

Appendix A

CYNGOR SIR POWYS COUNTY COUNCIL

Housing Services

Council Housing Estate Management Policy

Version	For Portfolio Holder decision (24-01-2017)
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Housing Services

Council Housing Estate Management Policy

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Policy background and coverage

- a. Powys County Council's Housing Service (the Council) will aim to manage its estates efficiently and effectively to ensure that Council estates provide a high quality living environment for Council tenants and others that live, work and visit the estates.
- b. This policy details the arrangements for the management of estates owned and managed by the Council's Housing Landlord Service. Management includes, in conjunction with residents, achieving and maintaining clean, tidy and well cared for estates.
- c. The estates include hardscaped and landscaped areas, as well as the communal areas in buildings, mainly blocks of flats and communal facilities, like communal rooms.
- d. In this policy the following tenures are used:
 - I. Tenants: Council housing tenants;
 - II. Leaseholders: Council housing leaseholders of flats;
 - III. Home owners: owners of (most times) Right to Buy homes;
 - IV. Residents: everyone living on the estate.

1. Estate environment

1.1. Objective

The Council will monitor the quality of the environment on Council housing estates.

1.2. Estate Inspections

- a. The Council will organise at least once every 12 months a joint estate inspection. These planned inspections are open to residents and other stakeholders. The frequency of inspections depends on the severity and number of issues.
- b. Estate inspections monitor the condition of the estate, including:
 - I. outstanding repairs to communal areas, including entrances, landings, stairs and stairwells and paths
 - II. poorly maintained gardens and boundaries
 - III. abandoned or nuisance vehicles on communal land
 - IV. parking issues
 - V. performance of the grounds maintenance contractor
 - VI. performance of the cleaning contractor
 - VII. vandalism and graffiti
 - VIII. work required to trees and hedges on communal land
 - IX. the condition of garage areas, allotments, play areas etc.
 - X. the condition of lighting
 - XI. the existence of pest infestations on communal land
 - XII. the cleanliness and condition of bin stores and refuse collection points
 - XIII. accumulation of litter; rubbish and fly tipping
 - XIV. encroachments
 - XV. any other issues that have a negative impact on living on the estate.
- c. Those who take part in joint inspections, will be informed which actions the Council will take to address identified issues.
- d. In addition to the joint estate inspections, Council officers will undertake regular inspections and take action if required.

2. Property visits

2.1. Objective

The Council will ensure that tenants are complying with their tenancy conditions and prevent the deterioration of the premises.

2.2. New tenancy visit

Within six weeks following the start of the tenancy, Housing Management & Options Officers will arrange a 'new-tenancy-visit'. This visit aims to establish how well the new tenant is settling in and to answer any questions they may have about their home, their tenancy and their neighbourhood.

2.3. Visiting after concerns

- a. Where a serious concern has been raised, there will be a home visit to investigate any potential breaches of the tenancy, or identify support-need for the tenant.
- b. Examples of raised concerns are listed below; the list is not exhaustive:
 - I. rubbish accumulating outside a property or in a garden
 - II. hoarding
 - III. high levels of dog fouling in the garden
 - IV. disconnected water or electricity supply
 - V. neglected animals
 - VI. abandonment
 - VII. unauthorised changes made to the property
 - VIII. unauthorised occupants
- c. The Council will provide the tenant with advance notice of the intention to visit the property. Where the tenant fails to provide access to their home, following a written notice to inspect the property, the Council will take action to secure access to undertake an inspection.
- d. Where concerns are raised about alleged criminal activity on the premises, the police will be informed.

2.4. Deterioration of premises

- a. Where it is found that the tenant is failing to comply with their conditions of the tenancy, in particular failing to maintain the premises in good condition, the Council will write to the tenant advising them of the work they need to carry out and the timescale for its completion.
- b. Where the tenant fails to comply with the request for work to be completed within the set timescale, follow up action may be taken. The action will be proportionate to the issues presented by the tenant, but could include one or more of the following:

- I. follow up visits
- II. referral to agencies, for example Social Services or support providers
- III. legal action, for example injunctions, possession proceedings or warrant of entry

3. Improvements, maintenance and cleaning

3.1. Objective

The Council will ensure that the environment and communal areas on Council estates are maintained to a good standard and achieve at least the Welsh Housing Quality Standard (WHQS).

