

# Public Document Pack



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16 June 2014

Dear Councillor

NOTICE IS HEREBY GIVEN THAT a meeting of the **STANDARDS COMMITTEE** will be held in the HMS Brave Room at these Offices on Wednesday 25 June 2014 at 10.00 am when the following business will be transacted.

Members of the public who require further information are asked to contact Kate Batty-Smith on (01304) 872305 or by e-mail at [kate.batty-smith@dover.gov.uk](mailto:kate.batty-smith@dover.gov.uk).

Yours sincerely

A handwritten signature in black ink, appearing to read "Kate Batty-Smith", written over a white background.

Chief Executive

Standards Committee Membership:

Councillor B W Butcher (Chairman)  
Councillor M A Russell (Vice-Chairman)  
Councillor L A Keen  
Councillor S C Manion  
Councillor K Mills  
Councillor C J Smith  
Councillor J M Smith

AGENDA

- 1 **APOLOGIES**  
To receive any apologies for absence.
- 2 **APPOINTMENT OF SUBSTITUTE MEMBERS**  
To note appointments of Substitute Members.
- 3 **DECLARATIONS OF INTEREST** (Page 3)

To receive any declarations of interest from Members in respect of business to be transacted on the agenda.

4 **MINUTES** (Pages 4 - 6)

To confirm the attached Minutes of the meeting of the Committee held on 4 December 2013.

5 **COMPLAINTS REPORT** (Pages 7 - 15)

To consider the attached report of the Director of Governance.

**Access to Meetings and Information**

- Members of the public are welcome to attend meetings of the Council, its Committees and Sub-Committees. You may remain present throughout them except during the consideration of exempt or confidential information.
- All meetings are held at the Council Offices, Whitfield unless otherwise indicated on the front page of the agenda. There is disabled access via the Council Chamber entrance and a disabled toilet is available in the foyer. In addition, there is a PA system and hearing loop within the Council Chamber.
- Agenda papers are published five clear working days before the meeting. Alternatively, a limited supply of agendas will be available at the meeting, free of charge, and all agendas, reports and minutes can be viewed and downloaded from our website [www.dover.gov.uk](http://www.dover.gov.uk). Minutes are normally published within five working days of each meeting. All agenda papers and minutes are available for public inspection for a period of six years from the date of the meeting. Basic translations of specific reports and the Minutes are available on request in 12 different languages.
- If you require any further information about the contents of this agenda or your right to gain access to information held by the Council please contact Kate Batty-Smith, Democratic Support Officer, telephone: (01304) 872305 or email: [kate.batty-smith@dover.gov.uk](mailto:kate.batty-smith@dover.gov.uk) for details.

Large print copies of this agenda can be supplied on request.

**Declarations of Interest**

Disclosable Pecuniary Interest (DPI)

Where a Member has a new or registered DPI in a matter under consideration they must disclose that they have an interest and, unless the Monitoring Officer has agreed in advance that the DPI is a 'Sensitive Interest', explain the nature of that interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a DPI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation permitting them to do so. If during the consideration of any item a Member becomes aware that they have a DPI in the matter they should declare the interest immediately and, subject to any dispensations, withdraw from the meeting.

Other Significant Interest (OSI)

Where a Member is declaring an OSI they must also disclose the interest and explain the nature of the interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a OSI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation to do so or the meeting is one at which members of the public are permitted to speak for the purpose of making representations, answering questions or giving evidence relating to the matter. In the latter case, the Member may only participate on the same basis as a member of the public and cannot participate in any discussion of, or vote taken on, the matter and must withdraw from the meeting in accordance with the Council's procedure rules.

Voluntary Announcement of Other Interests (VAOI)

Where a Member does not have either a DPI or OSI but is of the opinion that for transparency reasons alone s/he should make an announcement in respect of a matter under consideration, they can make a VAOI. A Member declaring a VAOI may still remain at the meeting and vote on the matter under consideration.

