

STATISTICAL BREAKDOWN OF COMPLAINTS

1.4.2001 – 31.3.2002

| | Repairs and Maintenance | Neighbour Nuisance | Applications | Transfers Allocations | Right to buy | Rent & Service Charges | Undisclosed | Floating Support (supported housing) | TOTAL |
|--|-------------------------|--------------------|--------------|-----------------------|--------------|------------------------|-------------|---|-----------|
| Tenants/ Tenants' relatives and friends | 14 | 12 | 6 | 5 | 1 | 5 | 4 | 1 | 48 |
| Applicants/ Applicants' relatives and friends | | | 4 | 1 | | | | | 5 |
| Home-owners adjacent to HA properties | | 4 | | | | | | | 4 |
| Homeless | | | 2 | | | | | | 2 |
| Leaseholders | | | | | | 2 | | | 2 |
| TOTAL | 14 | 16 | 12 | 6 | 1 | 7 | 4 | 1 | 61 |