

# The Royal Borough of Kensington and Chelsea

## Housing Department

### Complaints Annual Report

1 April 2017 to 31 March 2018



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

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## Introduction

This report provides information about performance in dealing with complaints made about Housing Services that are processed under the corporate complaints procedure. In brief, the procedure - which was introduced in 2005 - has four stages:

- **Initial/Informal stage** – officers to address the complaint straight away, face to face, or as soon as possible afterwards in writing, by 'phone or by email. Only if this response fails to satisfy the complainant and he/she indicates that they wish to take the matter further would the complaint escalate to Stage 1.
- **Stage 1** – the officer who has been dealing with the matter would draft a response and check it with their line manager. If the complaint is about the way in which a particular officer has dealt with the complainant, a third party will look into the matter and reply. A reply from the section head (in most cases, the Head of Housing Needs) should be provided within 15 working days.
- **Stage 2** – if the complainant is still dissatisfied with the response, the Director of Housing will then investigate and respond within 15 working days.
- **Stage 3** – the Chief Executive or Executive Director would review and respond to dissatisfaction with the response at Stage 2, again within 15 working days.

Responses made under Stage 3 should advise the complainant that if they still wish to take the matter further they can take up their complaint with the Local Government and Social Care Ombudsman service.

## Lead Officer for Housing Complaints and Enquiries

### Role and Reporting

The role of recording and co-ordinating the responses to complaints related to the Council's Housing service is the responsibility of the Lead Officer for Housing Complaints and Enquiries, Jon Morcom. While the situation is changing, at the time of writing, the post sits within the Housing Commissioning Team and is managed by the Head of Housing Commissioning, Amanda Johnson. The Lead Officer also manages enquiries from MPs and elected members, general enquiries about services provided by the Housing Department, as well as Freedom of Information and Subject Access Requests. His work helps to ensure that feedback from users informs service planning and improves service delivery.



## Housing complaints activity during 2017/18

As stated above, Housing Services follows the corporate complaints process to deal with customer dissatisfaction. The process has three stages. At Stage 1, the Heads of Housing Needs, Housing Commissioning or Housing Strategy and Regeneration investigate and respond to the complaint within 15 working days. If the complainant remains unhappy, they can request progression to Stage 2, where the Director of Housing Needs and Supply investigates the complaint and responds within 15 working days and at Stage 3 the complaint is progressed to the Chief Executive or Executive Director who will then review the complaint and respond to the complainant, again within 15 working days.

During 2017/18, there is likely to have been significant under-reporting of both complaints and MEs. Following the Grenfell tragedy in June 2017, there was an enormous demand from MP's and councillors for information both general and case-specific, many of these demands requiring that the enquiry be turned around with the utmost urgency. This led a situation where it became more expedient to merely secure the information requested and report straight back. Such was the volume of queries generated from June onwards, it was not always possible to formally record each and every event.

During 2017/18 the breakdown in complaints received was as follows:

- 74 formal Stage1 complaints
  - 18 of these Stage 1 complaints went on to Stage 2
  - 11 Stage 2 complaints went on to Stage 3
  - 4 Stage 3 complaints were referred on to and investigated by the Local Government and Social Care Ombudsman (LGSCO)
  - The LGO requested information from Housing - or advised of outcomes – in a further 14 complaints investigations.
- 4 formal complaints continued at Stage 2 (the Stage 1 having been completed in the previous financial year). Three of these complaints went on to Stage 3.
- 1 formal complaint started at Stage 2.

**Therefore, the total number of individual complaints dealt with in 2017/18 was 88 (74 Stage 1's plus 14 'new' LGSCO complaints). Last year's figure was 80. The total number of complaint 'stages' - excluding LGSCO cases - fielded was 113. (last year 123).**

The table below shows the formats in which these complaints were received.