Note to the Code:

Situations in which a Member may wish to make a VAOI include membership of outside bodies that have made representations on agenda items; where a Member knows a person involved, but does not have a close association with that person; or where an item would affect the well-being of a Member, relative, close associate, employer, etc. but not his/her financial position. It should be emphasised that an effect on the financial position of a Member, relative, close associate, employer, etc OR an application made by a Member, relative, close associate, employer, etc would both probably constitute either an OSI or in some cases a DPI.

Minutes of the meeting of the **STANDARDS COMMITTEE** held at the Council Offices, Whitfield on Wednesday, 4 December 2013 at 10.07 am.

Present:

Chairman: Councillor B W Butcher

Councillors: P J Hawkins  
L A Keen  
M A Russell  
C J Smith

Also Present: Mr B P S Dowley  
Councillor M R Eddy  
Ian Martin (Worth Parish Council)

Officers: Director of Governance  
Solicitor to the Council  
Democratic Support Officer  
Corporate Complaints and Resilience Officer

372 APOLOGIES

An apology for absence was received from Councillor K Mills.

373 APPOINTMENT OF SUBSTITUTE MEMBERS

It was noted that there were no substitute members appointed.

374 DECLARATIONS OF INTEREST

There were no declarations of interest.

375 MINUTES

The Minutes of the meeting of the Committee held on 25 September 2013 were approved as a correct record and signed by the Chairman.

376 COMPLAINTS REPORT

The Committee received the report of the Director of Governance on formal complaints received by the Council that had been investigated by the Corporate Services Team.

The Corporate Complaints and Resilience Officer (CCRO) advised that four complaints had been investigated at stage two of the Council's complaints process since the last meeting of the Committee. In respect of Complaint No DEV148, it was accepted that failure to advertise the planning application in the local press had been an oversight, notwithstanding that the Council had clear criteria governing which applications should be advertised in the press. Although there had been maladministration, it was the view of the CCRO that the outcome would not have been any different and therefore no injustice had been caused.

Councillors P J Hawkins and L A Keen requested that the issue of advertising applications in the local press be explored. Although information could be found on

the website, they argued that many residents did not have access to the internet and relied on the press for such information. Councillors Hawkins and Keen believed that, given the level of interest which often surrounded planning applications, it was incumbent upon the Council to do everything it could to publish them effectively. The Director of Governance advised Members that, at a time of budgetary restraints, internet publication was a cost-effective tool approved by the Cabinet.

Councillor L A Keen raised concerns regarding two complaints that had been received in respect of Lydden race circuit, querying how many breaches had to occur before they were deemed to be regular and seeking details of the enforcement action taken. Residents had raised numerous complaints about the circuit, but it was not clear what action was being taken by the Council. The CCRO advised that Planning Enforcement (PE) and Environmental Health were aware of the issues and had recently held meetings with the site owner.

The CCRO reported that two complaints had been investigated by the Local Government Ombudsman (LGO). The first related to housing and no fault had been found. The second related to breaches of planning conditions. The LGO considered that further information could have been provided to the complainant, but was satisfied with the Council's explanation and had closed the investigation.

Councillor Keen commented on what she considered to be a significant number of complaints involving Development Control and EK Services. She thought this was worrying and recommended that it be monitored.

- RESOLVED: (a) That the complaints report be noted and the actions taken endorsed.
- (b) That the Scrutiny (Policy and Performance) Committee be requested to review the fact that the Council no longer advertises all planning applications in the local press, and to investigate how much it is likely to cost to resume advertising all applications in the press.

377 LOCALISM ACT 2011 - REVIEW OF THE CODE OF CONDUCT FOR MEMBERS AND PROPOSED AMENDMENTS

Referring Members to the report, the Director of Governance advised that, since its introduction in July 2012, the new Code of Conduct had been kept under review by a working group of the Association of Kent Secretaries. A couple of minor amendments to the Code were being recommended relating to the definitions of 'Associated Person' and 'Member'. In addition, it was proposed that Members should be invited to make a voluntary declaration of interest at meetings following Nolan Principles. This provision would enable Members to declare an interest which did not fall within the definition of a Disclosable Pecuniary Interest (DPI) or Other Significant Interest. It was encouraging that the number of complaints against elected Members had fallen significantly since the new Code had been adopted.

