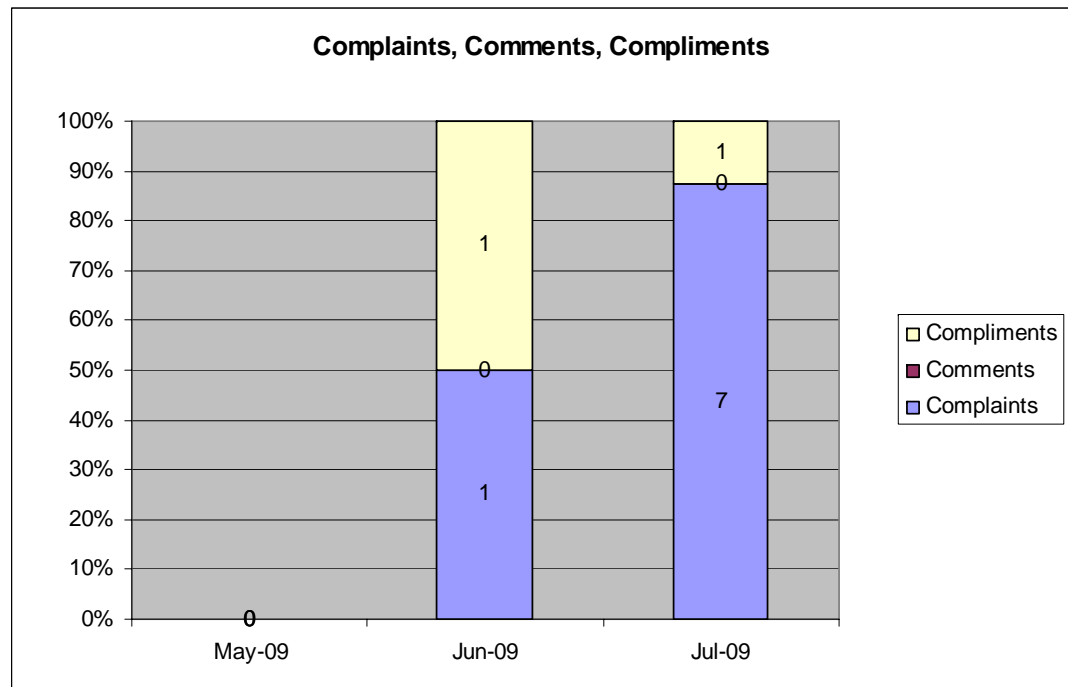
- Top 20 Streets generated 91 service requests in July 09. This has increased by almost 50% compared to June 09.

Data Source: Lagan CRM – 1<sup>st</sup> June 08– 31<sup>st</sup> July 09

# Complaints, Comments, Compliments

Reason	Total
Compliment_Housing Landlord Services	1
Complaint_SCS Housing Maintenance_Stage 1	1
Complaint_Revenues Council Tax_Stage 1	1
Complaint_Leisure_Stage 1	1
Complaint_Finance_Stage 1	1
Complaint_Customer Services OSS_Stage 1	1
Complaint_Car Parking_Stage 2	1
Complaint_Benefits_Stage 1	1
<b>Total</b>	<b>8</b>

• This is new data available from Lagan CRM. This information was not available from the Pro-Active system, so trend line data is not available prior to May 2009.



See appropriate [Complaints, Comments & Compliments Reports](#) for further breakdowns on Complaints, Comments & Compliments.