**Table 1 – How complaints were received**

<b>Format</b>	Letter	Tel	Fax	Email	Complaints form	In Person	Total
<b>No.</b>	7	4	-	67	10	-	<b>88</b>

**Table 2 – Stage 1 complaints by category/team**

	Reviews	KCTMO	Commissioning	Homelessness Assessment	Accommodation and Income	Options and Allocations	Totals
<b>Type of complaint/team</b>							
Attitude or conduct of officer(s)				7	2	1	<b>10</b>
Time taken to reach decision/wait times				2			<b>2</b>
Lack of assistance/unhappy with advice				6			<b>6</b>
Referral process to supported accommodation				1			<b>1</b>
Mismanagement of personal info				1			<b>1</b>
Number of moves within temp accomm					1		<b>1</b>
Harassment within ta					1		<b>1</b>
Condition or suitability of temp accomm					19		<b>19</b>
Delay in providing temporary accommodation					4		<b>4</b>
Time taken on temp accomm repairs					1		<b>1</b>
Disposal of belongings by managing agent					1		<b>1</b>
Visits/inspections within temp accomm					1		<b>1</b>
Lack of support in temp accom					1		<b>1</b>
Letters/notices served in temp accomm					2		<b>2</b>
Charges connected with temp accomm					5		<b>5</b>
Outcome of suitability assessment					1		<b>1</b>
Bidding, short-listing and direct offer process						3	<b>3</b>
Suspension from bidding						2	<b>2</b>
Unhappy with OT/medical assessment						1	<b>1</b>
Experiencing ASB from RBKC nominee						1	<b>1</b>
Delay in provision of settled accommodation						5	<b>5</b>
Delay in statutory review process	1						<b>1</b>
DFG process			1				<b>1</b>
Scrutiny of TMO/management of council tenancy		3					<b>3</b>
<b>Totals</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>17</b>	<b>39</b>	<b>13</b>	<b>74</b>

Table 3 below gives a breakdown of the Stage 1 complaints by service area and team, the average time taken by a team to resolve complaints, the outcomes of complaints and how many Stage 2, 3 and LGSCO complaints each team dealt with during the year.

**Table 3 – Response times for Stage 1's. Numbers of Stage 2's and 3's allocated** (arrows indicate whether figure has gone up or down compared with last year).

	Team	Stage 1s dealt with	Avg days to respond	Withdrawn or pending	Stage 1s Upheld	Stage 1s Not upheld	Stage 1s Partially upheld	Stage 2s dealt with	Stage 3s dealt with	LGO complaints dealt with
Housing Teams	Homelessness Advice & Assistance	17↓	14.4↑	1	0	12	4	8	3	4
	Housing Options & Allocations	13↓	17.3↑	1	2	8	2	5	4	8
	Accommodation & Income	39↓	14.1↑	1	10	20	8	8	5	6
	Commissioning	1	15.0↑	0	0	1	0	0	0	0
	KCTMO	3↑	17.0↑	0	1	1	1	1	1	0
	Reviews	1↓	13.0↑	0	0	0	1	1	1	0
	<b>TOTAL</b>	<b>74↓</b>	<b>14.8↑</b>	<b>3</b>	<b>13</b>	<b>42</b>	<b>16</b>	<b>23</b>	<b>14</b>	<b>18</b>

The department-wide average number of working days taken to respond to a Stage 1 complaint about Housing services was 14.8, which is a 3.7 increase on the 2016/17 figure of 11.1.

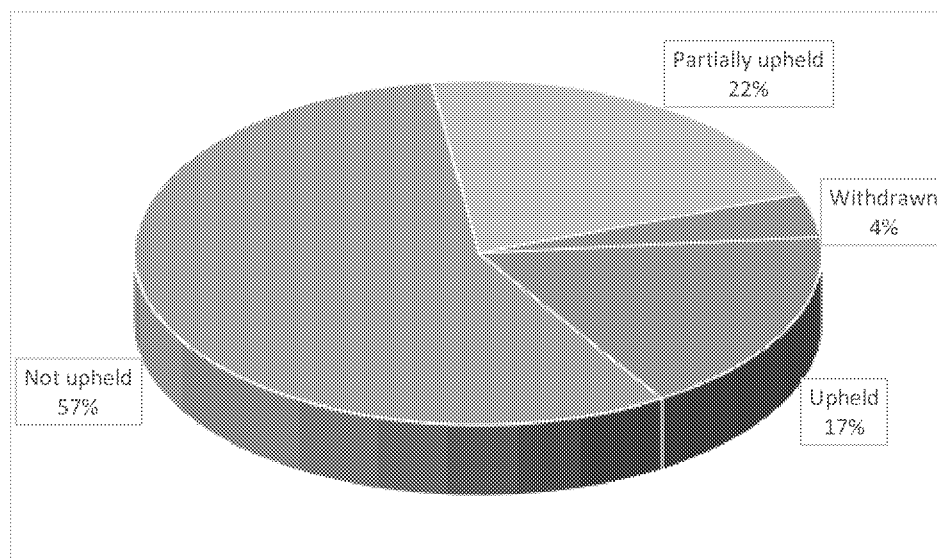
Further analysis has shown that:

- 42/74 Stage 1 complaints (57%) were responded to within the prescribed 15 working days timeframe (last year – 83%).
- 28/74 Stage 1 complaints (38%) were responded to between 16-30 working days.