The Council will ensure that:

- I. communal areas within blocks of flats and sheltered schemes are regularly cleaned
- II. grounds maintenance takes place
- III. communal installations are serviced

3.2. Cyclical maintenance

- a. Cyclical maintenance works are programmes which are repeated at regular intervals. The Council's cyclical programmes include the following:
 - I. maintaining landscaping and grounds of communal areas
 - II. maintaining weather tightness of external surfaces
 - III. decorating external surfaces and internal surfaces in communal areas
- b. The Council will publish details of the properties that will benefit from the cyclical maintenance programme each year. The information will be published in the tenants' newsletter and on the Council's website.

3.3. Responsive maintenance

The Council will have a responsive maintenance service that deals with repair requests.

3.4. Improvements

- a. The Council will, each year, make provision within the capital and revenue programme to improve the environment on estates.
- b. The Council will undertake resident engagement activities to identify issues of concern to local residents on their estates and will develop a programme of works to address these issues.
- c. Where the Council plans to undertake environmental improvement works, there will be consultation with residents in the immediate area of the works, before the works start.

3.5. Service Contracts

- a. The Council will agree contracts for:

- I. the cleaning of communal areas, communal rooms and shared facilities
 - II. the maintenance of grounds, like: grass, shrubs and trees
 - III. the maintenance and servicing of installations, like: lifts, stair lifts and door entry systems
- b. The contracts will be agreed for a specified period of time, ensuring a balance of quality and cost with the successful contractor is achieved.
 - c. The Council will provide details of the specifications and schedules to residents, who pay for the services. The information will include:
 - I. contact details of the contractor providing the service
 - II. the regularity that works are to be undertaken
 - III. the specification that the contractor is required to work to
 - d. Tenants and leaseholders of flats will have to pay a service charge for services in addition to the rent. The Council may charge home owners, depending on the specific circumstances.
 - e. Where the use of a communal room and facilities in sheltered schemes is open to others, the cleaning costs will be shared, and charged to all users.
 - f. The Council will inspect communal areas and grounds on a regular basis to monitor the quality of the services.
 - g. The council will investigate complaints about the quality of the services.

4. Fire safety

- a. The Council will have a Fire Safety Policy and will ensure annual fire risk assessments are carried out in communal areas in blocks of flats and communal facilities.
- b. The Council will follow up on issues identified and recommendations in the assessment reports.
- c. The Council will identify tenants and leaseholders living in flats, who are especially at risk. The Council will agree the personal evacuation plan whilst carrying out the home visit. In addition a referral will be made to the Fire Service for a Home Fire Safety visit.

5. Resident involvement

- a. The Council supports groups of residents, like tenants' and residents' associations, that would like to improve their Council estate.
- b. The Council organises activities, like for example garden competitions or litter picks, to encourage residents to improve the environment on estates.
- c. In addition the Council will, from time to time, organise estate based events to obtain the views of all residents on an estate about the strengths and weaknesses of their estate, and use the findings from these activities to develop its estate improvement programme.

6. Litter and waste

6.1. Objective

The Council will ensure that accumulations of litter and rubbish in communal areas, on estates is removed.

The Council will work with the Recycling Service to support tenants to recycle and reduce waste.

1.1. Removal of litter, rubbish and fly tipping

- a. Residents are responsible to keep communal areas, like stairways, hallway, landing, yard etc. free from litter and obstacles.
- b. Where the Council receives a complaint about a dangerous situation caused by littering, rubbish dumping or fly tipping on land managed by the Housing Service, the Council will aim to have this removed within one working day.
- c. The Council will aim to have other litter and waste, which can't be removed by residents, removed within 5 working days.
- d. Where the Council is aware of the person who deposited litter, dumped rubbish or fly tipped, the Council will contact the person and may recharge any incurred costs.

1.2. Waste awareness and enforcement

- a. The Council will work with Powys County Council's Waste Awareness and Enforcement Officers to assist residents in managing their waste, where issues arise.
- b. The Council will work with Powys County Council's Environmental Health Officers and Waste Awareness and Enforcement Officers, to carry out enforcement where:
 - I. waste is still disposed inappropriately, after raising awareness
 - II. non household waste is dumped
 - III. waste causes a danger to the public

7. Vehicles

7.1. Objective

The Council will have abandoned vehicles removed and deal with nuisance vehicles on Council estates. The Council will manage parking by encouraging residents to park their vehicles considerately and only allowing parking of certain vehicles on communal car parking areas.

