



Winchester

City Council

You “said” we did 2021/22

Detail of Complaint received	Service Improvement implemented
<p>A new tenant complained about items that were agreed to be left in the property from the previous occupier. When the new tenant moved in a number of the items were not fit for purpose</p>	<p>The items were left at the request of the new tenant, the council is not responsible for checking and testing items. We have improved our procedure to make this clearer to tenants when requested to leave items of furniture.</p>
<p>A tenant living in an older persons bungalow thought they could purchase the property under the right to buy scheme (RTB) as they received a standard letter confirming tenancy made secure which includes new rights listing RTB as one of these</p>	<p>Letter amended so that it's clear not all tenants have the RTB, its dependent on property type. Procedures changed so that checklists record this was discussed with tenant at sign up and new tenancy visits confirming they are aware they do not have the RTB.</p>
<p>A tenant called the out of hours to report a pumping station was leaking at, as instructed on a notice board at the pumping station. The out of hour's team had no record of such sites.</p>	<p>The out of hours manual to be updated to include pumping station to respond to in an emergency.</p>
<p>A customer wanted to know why the policy is to give council tenants priority to garages</p>	<p>Due to the unique circumstances of these garages we have amend our general allocations policy from immediate effect by removing the priority for Council tenants at these two locations. These garages will instead be let in line with time on the waiting list. A review of the garage policy to go on the business plane for 2022/23</p>