Managers do ensure that the Lead Officer for Housing Complaints is made aware if a delay is envisaged so that a holding letter can be sent to the complainant, advising them of this and an expected date of response. Analysis shows that the delay in responding to complaints has been because of one or more of the reasons stated below;

- Information was being sought from external housing providers
- Increased volumes of day-to-day work affecting officers' capacity to allocate sufficient time to drafting responses.
- Resource issues within individual teams that have a dedicated casework officer.
- Some complaints required input from different teams within housing. It was not always possible to collate the information, cross-reference and check inconsistencies within the preferred timeframes.
- The Grenfell tragedy of June 2017: While directives to officers from senior management have made clear that the Grenfell tragedy of June 2017 should not be used as an excuse for the delivery of delayed or sub-standard services, it was inevitable that in the immediate aftermath of the fire and the months that followed, performance around complaints, Members Enquiries, Subject Access Requests and Freedom of Information requests would be severely impacted. This is covered in more detail below.

**Chart 1 – Analysis of outcomes of Stage 1 complaints**



As can be seen in the chart above, the majority of the complaints received in Housing have not been upheld. Generally, this means that we have not failed to provide the service that we have received a complaint about and that the decision that we have made is based on clear guidance and criteria set by our policies and/or government policies. However, it is our responsibility to work with our customers and provide them with a clear explanation in response to their complaint, indicating why certain steps or decisions have been taken.

Seventeen per cent of complaints have been upheld which is up from 10% last year. Brief descriptions of the complaints received during the year can be found in Appendix A.

**Table 4 – Total complaints comparison with last year (Stage 1's plus new LGSCO cases)**

Teams	2016/17	% of complaints	2017/18	% of complaints	Up/down in terms of %
Homelessness Advice & Assistance	20	25%	18	20%	↓
Housing Options & Allocations	17	21%	20	23%	↑
Accommodation and Income	40	50%	45	51%	↑
Housing Commissioning	1	1%	1	1.5%	↑
Reviews	2	3%	1	1.5%	↓
KCTMO	-	-	3	3%	↑
<b>TOTAL</b>	<b>80</b>	<b>100%</b>	<b>88</b>	<b>100%</b>	

**Table 5 – Stage 2 complaints**

	Rec.	Resolved (avg working days)	Upheld/ partially upheld	Not upheld	Moved to Stage 3
<b>Housing</b>	23	15	2/3	18	11

**Table 6 – Stage 3 complaints**

	Rec.	Resolved (avg working days)	Upheld/ partially upheld	Not upheld	Referred to LGO
<b>Housing</b>	14	15	2/1	11	4



<b>Table 7 – Local Government &amp; Social Care Ombudsman complaints</b>	
<b>Outside jurisdiction</b>	-
<b>Upheld</b>	3
<b>Not upheld/pursued</b>	12
<b>Local settlement</b>	-
<b>Decision pending</b>	3
<b>TOTAL</b>	<b>18</b>
<b>Average working days to complete</b>	10