7.2. Vehicle definition

In this policy, vehicles include any vehicle. It includes, but is not limited to, cars and motorcycles for private use, commercial vehicles, builders vans, heavy goods vehicles, taxis, mini buses, tractors, ice-cream vans, the chassis of a car or motorbike, trailers, caravans, motorhomes, mobile food trailers, buses, boats etcetera.

7.3. Parking

- a. There is no right for a tenant or other resident to a parking space on communal parking areas or estate roads.
- b. Areas used for communal parking, like residents car parks, parking bays or any other area used for communal parking should be used by residents and their visitors for parking of the following vehicles only:
 - I. cars and motorcycles for private use
 - II. a campervan that is below 3,500 kg gross vehicle weight and the only means of transport
 - III. a commercial vehicle that is below 3,500 kg gross vehicle weight and primarily for private use or the only means of transport
- c. It is the Council's policy not to give permission to park any other vehicles.
- d. Where unauthorised parking of vehicles takes place the HMOO may contact the vehicle owner asking to remove the vehicle within a reasonable timescale, typically 14 days.
- e. If the owner or their address is unknown a Vehicle Removal Notice will be attached to the vehicle.
- f. At locations where there are no defined on street parking bays or on street waiting/loading restrictions, drivers must consider the rules and guidance set out in the Highway Code before parking their vehicle at any location.
- g. Vehicles may be parked within the boundary of the premises if there is a properly constructed dropped kerb and driveway or garage.
- h. Any vehicle may be parked in a garage, whether the garage is located on the premises or elsewhere on the estate.

- i. The Council will not allow parking of vehicles which are untaxed, unroadworthy or unsafe on any of the Council's estate public areas.
- j. Parking offences may be dealt with by civil enforcement officers or the police.

7.4. Abandoned and nuisance vehicles

- a. Abandoned vehicles or vehicles causing a nuisance may be reported to the Council's civil enforcement officers (CEOs). They can be contacted by:
 - I. sending a report from www.powys.gov.uk
 - II. e-mail: tls.helpdesk@powys.gov.uk
 - III. telephone 0845 6027035 or 01597 827465.
- b. It is likely a vehicle is abandoned if one of the following applies:
 - I. They have no keeper on the DVLA's database and are untaxed.
 - II. They're stationary for a significant amount of time.
 - III. They're significantly damaged, run down or unroadworthy; like flat tyres, wheels removed or broken windows.
 - IV. They're burned out.
 - V. They have number plates missing.
- c. It is likely a vehicle is a nuisance if one of the following applies:
 - VI. Nuisance caused by the presence of more than one vehicle offered for sale by the same person or business.
 - VII. Nuisance caused by repairing a vehicle on the roads as part of a business and which is attempting to use the road as a mock workshop.
- d. Residents should not carry out any repairs or maintenance to any vehicle, other than routine repairs to a vehicle belonging to the resident. Annoyance to persons in the vicinity caused by repairing, might be classified as a nuisance.

7.5. Enforcement

- a. The Council will consult with the Council's Legal Service and/or Civil Enforcement Officer to consider the best course of action. This may result in removing a vehicle or addressing a breach of a tenancy agreement or sale covenant.
- b. Where possible the Council will look to recover incurred costs in dealing with vehicle related issues from the registered keeper or owner.

8. Pest control

8.1. Objective

The Council will take action to address pest infestations in communal areas managed by the Housing Service and will work with tenants to address pest infestations in individual properties.

8.2. Pest infestations in communal areas

- a. The Council will work with private contractors to address infestations on communal areas on housing estates, including:
 - I. rats
 - II. cockroaches
 - III. fleas
 - IV. wasp nests
 - V. bees nests
 - VI. any other animals that represents a risk to the health and safety of residents.
- b. The Council will aim to deal with pest infestations in communal areas within 2 working days or within 24 hours if the infestation represents a risk to the health and safety of residents.

