

Complaint 1

Miss A complained that while a repair was being carried out to guttering on her block of flats, her sky cable was cut and other wires were ripped out and left hanging down. She also complained that moss removed from the old guttering was left and not cleaned up.

Miss A spoke to an officer regarding her sky cable and was promised a call back as she was told she needed to speak to the foreman. Miss A telephoned again that day as she had not received a call back and was concerned that the longer time went on, the less likelihood her sky would be re-connected that day.

In response Miss A received an apology for the mess left outside her property and arrangements were made for this to be cleaned. In relation to her concerns with the television signal arrangements were made for an aerial contractor to call to check the signal.

On investigation it was confirmed that no cables had been disturbed or damaged and the sky signal was operating correctly.

Her complaint was partially upheld in that;

- (i) part of her complaint that workmen had not cleared up the mess following the works carried out on the guttering was upheld and an apology was given.
- (ii) but the part about the sky cable was not upheld as there was no damage caused.

Complaint 2

Mr B complained that the Council had arranged for a contractor to clear hedgerows on a footpath by his property. Mr B stated that he had planted the hedgerows on his property as a planning condition relating to his property which also provided privacy to his property. Mr B stated that no notice was given that the works were taking place and felt that the Council should compensate him.

Mr B advised that the footpath was approximately 4 feet wide but due to the contractors excessive level of clearance the area was now between 9 and 12 feet wide therefore encroaching on his property and causing damage to plants, trees and other vegetation.

In response Mr B was advised that the Council has a duty to maintain public paths which involves the clearing of overgrowth so that it is safe and in suitable condition for public use. An explanation was provided as to why the vegetation and brambles had to be cut back due to the overgrowth and dead vegetation but an apology was given for cutting back beyond the approved remit.

Mr B was informed that he would be notified when any future works are to be carried out but that no compensation would be awarded.

The complaint was partially upheld in that;

- (i) it was upheld that no notice of the works being carried out was given to Mr B and an apology was given for cutting beyond the approved remit.
- (ii) But it was not upheld in that he was not entitled to compensation.

Complaint 3

Mrs C complained about the administration of her council tax account and that the amount of refund given was not what she was expecting to receive.

In response the Council provided an explanation of how changes in entitlement had not been taken into consideration prior to her being informed how much refund she would receive and apologised for not advising her of the changes. Mrs C was also advised that the Council should have written advising that there was a difference and apologised for not notifying her.

A timeline of the administration procedure followed was fully explained to Mrs C.

The complaint was partially upheld in that

- (i) The part of her complaint that was not upheld related to the fact that the correct procedure was followed and the correct refund had been given ,
- (ii) However her complaint was upheld in that an oversight in communication was identified and an explanation was provided along with an apology.