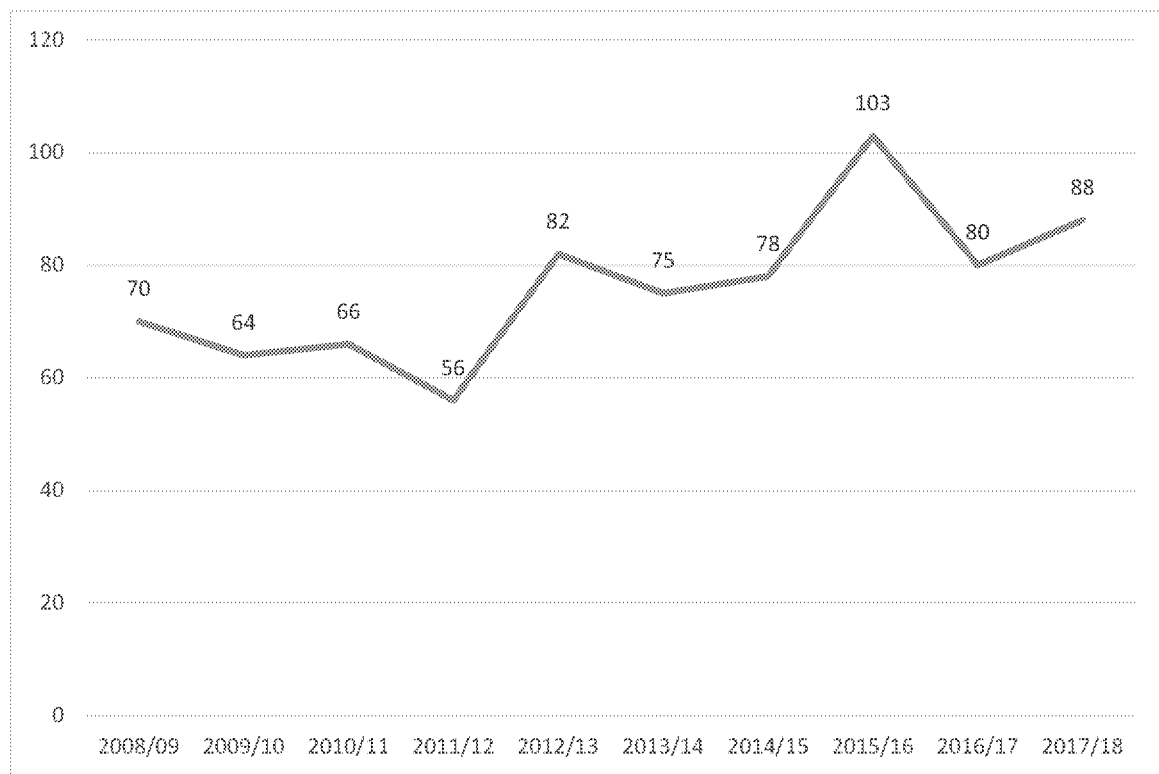
The LGSCO sought information about 18 cases it investigated during the financial year 2017/18. Only three of those complaints have been upheld while decisions are pending in a further three investigations.

Of the three cases that were upheld, one concerned a Housing Register applicant who was found to have been incorrectly denied an offer of social housing. The LGSCO directed that the Council should offer the applicant the next available 4-bedroom unit and pay her £450 compensation.

In a second case, the LGSCO determined that there was an unjustifiable delay in providing advice to a landlord around a landlord/tenant dispute. The LGSCO decided that the Council was not at fault for deciding not to prosecute the tenant in accordance with the landlord's wishes but did find fault in that it unduly delayed its responses through the complaints process.

The third upheld complaint concerned a homeless applicant who suffered as the result of delays that occurred in addressing repair issues in her temporary accommodation. Anticipating a negative decision, prior to the LGSCO's determination in the case, the Housing Department pre-emptively paid the applicant £350 in settlement of the complaint.

**Chart 2 – Total Housing complaints received – ten year comparison**



In Chart 2 above, the data point for 2017/18, which shows 88 complaints received for the year is comprised 74 formal Stage 1 complaints and 14 'new' complaints about which the LGSCO requested information from Housing.

## Members Enquiries in 2017/18

Housing services formally recorded 180 Members Enquiries during 2017/18, 48 more than in the previous year. Approximately 20 of the 180 MEs received were re-opened at some point during the year for follow-up enquiries.

90 (50%) of the 180 MEs received and recorded came from the offices of MPs, the balance from ward councillors.

86 of the 180 MEs received (48%) were responded to within the prescribed five working day timescale, which is a decrease on last year (53%). The overall average response time this year increased by 2.6 days on the 2016/17 figure.

Due to the frequent unavailability of senior managers who were otherwise occupied with matters related to Grenfell meetings/policy discussions/visits/case conferences, the Lead Officer for Complaints has frequently (since June 2017), provided responses directly to Councillors and MPs, sometimes with the assistance of information provided by colleagues in Housing or by accessing file notes recorded on Housing's reporting system, IBS. It is estimated that around 60 - 100 enquiries (in addition to the 180 recorded) may have been dealt with in this way during 2017/18.

