

ESSENTIAL REFERENCE PAPER 'D'

Department	Customer and Community Services	Outcome
COM 208 - Environmental Grounds	Damage to grass verge	Arranged with Contractors to fix damage
COM 198 - Environmental Grounds	Stage 2: Large shrubs and trees on EHC land adjacent to property	Mapping error with regard to Land Ownership, Council originally accepted no responsibility for issue but a mapping error some 15 years ago was realised and Council agreed to manage the Trees which the subject of the complaint
COM 215 - Environmental Waste	Strangers looking through bins in Walkern with no announcement and rudeness by officer	Raised with Contractors who were undertaking some sampling work, on the Councils behalf, in what residents were putting in their bins
COM 229- Environmental Waste	Non collection of blue lidded black wheeled bin	Raised issues with Contractors coming to an agreement on where to present bins in future
COM 239- Environmental Waste	Non collection of Black wheeled refuse bin.	Raised issues with Contractors coming to an agreement on where to present bins in future
COM 266- Environmental Waste	Refuse Collections during rush hour	Raised issues with Contractors to see if can work a better route for this street at a more manageable time of day
COM 238- Environmental Waste	Bin not returned to the boundary after collections	Raised issues with Contractors and agreed that bins are returned to the correct place following collection
COM 256- Environmental Waste	Stage 2: Non collection of black wheeled refuse bin	Raised issues with Contractors but also suggested to resident an alternative method of presenting their bins on boundary
COM 243- Environmental Waste	Non collection of Brown wheeled bin	Raised issues with Contractors, coming to an agreement on where to present bins in future
COM 269- Environmental Waste	Non collection of black domestic bin on boundary	Raised issues with Contractors and apology issued to the customer
COM 270 - Environmental Grounds	Damage caused by a refuse HGV to the verge kerb.	Arranged with Contractors to fix damage with liaison from HCC
COM 231- Environmental Waste	Non collection of Brown wheeled bin	Raised issues with Contractors and agreed with the resident an alternative method of identifying bins and collections

Department	Internal and Financial Services	Outcome
COM171 Business Rates	Business rate delay in reply	Error with EH records which was updated and apology offered
COM184 Revenues	Council Tax Discounts	Agreed to work to a compromise with a customer who was pleading to be exempt of paying council tax on a property damaged and inhabitable by fire
COM173 benefits	Housing Benefit	Admitted that there had been some errors in the handling of the claim but could not accept call handling charges as requested by customer
COM213 Benefits	Housing Benefits	Apologised for the delay in getting back to the customer
Department	Internal and Financial Services	Outcome
COM193 Housing	Housing Options	A review of the communication between staff and resident and a discussion around the need to be impartial to all parties with regard to conduct
COM233 Planning	Land rear of 45-49 Hoddesdon Road	Agreed that there needed to be greater consultation with Council's engineer regarding Flood Risk Assessment but ultimately, this did not affect the final outcome. All of the other elements of the complaint were not upheld.