The Solicitor to the Council reported that a suggested text for local authorities' Codes of Conduct had appeared on the Department for Communities and Local Government's website in September. This was a revision of a document issued in advance of the Localism Act 2011, and appeared to be something of a reversion to the Code of Conduct that existed before July 2012 as it referred to declaring both

financial and non-financial interests. The working group would look at this over the coming year and make recommendations in due course. It was clarified for Members that a Member making a voluntary declaration was not obliged to absent him/herself from the decision making. Any DPI, whether registered or only becoming apparent at the meeting, must be declared at the meeting.

It was confirmed that town and parish councils would be encouraged to adopt any provision relating to voluntary declarations.

RESOLVED: That it be recommended to Council:

- (a) That the Council revises the Code of Conduct for Members as indicated at Appendix 1 and incorporates the proposed amendments, bringing them into effect from 1 February 2014.
- (b) That the Council commends the revised Code of Conduct to the town and parish councils within the district, incorporating the additional change explained at paragraph 3.4 of the report.
- (c) That the Council adopts the practice of inviting Members to make voluntary declarations of interest, as explained at paragraph 4 of the report.

The meeting ended at 11.01 am.

DOVER DISTRICT COUNCIL

Agenda Item No

REPORT OF THE DIRECTOR OF GOVERNANCE

STANDARDS COMMITTEE – 25 JUNE 2014

## **COMPLAINTS REPORT**

### **Recommendation**

<i>That the report be noted and the actions taken be endorsed.</i>
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Contact Officer: Sue Carr, extension 2322.

### 1. **UPDATE OF COMPLAINTS RECEIVED BY THE DISTRICT COUNCIL**

Reported below is an update of formal complaints investigated by the Corporate Services Team at stage two of the Council's complaints process since 21 November 2013 until 31 March 2014. Nine complaints have been investigated. There has been one finding of maladministration but this did not result in an injustice. There may be issues raised through the complaints process where the Corporate Services Section has provided assistance but which do not require an investigation. These are not included within this report but are included within the figures in the tables at Appendices A and C.

#### 1.1 **Complaint No. CTX103 - St Margarets-at-Cliffe (Closed)**

This complaint related to the way in which EK Services had dealt with the complainant when they were experiencing financial difficulties. The complainant had been advised that they would be sent a form to complete but this did not happen and they received a letter from the bailiffs. The matter was investigated by Corporate Services. An apology was given for not sending the form and as the debt related to two financial years one debt was recalled from the bailiffs and an agreement reached for the complainant to pay an amount each month that they could afford, to cover the last two financial years and then to continue to cover the 2014-15 financial year.

#### 1.2 **Complaint No. CTX108 - Little Stour & Ashstone (Closed)**

The complainant had been granted a council tax exemption as the property they had bought was uninhabitable. The complainant applied for planning permission but this took longer to obtain than they had envisaged and therefore requested a further exemption. This was denied and the complainant referred the matter to Corporate Services. It was explained that the delays in obtaining planning permission were attributed to both parties and that there were no further exemptions that could be applied. It was agreed that the period for repayment of outstanding council tax could be extended if that would assist the complainant.

#### 1.3 **Complaint No. DEV159 – Ringwoud-with-Kingsdown (Closed)**

The complainant alleged that the planning officer failed to keep them updated and deliberately delayed dealing with their planning application and sought answers direct from the contractor on issues that were outside the planning application. Corporate Services apologised on behalf of the Council that the target date had not been met and that the officer had not informed them that enquiries had been made of their

contractor. The planning application was decided and the complainant was satisfied with the outcome.

1.4 **Complaint No. DEV162 – Ringwold with Kingsdown (With LGO)**

The complainant disagreed with a decision taken by the planning department not to take enforcement action claiming that they had not taken case law into consideration. Corporate Services responded to the complaint stating that, having taken professional advice, the Council's view was that they were satisfied that the premises had planning permission. The matter is currently being investigated by the Local Government Ombudsman.