**Table 8 – Members Enquiries formally recorded (by team) in 2017/18 comparison with previous year**

Team	No. Received	Ave. Response time (days)	No. Received	Ave. Response time (days)
	2016/17		2017/18	
Housing Options & Allocations	51	5.2	64	10.8
Accommodation and Income Team	29	6.0	55	8.9
Homelessness Advice and Assistance Team	36	5.3	31	8.1
Housing Commissioning Team^	16	16.8	25	8.6
Senior Housing management	-	-	5	9.8
<b>Total</b>	<b>132</b>	<b>6.8*</b>	<b>180</b>	<b>9.4*</b>

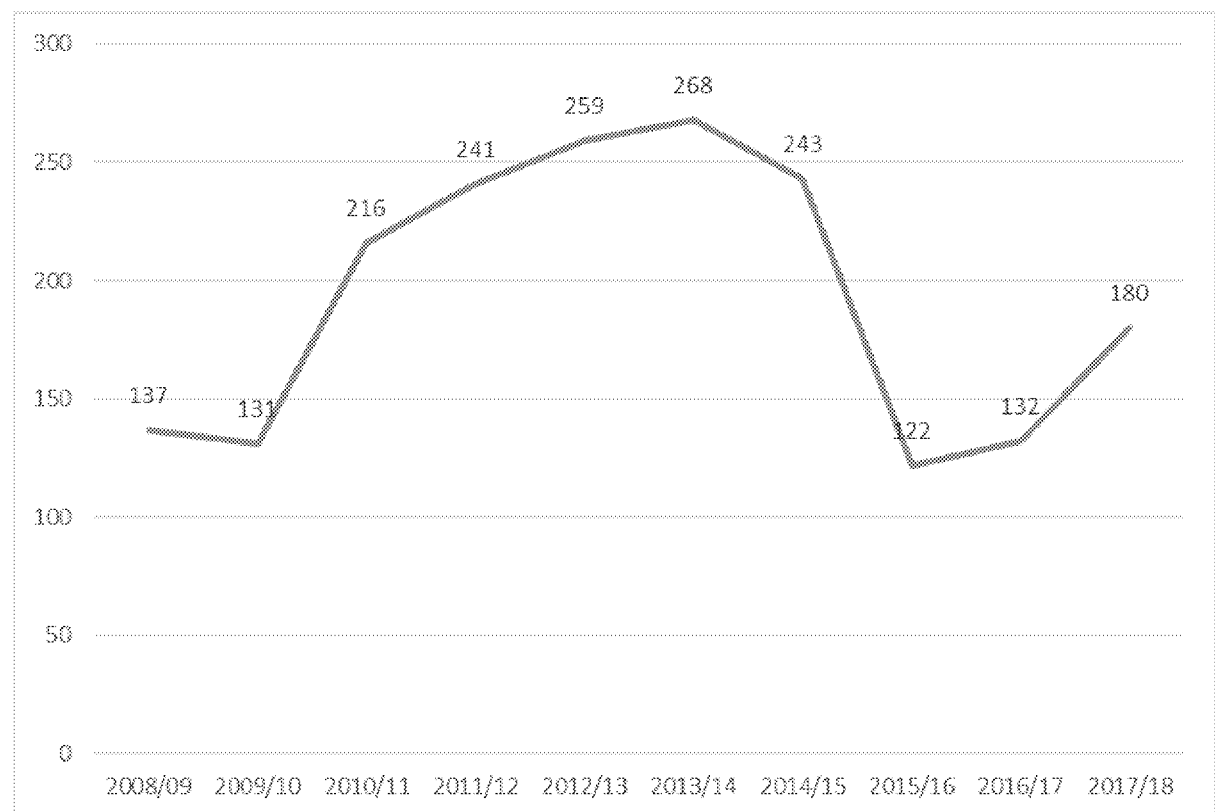
^includes TMO-related MEs

\*overall departmental average

**Table 9 - Comparison of MEs received over past nine years**

Year	No. of MEs received	% responded to within 5 days
2009/10	131	35%
2010/11	216	41%
2011/12	241	60%
2012/13	259	60%
2013/14	268	62%
2014/15	243	61%
2015/16	122	62%
2016/17	132	53%
2017/18	180	48%

**Chart 3 – No. of Members Enquiries received – ten year comparison**





## **General Enquiries**

In addition to complaints and MEs, during 2017/18 the Housing Department also drafted responses for 18 recorded General Enquiries that were addressed specifically to the Director of Housing (last year 54).