8.3. Pest infestations in individual homes

- a. Residents will be responsible for addressing pest infestations on their premises. Information leaflets are available on the Council's website. Residents that are enquiring treatment of pests will be advised they should look for a private pest control company and pay for it themselves.
- b. Only where an infestation in the home of a tenant or leaseholder is the result of a structural defect, the Council will repair the defect and cover the cost of removing the pest infestation.
- c. Where the behaviour of a resident is identified as a probable cause of a pest infestation the Council will contact the resident and advise them of this view and request that they take appropriate action to eradicate the infestation and prevent further occurrences.
- d. Where a resident has failed to act, the Council will take further action to remedy the situation and recharge the cost to the resident.

9. Pets and animals

9.1. Objective

The Council will support responsible pet ownership amongst tenants and outline the conditions under which tenants may keep animals.

9.2. Keeping pets

- a. Tenants are responsible for the health and welfare of their pets, their day to day management and care. They are responsible for the control of their pets and any pets visiting.
- b. Tenants living in flats must seek written permission to keep pets. Permission will not be unreasonably withheld.
- c. Tenants of bungalows and houses - are allowed to keep one dog or up to two cats, without written permission.
- d. Tenants must seek written permission if they would like to keep more dogs or cats, farm animals, dangerous or undomesticated animals or other pets or animals that are likely to cause damage or nuisance. Permission will not be unreasonably withheld.

9.3. Alterations and improvements to meet the needs of pets

- a. Tenants must seek the Council's permission before installing an aquarium above ground floor level.
- b. Tenants wishing to construct outside accommodation for their pet, other than a hutch and exercise pen for small mammals, must first seek written permission from the Council to change the premises.

9.4. Breaches

- a. The Council will investigate reports of noise, fouling, damage or any other nuisance caused by pets. The Council will attempt to contact the pet owner, to discuss any issues.
- b. The Council will contact the RSPCA if there are concerns regarding animal welfare.
- c. Any tenant who exceeds the number of pets permitted by their tenancy agreement, will be contacted to remedy the situation if any concerns are raised. This means either obtaining written permission or reducing the number of animals.
- d. Where a breach of tenancy continuous to exist and creating an unwanted situation according the Council, enforcement action may be taken.

- e. Dogs listed in the Dangerous Dogs Act 1991 and any animal listed in the Schedule of the Dangerous Wild Animals Act 1976 may not be kept. The keeping of such animals will be viewed as a serious breach of the tenancy and will result in action being taken.

10. Emergency access to homes

10.1. Objective

The Council will ensure its officers or contractors do not access homes without consent of the tenant or leaseholder, unless there is a threat to the health and safety of people or a risk of significant damage to property.

10.2. Emergency access

- a. The Council will arrange access to a property, to undertake a repair, with the tenant's or leaseholder's consent.
- b. In exceptional circumstances it may not be possible to contact the tenant or leaseholder to get permission to access to undertake an emergency repair to prevent a threat to the health and safety of people and/or significant damage to property.
- c. The police will be informed and they will be asked to be present when accessing emergency access.
- d. Where the police is unable to attend the Council will seek advice from the police on accessing the property.
- e. Where the Council has secured emergency access to a property, they will notify the tenant or leaseholder including the steps taken to contact them, the reasons why access was needed urgently and the repairs completed in the property.
- f. The property will be secured following the emergency access and the tenant or leaseholder will be advised of how they can regain access.
- g. Where the Council has gained emergency access, the Council will make good any damage to the property.
- h. Where the tenant could not have prevented the emergency repair the damage will be repaired at no cost to the tenant.
- i. Where the emergency repair could have been prevented by reasonable action of the tenant, the incurred costs may be recharged.
- j. Leaseholder will be recharged according the terms of their lease agreement.

11. Items left behind in vacant property

11.1. Objective

The Council will remove items left behind by tenants after the end of the tenancy.

11.2. Inspection

- a. It is the tenant's responsibility to ensure that no goods are left behind in the premises after the tenancy ends. Where an inspection takes place before the tenant moves out, the tenant will be informed of this.
- b. After the tenancy has ended and the tenant has moved out, the Council officers will inspect the premises and make a list of goods left behind and the condition of those goods. The Council officer will take photographs of the goods.
- c. Following the death of the tenant who was the sole occupant of a dwelling the Council will liaise with the tenant's family, or the executor of the estate.