1.5 **Complaint No. ENV031 – North Deal (With LGO)**

The complainants are unhappy with noise from a factory near their property and the length of time being taken to carry out noise insulation works. Corporate Services apologised for the delay, explained the process and action taken by the Council. Environmental Protection were endeavouring to obtain a commencement date from the contactors but the works required to insulate the premises is vast and there are technical hurdles that need addressing to enable works to progress. The complainant was advised that an officer from the Environmental Protection Team would update them as matters progressed and it was hoped that works would commence at the end of March. There have been further delays by the factory owner and the complainant has therefore referred the matter to the Local Government Ombudsman.

1.6 **Complaint No. GOV016 – North Deal (Closed)**

The complainant alleged that the Licensing Sub Committee took account of a statement that was a petition, did not give consideration to information from licensing and noise officers, and gave consideration to statements with no supporting evidence. The matter was investigated by Corporate Services who advised that Licensing Committee have procedures to follow and deal with facts as presented to them by the Licensing Officers and detailed in the Notice of Determination. The evidence presented included a standard objection form which was completed by 35 individual parties, each one giving their own personal contact details. The individual objectors had been represented by a substitute for their Ward Councillor and some objectors also attended the meeting in person. The allegation of fraud regarding the signatures was investigated by the Police but there was insufficient evidence to be able to interview or arrest any person on suspicion of fraud. Corporate Services could find no evidence of maladministration.

1.7 **Complaint No. HND050 – North Deal (Closed)**

The complainant was unhappy with housing advice provided to their brother who was elderly and vulnerable. Corporate Services advised that as the Court had not found in favour of the complainant, emergency accommodation would be arranged. The Housing Officer obtained advice from the Legal Department and information from Canterbury County Court. The Council were of the view that the advice was correct and could find no evidence of maladministration.

1.8 **Complaint No. VAL005 – Walmer (Closed)**

This complaint relates to the bidding process for properties for sale by the Council on the open market. The complainant questioned the manner in which bids were



processed and no reason was given as to why the complainant's higher bid was not accepted. Corporate Services investigated and found that officers dealing with the sale believed that once an offer had been confirmed under a "gentleman's agreement" this should be honoured and was the correct thing to do. However, Councils are considered to be Trustees and are not vested with such freedom and have an overriding duty to obtain the best price they can for their beneficiaries. Therefore the second offer which was higher should have been considered rather than dismissed. However the matter was referred back to Cabinet who asked that all parties submit sealed bids for full and final offers. This process was accepted as correct practice and officers are now aware of the procedure to follow. Although the decision taken was initially incorrect the correct process was followed and therefore no injustice caused to the complainant.

1.9 **Complaint No. WST131 – Town & Pier (Closed)**

The complainant was unhappy that their wheeled bins were not being returned to the point of collection. They had initially reported this to Waste Services and for a while the contractors were fulfilling their obligations but the contractor had again failed to return them to the correct place. Corporate Services found that the contractors had been monitored from mid-September throughout October but when the area supervisor went on leave the contractor reverted back to leaving the bins on the grass. Corporate Services advised that the contractors would be monitored until such time as the Council was happy that the contractor was fulfilling its obligations.

2. **COMPLAINT DECISIONS ISSUED BY THE LOCAL GOVERNMENT OMBUDSMAN SINCE STANDARDS COMMITTEE MEETING OF 4 DECEMBER 2013 UNTIL 31 MARCH 2014**

2.1 **BEN079** - The complainant alleged that the Council's housing and housing benefit departments failed to assist when they were evicted and made homeless in December 2013. That the Council was wrong to determine that they had rent arrears and also that the Council's actions led to their eviction from a previous property in 2008. The Ombudsman investigated and did not find any fault with the way in which the Council assessed the homeless application or dealt with the housing benefit claim. With regard to the complaint about the Council's actions in 2008 this was not investigated as the complaint could have been made sooner but, from evidence seen by the Ombudsman, there was no fault by the Council.