## **Freedom of Information Requests**

During 2017/18, the Housing Department received 134 requests under the *Freedom of Information Act*, 18 more than was received (116) in the previous year. The majority of these FOI requests related to:

- the use, cost and location of the Council's temporary accommodation
- the numbers of homeless households or applicants on the housing register
- average rents for social housing units by size (number of bedrooms)
- homeless application acceptance rates
- Disabled Facilities Grants
- Refuge/support and provision for persons affected by domestic violence

The bulk of the work involved in compiling the data to respond to these requests was undertaken by the Housing IT Team (led by Arvind Thandi), Group Accountant Daniel Smith and Private Sector Housing Manager, Chris Scott.

From June 15 through to October 2017, the Council received 75 FOI requests related to the Grenfell tragedy, varying amounts of information within each having been requested from Housing. Due to legal considerations and the fact that it involved an extraordinary amount of work, these requests were dealt with as a standalone exercise, the results of which were managed/overseen by Bi-borough Legal Services and the Council's lawyers DWF. The bulk of the information provided was put together by General Needs Housing Commissioning Manager Celia Caliskan and the Lead Officer for Complaints, as well as the Housing IT Team, Group Accountant Daniel Smith and Private Sector Housing Manager, Chris Scott.

## **Subject Access Requests (SARs)**

During 2017/18, the Housing Department (excluding Reviews who manage requests for copies of client files relating to statutory reviews independently) fielded 50 SARs (last year, 22), providing in timely fashion copy files and related information to applicants or advocates who requested information about their

housing applications. SARs are allocated via a three-team rota – Housing & Homelessness Assessment Team, Accommodation and Income Team and the Housing Options and Allocations Team. Initial information-gathering is carried out by the Housing IT Team.

The figure of 50 SARs referred to above, included a single batch of 20 requests that were submitted from solicitors working for clients with links to the Grenfell tragedy. In February 2018, the Housing Department received requests from various solicitors claiming to be working to the Public Inquiry for a further 93 housing files for Grenfell clients. Given the scope of the work involved, it would not have been possible to fulfil these requests through the usual rota system. Therefore, additional task-specific resources have been put in place, including two temporary staff who work on third party information redactions and a project manager who works as part of the Bi-borough Information Management Team. They are being provided with significant assistance on the technical side by Conor O'Connell from the Housing IT team.

#### **Learning from complaints and MEs received in 2017/18**

- Stage 1 complaints stayed around the same figure this year while there was a 36% increase in the number of ME's received and formally recorded. As has been referred to elsewhere in this report, it has not been possible to quantify how many *ad hoc* enquiries and complaints arising out of the Grenfell tragedy might have been recorded if there had been capacity to do so.
- One significant contributing factor to the delays that occurred in responses to complaints and MEs being sent was the demands on the time of senior managers, who were understandably pulled in all directions (or not in-post) from mid-June onwards and who were not, as a result, able to dedicate previous levels of attention to correspondence-based casework.
- The department-wide average response time for complaints increased by 3.7 days to just under the 15 mark, which is perhaps understandable in the circumstances. But it was still disappointing that only 57% were responded to within the prescribed 15 working days timeframe whereas last year the figure was 83%.
- In terms of Stage 1 complaint outcomes, whereas only 19% were upheld or partially upheld last year, this year the combined figure is 39%, perhaps reflecting a more transparent approach to dealing with issues about which clients are unhappy.
- While the number of ME's received and formally recorded increased by 36%, the performance on five-day turnaround slipped back to 48% compared with 53% last year. Although this may seem like a marginal 'loss'

given the increase in the volume received, ideally it would be good to see the figure up around 62% as it was five years ago. That said, this has not been a 'normal' year by any means.

- Again, the majority of complaints and MEs received this year broadly related to the provision of temporary accommodation – these frequently covered two key elements: 1) the state of repair and 2) the location of the accommodation.
- The number of complaints principally recorded about the manner in which officers conducted themselves and/or their enquiries into clients' circumstances stayed the same - ten this year and last.
- The number of complaints about eligibility for the Housing Register and issues relating to choice-based lettings remained around the same as last year.