11.3. Removal of goods left behind

- a. If the goods left behind in the property are perishable and/or of low value, the Council will arrange removal and disposal of the goods. The former tenant will be informed and recharged for the costs incurred.
- b. If the goods in the property are of a substantial value, the Council will store the goods for a period of 28 days. The former tenant will be informed that they can collect the goods, after paying incurred costs.
- c. Where the former tenant does not make arrangements within 28 days to collect the goods, the Council will arrange the sale of the goods by auction. The proceeds of the sale, less the Council's costs in establishing the former tenant's whereabouts, removal, storage and sale by auction, will be credited to the former rent account and the former tenant can claim any positive balance back.
- d. Where the whereabouts of the former tenant are unknown, and the goods left behind are of substantial value, a notice will be secured to the front door or other prominent place on the outside of the property. The notice will state that the Council will store the goods for a period of 3 months before selling at auction.
- e. During the 3 months the Council will take reasonable steps to establish the whereabouts of the former tenant, like for example:
 - I. asking neighbours and next of kin
 - II. carrying out a web search
 - III. looking in the phonebook

- IV. enquiring the Council Tax department
- V. searching the electoral register

12. Rented garages

12.1. Introduction

The Council will ensure Council owned garages on housing land are well managed, income is maximised and an effective service for garage tenants is provided.

12.2. Letting of garages

- a. The Council will operate a register with applicants who would like to rent a garage. Applicants who have any outstanding debt to the Housing Service will have their application suspended until the debt is repaid.
- b. The Council will determine who will be offered the tenancy of the vacant garage on the following basis.

Priority	
1	Council tenants and leaseholders living on the estate on which the garage is situated and who do not already rent a garage from the Council.
2	Other people who live on the estate on which the garage is situated and who do not already rent a garage from the Council.
3	Council tenants who do not live on the estate on which the garage is situated and who do not already rent a garage from the Council. Council tenants that already rent a garage from the Council and live on the estate.
4	Anyone else who qualifies.

- c. Applicants within the same band are prioritised by the date they have been accepted on the register.
- d. Each household will be limited to rent no more than two garages.
- e. If a garage tenant moves or has moved off the estate, the Council will end the garage tenancy to be able to re-allocate the garage in line with the priority categories, where there are applicants on the register in priority groups 1 & 2.

12.3. Management of garage sites

- a. All garage tenants will be required to sign the Council's garage tenancy agreement.
- b. The Council will charge tenants a rent, payable in advance. The Council decides annually if the rent will be increased.

- c. Garage sites are included into the programme of estate inspections. Where it comes to the Council's attention that the garage tenant has breached their tenancy agreement, the garage tenant will be contacted and requested to remedy the breach of tenancy.
- d. Where it comes to the Council's attention that the garage tenant has continued to breach their tenancy agreement, further action will be taken, which could include recovering possession of the garage.

12.4. Future use of garage sites

- a. The Council will decide on the future use of each garage site.
- b. The Council aims in every case to seek a solution that is both economically viable in the long term and adds benefit to the local community, either through the continued provision of garages or through an appropriate alternative use.
- c. For each site there are three main options:
 - VII. to retain the garage stock and continue to invest in it
 - VIII. to sell the garages off to a private provider with the understanding that the private provider would invest in the garage site
 - IX. to demolish the garages and use the land for an alternative use such as increased parking provision or new housing or general amenity land such as a grassed area to provide a green space
- d. Where demand is high and the costs of repairs are not prohibitive the Council will maintain and improve the garage stock.
- e. Where there are a significant number of empty garages caused by lack of demand and the costs of repair or improvement are such that the investment is not economically viable, the Council will consult with the local community about future use.
- f. In every case where the Council identifies a site for disposal or demolition the Council will produce a business case and put this, together with the results of community consultation to the Portfolio Holder for final decision.

13. Lease and disposal of Housing land

13.1. Objective

The Council will ensure it follows a clear and transparent process when leasing and disposing of land owned by the Council in line with the Corporate Asset Policy.

13.2. Lease of land

- a. The Council may lease land to individuals and organisations for the use of allotments, car parking, play areas, self-constructed garages or other use.
- b. The Senior Management Team will decide on requests to lease out land, on a case by case basis.
- c. Lease agreements will be requested via the Council's Valuation Team. Legal Services will only act upon formal instructions from the Valuation Team. This will help to ensure that:
 - I. the Council commits only to fair and legally reliable lease agreements
 - II. the assets are properly managed
 - III. all the relevant Council teams are notified, including Finance, Valuation, Terrier, Revenues and Benefits
 - IV. the terms of the lease agreement are properly recorded in the Council's various databases including the Asset Register
 - V. the Council is not exposed to risk or liability
- c. The leaseholder is required to sign a lease agreement with the Council and the leaseholder will be charged.
- d. Where leaseholders breach their agreement, the Council will contact them and request that they remedy the breach.
- e. Where there is a continued breach, the Council will take further action which could include recovering possession of the land.