2.2 **DEV146** – The complainant complained to the LGO that the Council had not taken account of their representations against the Council's Land Allocations Pre-submission Local Plan and amended the Plan. The Ombudsman advised that because the Council has not amended its plans as the complainant would like did not mean that the Council had not taken account of their representations. It is now for the Planning Inspectorate to take a view on the merits of the Council's proposals and the complainant will be appearing to give evidence. The Ombudsman has no locus in the matter.

2.3 **DEV153** – The complainant referred this complaint to the Ombudsman stating that the Council had not taken enforcement action against breaches of planning conditions on a site close to their home. The Ombudsman explained to the complainant that enforcement action on a breach of planning condition is discretionary and any action taken must be proportionate and defensible if challenged. The Ombudsman advised that as the Council had considered the

complainant's concerns and taken a decision the Ombudsman could not question the merits of that decision.

- 2.4 **PSH016** – This complaint related to a Disabled Facilities Grant and the complainant claimed that the Council did not tell them the value of the Grant. The complainant believed that the Council was asking them to repay too much if the property was sold within 10 years of completion of the work. The Ombudsman investigated and found that all information received by the Council was sent to the complainant via the Home Improvement Agency and the cost of the work had not been overstated. The Ombudsman found no evidence of fault by the Council.

### 3. **COMPLAINT STATISTICS**

Appendix A shows the number of complaints received per Ward for the last two financial years. Appendix B details the compliments received per Section from 21 November 2013 to 31 March 2014. Appendix C details the complaints received by the District Council and EK Services per Ward and Section from 21 November 2013 to 31 March 2014. Appendix D sets out the trends for complaints for each service and Appendix E lists the complaints received by East Kent Housing for the 2013-14 financial year.

#### **Background Papers**

File C23/5 – Complaints.

#### **Resource Implications**

None.

#### **Impact on Corporate Objectives**

An effective complaints system supports the delivery of the Council's corporate objectives set out within the Corporate Plan 2008-2020.

#### **Comment from the Solicitor to the Council:**

#### **Attachments**

Appendix A – Ward Statistics  
Appendix B – Breakdown of compliments by Section  
Appendix C – Breakdown of complaints by Ward and Section  
Appendix D – Annual trends per Service  
Appendix E – Complaints received by East Kent Housing for 2013-14 financial year

DAVID RANDALL  
Director of Governance

The officer to whom reference should be made concerning inspection of the background papers is the Corporate Complaints & Resilience Officer, White Cliffs Business Park, Dover, Kent CT16 3PJ. Telephone: (01304) 872322.

## Number of Complaints Received Per Ward and processed through the Complaints System

Ward	No of Complaints	
	1.4.12 to 31.3.13	1.4.13 to 31.3.14
Aylesham	11	3
Buckland	7	5
Capel-le-Ferne	2	2
Castle	11	7
Eastry	8	7
Eythorne & Shepherdswell	6	11
Little Stour & Ashstone	3	6
Lydden & Temple Ewell	1	5
Maxton, Elms Vale & Priory	9	9
Middle Deal & Sholden	2	13
Mill Hill	4	6
North Deal	11	8
Outside District or N/A	14	7
Ringwould	2	6
River	5	1
Sandwich	6	10
St Margaret's-at-Cliffe	2	3
St Radigunds	5	2
Tower Hamlets	10	3
Town & Pier	1	5
Unknown	6	11
Walmer	13	6
Whitfield	2	2
<b>Total</b>	<b>141</b>	<b>138</b>