#### **Priorities for 2018/19**

- The Lead Officer for Housing Complaints' bespoke complaints data base – Respond – was procured in 2008 and has been jointly used by ASC services and Housing since that time. At present, discussions are taking place around the possible introduction of a Council-wide system (iCasework) that would operate across all business groups – this is to potentially coincide with the establishment of a corporate complaints team. There are no definite time-frames for the introduction of either at the time of writing but the Lead Officer for Complaints will be involved with discussions about the potential establishment of a corporate complaints team and the possibility that it will operate on a two-stage basis rather than the current three (stages).
- If the Council does move to a single casework system across all business groups, the Lead Officer for Complaints will have to ensure that Housing's interests are fully represented and that the migration of any data onto a new system is carried out effectively.
- From around August 2018 onwards, the Lead Officer for Complaints will no longer be part of the Housing Commissioning Team but will instead move across into the Housing Needs Group where he will be line-managed by Special Projects Lead Rob Shaw. Arrangements will have to be put in place for leave cover. At present, the Lead Officer for Complaints' cover is provided by Rose Hircock who is now a part of the Housing Management set-up and will not, therefore, be in a position to provide cover.
- The Lead Officer for Housing Complaints will continue ensure that wherever possible timescales on complaints and MEs are met and that the quality of

responses improves following what might be considered an understandable drop-off in this past financial year. The rolling programme of 1:1 and group training sessions with newly-appointed officers in Housing will continue to take place during 2018 and into 2019.

- The Lead Officer for Housing Complaints will again need to impress upon colleagues the need to ensure that drafts for complaints and MEs are prepared and available for comments well before the 'due date'. This is especially relevant given the relatively poor performance on ME turnarounds across Housing during the past year. While it is appreciated that officers will have existing caseloads and duty requirements, allocations of complaints/MEs will have to be factored in to take account of any deadlines.
- The Lead Officer for Housing Complaints will work to generally improve the standard of information and responses provided to stake-holders and ensure that the good working relationship Housing tries to maintain with the support staff of local MPs and ward Councillors continues.

Jon Morcom  
Lead Officer – Housing Complaints and Enquiries

9 July 2018



## Appendix A - brief complaint descriptions from 2017/18

- Complaint about service received from Gareth Marshall and conflicting advice provided by officers responding on the 3008 number.
- Complaint about service received from Housing. TA not provided pending outcome of review.
- Complaint that temporary accommodation provided to granddaughter is unsuitable - on the "Estate of Terror" - where a previously vulnerable young woman had just been moved from. Suggested that Housing has failed in its duty of care to client's child.
- Complaint that the fact that Housing has not provided client with 3-bedroom accommodation is the result of disability discrimination.
- Complaint that offer of temp accom was unsuitable, despite Accom Team having full details of family's mobility issues.
- Complaint about condition/suitability of temporary accommodation
- Complaint about offer of temporary accommodation and 'discrimination' regarding the manner in which Leo Tapia has conducted enquiries into client's case.
- Complaint that Housing Department did not warn tenant about the potential risk of flooding before accepting tenancy.
- Complaint that client was not advised why property in which he was interested was given to somebody else.
- Complaint about delay in providing temporary accommodation.
- Complaint about not being short-listed for a property in Brewster Gardens.
- Complaint about condition of room in temporary accommodation in Haveli Hotel.
- Complaint about condition of temporary accommodation.
- Complaint about visit to property by Smart Housing Group while family absent - allegation of theft of £100.
- Complaint that notice has been served on temporary accommodation property.

- Complaint about suitability of and state of repair of temporary accommodation. Delay in processing suitability review.
- Complaint that applicant was shortlisted to view a property but that she was subsequently told she could not view and was not a priority.
- Complaint about longstanding outstanding repairs in temporary accommodation.
- Complaint about processing of DFG adaptation.
- Complaint about arrears accrued in temporary accommodation. Client claims she was coerced into signing NST and that she should not be liable for rent as she was not in receipt of HB for period in question.
- Complaint about referral process to supported accommodation. Accusation that Joanne Marshall has provided inaccurate information, prejudicing her chance of being accepted for housing.
- Complaint that housing management company Finefair has disposed of client's belongings.
- Complaint that client has been wrongfully served a first written warning regarding breach of tenancy.
- Complaint that eligibility for support has been removed for single person who is a former care leaver.
- Complaint about loss of personal data by TMO officers and impact on refunds for rent and garage charges.
- Complaint about provision of temporary accommodation, other applicants being prioritised above client.
- Complaint about having to move within temp accom for second time in seven months. Client wants permanent accommodation as she has been in TA for ten years.
- Complaint about condition of property and management of same by Elliot Leigh.
- Complaint that applicant has been told she cannot bid. Has also suffered some hardship in different TA units.
- Complaint about allocation of housing points and discussions with Emma Oppon during offer process.
- Complaint about delay in review stat review process - James Hermida

