E – K by Scheme

Scheme	Number of complaints	Complaint category
E.S.P.S. (093)	1	Delay in Completing Works
Ealing Road (017)	1	Challenge to Diagnosis
Earls Ct Rd & West Cromwell Rd (018)	7	Other
		No cleaning
		Delay in Completing Works
		Appointment not Kept
		Appointment not Kept
		Grounds Maintenance Incomplete
		Appointment not Kept
East View Place (S2354)	4	Delay in Completing Works
		Work not Complete
		Tenancy/Lease Management
		Key & Fob Management
Eaton Ave-Huntercombe (S2294)	1	Build Design & Quality
Eaton Ave-Huntercombe (S2294)	1	Condition of Estate
Elm Park Road (632)	2	Nuisance & Anti-social Behaviour
		Delay in Completing Works
Emerald House + Garnet House (P1446)	1	Build Design & Quality
Engineers Court (S2370)	2	Delay in Completing Works
		Quality of Work
Fairfax Mews (019)	2	No cleaning
		Conduct of Contractor
Fallows & Orchard Dene Road (P1390)	3	Quality of Work

		Quality of Work Cleaning Incomplete
Fallows Road (S2309)	**1**	Build Design & Quality
Faraday Place & Ramsey Cottage (P1429)	**2**	Quality of Work Service Charge Increase/Breakdown
Faraday Place (P1442)	**3**	Delay in Completing Works Cleaning Incomplete Delay in Completing Works
Fern Lea (359)	**1**	Other
Foden Road (160)	**1**	Conduct of Contractor
Fox House & Liberty House (S2285)	**1**	Conduct of Contractor
Franklin Street (134)	**2**	Delay in Completing Works Appointment not Kept
Galileo Court (631)	**7**	Challenge to Diagnosis Lettings Process Other Delay in Completing Works No Grounds Maintenance Appointment not Kept Disrepair Protocol
Gauntlet Close (701)	**1**	Appointment not Kept
Gibson Drive (P1441)	**1**	Delay in Completing Works
Glossop House (403)	**1**	Quality of Service
Gogmore Farm Close (021)	**2**	Appointment not Kept Appointment not Kept

Goldfinch Crescent (S2316)	**1**	Build Design & Quality
Green Road (P1424)	**3**	Delay in Completing Works Build Design & Quality Other
Greyhound Close (022)	**3**	All Estate Services Bulk Rubbish Appointment not Kept
Grove Village (219)	**3**	Delay in Completing Works No Grounds Maintenance Other
Gurnard Close (023)	**3**	Appointment not Kept Grounds Maintenance Incomplete Cleaning Incomplete
Hallmark Close (103)	**2**	Delay in Completing Works Appointment not Kept
Hammersmith Hospital (662)	**1**	Out of Hours Service
Hanger Court (607)	**1**	Appointment not Kept
Harris Close (025)	**18**	Work not Complete Conduct of Contractor Out of Hours Service Nuisance & Anti-social Behaviour Appointment not Kept Delay in Completing Works Conduct of Contractor Communication Failure

		Delay in Completing Works
		Challenge to Diagnosis
		Conduct of Contractor
		Disrepair Protocol
		Delay in Completing Works
		Work not Complete
		Appointment not Kept
		Work not Complete
		Other
		Delay in Completing Works
Haskins Drive (S2334)	**1**	All Estate Services
Heathfield Square (S2283)	**2**	Information at Sign-up
		Build Design & Quality
Heathside Rent (064)	**5**	Conduct of Contractor
		Appointment not Kept
		Appointment not Kept
		Standard of Relet
		Conduct of Contractor
High Street Aldershot (622)	**3**	Build Design & Quality
		Challenge to Diagnosis
		Delay in Completing Works
Hillingdon Hospital (192)	**2**	Delay in Completing Works
		Delay in Completing Works
Hoe Crt/Palaceway/Fishers Etc (P1373)	**7**	End of Defects Issue (New)
		Delay in Completing Works

		Staff Conduct
		Conduct of Contractor
		Appointment not Kept
		Appointment not Kept
		Appointment not Kept
Hollings Court (P1416)	**2**	Bulk Rubbish
		Delay in Completing Works
Hunters Court 1-5 (S2281)	**1**	Grounds Maintenance Incomplete
Hunters Crt 6-19 (S2282)	**1**	Tenancy/Lease Management
Hunters Wharf (341)	**1**	Quality of Service
Hut Farm Place (P1436)	**1**	Cleaning Incomplete
Ilsey Road (P1386)	**1**	Delay in Completing Works
Joseph Locke Way (164)	**1**	Appointment not Kept
Kennet Street (S2311)	**4**	Service Charge Increase/Breakdown
		Delay in Completing Works
		Quality of Service
		Service Charge Increase/Breakdown
Kiln Fields - Flats (377)	**4**	Other
		Delay in Completing Works
		Other
		Other
Kings Oak House (355)	**1**	Other
Kingsfield Way (S2276B)	**2**	Quality of Work
		Service Charge Increase/Breakdown