## Details of Compliments Received Per Section From 21 November – 31 March 2014

Section	Compliment
Building Control & Development Control	Thank you for dealing with query brilliantly and efficiently. "You made me feel that nothing was too much trouble for you, and believe me it is rare these days to receive such excellent customer care".
Building Control	Thanks to all at Building Control for the efficiency & speed in dealing with this matter.
Building Control	Thanks for a speedy response
Building Control	At last, a year after moving back into our house, we have the necessary certification. We can't thank you enough for your endeavours in helping to bring this to a conclusion.
Building Control	DDC responded quickly and efficiently to a request of Building Regulations. In what can be a stressful situation, they were helpful and pleasant. It was overall a good experience and they are to be congratulated."
Building Control	The Building Control service has been second to none, prompt courteous but mostly helpful, something I can't say about other building control teams. I have dealt with most building control teams in Kent and they don't come anywhere close.
Community Team	To the lovely person who replies on the social media sites on behalf of Dover District Council. I'm sorry as you really don't deserve the bashing that you get sometimes from the local people.
Community Team	Well done to the Community Engagement Officer for their work on the Fields in Trust success.
Community Team	Congratulations from Save the Children for being the fastest delivering area for Grants. DDC has supported 47 families in Dover in less than a month so the team need to be thanked for their speed in identifying families that meet the ESLP eligibility criteria.
Community Team	A heart felt thank you from all on our committee for your assistance with our Henry Smith funding bid. It will make a huge difference to our organisation.
Media	Great updates and information relating to the flooding on the Council's website
Media	Klout score of 60 showing that our social media postings are in the top 5% of all users
Housing Benefits	Thank you for the help and advice resulting in additional benefit.
Council Tax	I would like to say how extremely helpful you have been in relation to my 2013 Council Tax Bill. You have been very accommodating, polite and your replies to my e-mails have always been very prompt. By allowing me to pay a smaller amount weekly it has really helped with my finances at present. I do hope that other people contact you if they are struggling as your action has taken a lot of weight off my mind.
Leadership Support	Compliments for the design and layout of the Council's website
Waste Services	I am pleased to inform you that the street name signs are been cleaned right now as I write you this email. It is nice to know that my email was taken seriously. It makes it all worthwhile knowing people actually listen and take action.

## Complaints by Ward &amp; Section from 21 November 2013 to 31 March 2014

Title	Complaint Type	Ward
Missed collection	Waste Services - DDC	Aylesham
Claim processing	Benefits - EK Services	Buckland
Missed collection	Waste Services - DDC	Castle
Recovery	Council Tax - EK Services	Eastry
Staff action	Parking Services - DDC	Eythorne & Shepherdsweil
Recovery	Council Tax - EK Services	Little Stour & Ashstone
Litter penalty	Environmental Protection - DDC	Little Stour & Ashstone
Point allocation scheme	Housing Needs - DDC	Little Stour & Ashstone
Processing of application	Development Control - DDC	Maxton, Elms Vale & Priory
Administration of Registration	Electoral Registration - DDC	Maxton, Elms Vale & Priory
Staff action	Housing Needs - DDC	Maxton, Elms Vale & Priory
Planning decision	Development Control - DDC	Middle Deal & Sholden
Planning decision	Development Control - DDC	Middle Deal & Sholden
Planning enforcement	Development Control - DDC	Middle Deal & Sholden
Missed collection	Waste Services - DDC	Middle Deal & Sholden
Recovery	Council Tax - EK Services	North Deal
Recovery	Council Tax - EK Services	North Deal
Noise Nuisance	Environmental Protection - DDC	North Deal
Licensing Committee	Governance - DDC	North Deal
Re-housing	Housing Needs - DDC	North Deal
Recovery	Council Tax - EK Services	Outside District
Litter penalty	Environmental Protection - DDC	Outside District
Bailiffs actions	NNDR - EK Services	Outside District
Response from staff	Development Control - DDC	Ringwould-with-Kingsdown
Petition	Governance - DDC	River
Dog Warden	Environmental Protection - DDC	Sandwich
Response to flooding	Property Services - DDC	Sandwich
Processing of application	Development Control - DDC	Sandwich
Staff attitude	Customer Services - EK Services	Tower Hamlets
Missed collection	Waste Services - DDC	Tower Hamlets
Planning decision	Development Control - DDC	Town & Pier
Planning decision	Development Control - DDC	Town & Pier
Recovery	Council Tax - EK Services	Unknown
Response from service	Council Tax - EK Services	Unknown
Planning condition	Development Control - DDC	Unknown
Staff action	Parking Services - DDC	Unknown
Dog fouling	Environmental Protection - DDC	Walmer
Re-housing	Housing Needs - DDC	Walmer
Recovery	Council Tax - EK Services	Whitfield