- Complaint about temporary accommodation charges, condition, suitability, poor communication.
- Complaint that Housing Adviser has taken too long to decide his case and that TA is damp and unsuitable (client was burgled). Claims it was Asset Grove employees.
- Complaint about gas and electricity certificates - claim that baby has suffered CO poisoning.
- Complaint about suitability of TA and outcome of review of same by Dominic Stack
- Complaint about TMO's management of cyclical works.
- Complaint that current TA is unaffordable and too far from caring responsibilities. Client looks after her sister's (Grenfell survivor) four children.
- Complaint about dealings with Simone House during course of homelessness approach
- Complaint about way in which Jez Dyer is managing the client's part VII homeless application. Concerned that questions he's asked imply that she's not telling the truth about her conditions.
- Two letters from client - one to TA about Theori's management of his TA and another to Amanda Gill about re-housing issues.
- Complaint about time taken for duty to be accepted and current inability to bid for permanent accommodation
- Complaint about harassment from employee in hotel temporary accommodation
- Request for information about client housing status history and potential move.
- Complaint about dealings with Accommodation and Income Team - misinformation provided regarding move between TA units.
- Request for information in regards to homelessness and request for priority housing status
- Request for written decision on homelessness decision
- Request for permanent accommodation
- Reported delay in housing review/decision

- Temporary accommodation repair request and removal of furniture request which reports has not been responded to.
- Request for apology and acknowledgement of maladministration on behalf of RBKC and request for formal procedure to be put in place for RBKC freehold properties to secede from the KCTMO and be managed by RBKC like Lancaster West Estate.
- Client requesting suitability assessment be changed to local priority rather than greater London. Query on area policy and duty to rehouse within borough or nearby surrounding boroughs only.
- Request for information in regards to those who were waiting to be housed and were priority and as a result of Grenfell applicants this is no longer the case. Advises the situation is distressing. Would like to be informed what is going to happen.
- Request for investigation into logging of telephone calls
- Complaint that council knew of an applicant's history of erratic behaviour before allocating them a property in the same block as the complainant.
- This has led to exceptional and continuous instances of ASB.
- Complaint that temporary accommodation is unaffordable and that client is in arrears having flagged up her concerns before accepting the property.
- Complaint about location of temporary accommodation and medical information being ignored.
- Complaint about treatment by council and delay in re-housing following fire at Grenfell Tower.
- Complaint about TA charges, time taken to reach decision on case and request for a room change being ignored.
- Complaint about Council's efforts to rehouse Grenfell client. Particularly critical of Allocations and the manner in which limited numbers of properties have been made available for bidding.
- Complaint about approach of Housing Advisor, Bairbre White. Claims she was patronising and unhelpful.
- Complaint about manner in which Sisi Gast has dealt with housing application/suspension/withdrawal of offer.
- Complaint about dealings with Robbie Graham.



- Complaint about manner in which Housing Advisor (Anne Corkery) has provided advice/assistance following homelessness approach.
- Complaint about condition of temporary accommodation.
- Complaint lodged on client's behalf by North Kensington Law Centre about manner in which client's temporary accommodation has been managed. Particularly unhappy with threatening nature of voicemail messages left by Grenfell Housing Team.
- Complaint about dealings with Rochelle Wong who she accuses of having lied and displayed a bad attitude.
- Complaint that Housing Advisor approached and gave information to a family member with whom the applicant had a hostile relationship.
- Complaint about move into alternative temporary accommodation - lack of utilities, debt on the meter etc.
- Complaint about suspension of bidding through CBL - family desperate to move.
- Complaint about state of repair of temporary accommodation
- Complaint about the amount of time it's taking to be provided with alternative TA.
- Complaint about condition of temporary accommodation.
- Complaint about service from TA team and suitability of TA.
- Complaint about dealings with Income Team and misdirection on HB claims.
- Complaint about dealings with Anne Corkery
- Complaint about lack of support in temporary accommodation and discharge of duty
- Complaint that Council has not provided assistance with rehousing. Cites Alison Moore and Robbie Graham
- Complaint about temporary accommodation and priority points award.