13.3. The disposal of Council homes

- a. The Senior Management Team can determine that a residential property is no longer required to the Housing Service, due to:
 - I. absence of demand to rent a property and no foreseeable demand
 - II. it not being financially viable to achieve and maintain the Welsh Housing Quality Standard
- b. The Council's Valuation team will be consulted to determine how to best dispose of the asset.

- c. A decision to whether residential property should be disposed of is delegated to the Portfolio Holder responsible for Housing.

13.4. The disposal of surplus land

- a. The Senior Management Team can determine that Housing land is no longer required to the Housing Service.
- b. The land will then be declared surplus and Corporate Property will be informed. This also applies to an alternative use of the land.
- c. The procedure in the Corporate Assets Policy will be followed to dispose of the land. The options to dispose of land are:
 - I. internal transfer within the Council
 - II. sale to a registered social landlord or Local Health Board
 - III. community asset transfer
 - IV. sale on the open market

14. Encroachment on housing land

14.1. Objective

The Council will ensure encroachment on Housing land is addressed.

14.2. Definition

Encroachment is defined as the unauthorised use and / or enclosure of Council property over a sustained period of time. Examples are:

- I. homeowners or organisations gradually incorporating strips of adjacent Council land for their gardens, lawns or dwelling curtilages
- II. land-owners enclosing an adjacent Council-owned land parcel and maintaining it for their own use

14.3. Addressing encroachment

- a. Any suspected land encroachment will be investigated by the Council's Corporate Property Team.
- b. Where satisfied that an encroachment is being committed, the Corporate Property Team will notify Legal Services.
- c. Legal Services will advise what action the Council will take to remedy matters. Where costs are incurred by the Council to remedy the encroachment, the Council will seek to recover these costs from the perpetrator.

15. Unauthorised occupation

15.1. Introduction

The Council will remove unauthorised occupiers, like trespassers or squatters from the premises.

15.2. Remedies

- a. The Council will investigate any suspicion of unauthorised occupation.
- b. Where the Council is satisfied that there is a case of unauthorised occupation, the Council will seek possession of the property.
- c. Where the court grants possession and the occupier fails to vacate the property, within a specified period, the Council will apply to the court for a warrant for the unauthorised occupier's eviction.

16. Equalities

16.1. Introduction

The Council is committed to giving an equal service to all.

16.2. Procedures and practices

- a. The Council's staff and contractors will operate in such a way to ensure that their procedures and practices are sensitive to the needs of individual residents. They will ensure that they do not discriminate in any way.
- b. Enforcement and application of this policy will from time to time need to be tailored to meet the needs of individuals. All cases will be considered on an individual basis.

16.3. Information

- a. The Council will in all reasonable circumstances make information available in a variety of information formats, including for example:
 - I. Braille
 - II. large print
 - III. audio tape
- b. Where specialist services are required to ensure that information is accessible to the tenant or member of their family, the Council will provide these specialist services where reasonable.

17. Reviewing decisions, complaints and compliments

17.1. Introduction

The Council is committed to improve service delivery, and put right any mistakes.

17.2. Review

Anyone that is affected by a decision of the Council's Housing Service is entitled to ask an independent review from a manager or team leader that was not involved in making the decision.

17.3. Complaints and compliments

- a. The Council welcomes all feedback from customers, because it helps to improve services.
- b. When the Council receives a complaint, the Corporate Complaints Procedure will be followed.
- c. The Council will aim to clarify any issues which are deemed unclear.
- d. Where possible, the Council will put right any mistakes it may have made.
- e. Where the Council gets something wrong, it will apologise and where appropriate try to put things right.
- f. The Council will aim to learn from good practice and mistakes and use the information gained to improve services.

18. Review of this policy

- a. This policy will be reviewed by the Council every three years unless there are circumstances that require a review, for example a change in legislation or regulation.
- b. Where there has been a change in legislation which has an impact on the policy, the policy will be reviewed within 3 months of the legislation or regulation coming into effect.