### Complaints Showing Trends by Service

Service	No of Complaints	
	1.4.12 to 31.3.13	1.4.13 to 31.3.14
Building Control - DDC	2	1
Community Safety - DDC	2	1
Community Engagement - DDC	2	-
Complaints - DDC	1	-
Council Tax – EK Services	13	33
Customer Services – EK Services	5	5
Democratic Services - DDC	2	4
Development Control - DDC	25	28
Electoral Registration - DDC	-	1
Environmental Health - DDC	5	11
Freedom of Information	-	1
Horticulture - DDC	1	-
Housing Benefits – EK Services	17	14
Housing Needs - DDC	9	8
ICT – EK Services	1	-
Land Charges - DDC	1	-
Leadership Support - DDC	1	-
Licensing - DDC	-	1
NNDR – EK Services	1	1
Parking Services - DDC	13	10
Private Sector Housing - DDC	2	1
Property Services - DDC	3	2
Valuation - DDC	1	1
Waste Services - DDC	34	15
<b>Total</b>	<b>141</b>	<b>138</b>

APPENDIX E

**East Kent Housing Complaints Received From 1 April 2013 to 31 March 2014**

<b>Service</b>	<b>Complaint Details</b>	<b>Ward</b>
Asset Management	Condition of void property	Aylesham
Asset Management	Concerns regarding damp/condensation	Aylesham
Asset Management	Standard of repairs and response times from asset management	Buckland
Asset Management	Condition of property	Buckland
Asset Management	Length of time taken to carry out repairs	Buckland
Asset Management	Standard of repairs	Buckland
Asset Management	Concerns regarding damp/condensation	Eastry
Asset Management	Poor service regarding appointments from contractor	Eythorne & Shepherdswell
Asset Management	No heating for several months	Eythorne & Shepherdswell
Asset Management	Problems with damp/condensation	Little Stour & Ashstone
Asset Management	Problems with kitchen and bathroom design	Middle Deal & Sholden
Asset Management	Response from contractors	Mill Hill
Asset Management	Length of time taken to carry out repairs	Mill Hill
Asset Management	Problems with damp/condensation and length of time to carry out repairs	Ringwould with Kingsdown
Asset Management	Standard of repairs	Walmer
Housing Management	Unhappy with tone of letter from housing officer	Aylesham
Housing Management	Use of car park for storage of fencing meant that car park spaces could not be used by residents	Buckland
Housing Management	Repairs to garage, being chased for arrears and having to wait in reception	Buckland
Housing Management	Allegation of victimisation	Little Stour & Ashstone
Housing Management	Unhappy at not being able to contact their neighbourhood manager for six months	Mill Hill
Housing Management	Mice infestation and neighbour not helping to resolve the problem	Mill Hill
Housing Management	Termination of tenancy	Outside District
Housing Management	Notice to Quit procedures not followed	Outside District
Housing Management	Management of anti-social behaviour case	Temple Ewell
Income Recovery	Concerns over the way they were treated by the rents team	Buckland
Income Recovery	Allegation of harassment by rent team	Eythorne & Shepherdswell
Income Recovery	Unhappy at being passed from various departments and then to an automated service	Little Stone & Ashstone
Income Recovery	Unhappy with the tone of a recovery letter	Outside District
Income Recovery	Manner spoken to by a member of the rent team	Sandwich
Income Recovery	Manner spoken to by a member of the rents team and they would not let them speak	Town & Pier
Leasehold	Letters of complaint regarding recharges not responded to	Sandwich
Sheltered Housing	Claims of disability discrimination, harassment and intimidation.	Sandwich
Sheltered Housing	Allegation against a member of the housing team	Sandwich