



Ministry
of Defence

Secretariat
Defence Infrastructure Organisation
Kingston Road
Sutton Coldfield
B75 7RL

E-mail: diosec-parli@mod.uk

www.gov.uk/DIO

13 June 2017

Ref. FOI2017/05519

Dear [REDACTED]

Thank you for your email of 15 May 2017 requesting the following information:

'I would like to request a freedom of information report, a list of all calls made to the help desk, all repairs reported, all jobs raised and dates & information of all work carried out at my property including all complaints made between the below dates: 09.03.2015 – present day'

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence (MOD) and I can confirm that all the information in scope of your request is held.

The information you have requested can be found enclosed at annex A & B, but some of the information falls entirely within the scope of the absolute exemptions provided for at sections 40 (Personal Data). Section 40(2) has been applied to some of the information in order to protect personal information as governed by the Data Protection Act 1998. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

Segment Start Time	Segment Stop Time	Segment Duration
27/02/2017 12:03	27/02/2017 12:09	00:06:06
21/02/2017 13:14	21/02/2017 13:23	00:09:34
14/02/2017 08:08	14/02/2017 08:11	00:03:18
16/01/2017 13:13	16/01/2017 13:31	00:18:47
11/01/2017 12:10	11/01/2017 12:11	00:01:25
11/01/2017 12:03	11/01/2017 12:06	00:03:14
01/12/2016 12:16	01/12/2016 12:22	00:05:22
30/11/2016 13:21	30/11/2016 13:29	00:08:01
30/08/2016 08:34	30/08/2016 08:39	00:05:33
22/08/2016 13:47	22/08/2016 13:51	00:04:24
17/08/2016 08:38	17/08/2016 08:39	00:01:03
16/08/2016 15:33	16/08/2016 15:34	00:00:28
16/08/2016 13:20	16/08/2016 13:20	00:00:31
15/08/2016 12:21	15/08/2016 12:22	00:00:37
15/08/2016 08:40	15/08/2016 08:42	00:02:06
10/08/2016 10:05	10/08/2016 10:06	00:00:39
09/08/2016 13:39	09/08/2016 13:52	00:13:46
16/05/2016 13:46	16/05/2016 14:01	00:14:48
12/04/2016 17:44	12/04/2016 17:46	00:01:34
12/04/2016 16:13	12/04/2016 16:13	00:00:06
11/04/2016 13:59	11/04/2016 14:13	00:13:36
25/02/2016 11:53	25/02/2016 11:54	00:00:48
19/02/2016 17:41	19/02/2016 17:43	00:02:10
16/02/2016 13:49	16/02/2016 13:59	00:10:40
15/02/2016 14:29	15/02/2016 14:35	00:05:45

Zone	Office	OrderNo	UPRN	Address	JobType	Priority	Trade	Status	Received	RBD	LastVisitStatus
Zone: South West	Office: Lyneham (South)	9428-2068	1729562	[REDACTED]	RESP	3	HE	FC	01/12/2016	22/12/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	9421-2068	1729562	[REDACTED]	RESP	3	JR	FC	01/12/2016	28/12/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	8930-2032	1729562	[REDACTED]	RESP	2	EL	FC	16/05/2016	23/05/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	8542-2026	1729562	[REDACTED]	RESP	8	JR	FC	11/04/2016	12/04/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	8514-2026	1729562	[REDACTED]	RESP	3	JR	FC	11/04/2016	03/05/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	7316-0642	1729562	[REDACTED]	RESP	3	JR	FC	16/09/2015	07/10/2015	COMPLETED
Zone: South West	Office: Lyneham (South)	7312-0642	1729562	[REDACTED]	RESP	3	BL	FC	16/09/2015	07/10/2015	COMPLETED
Zone: South West	Office: Lyneham (South)	7307-0642	1729562	[REDACTED]	RESP	3	GZ	FC	16/09/2015	07/10/2015	COMPLETED
Zone: South West	Office: Lyneham (South)	7261-2002	1729562	[REDACTED]	RESP	3	JR	FC	19/11/2015	10/12/2015	COMPLETED
Zone: South West	Office: Lyneham (South)	7196-2007	1729562	[REDACTED]	RESP	3	HE	FC	16/12/2015	20/01/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	7167-2007	1729562	[REDACTED]	RESP	3	EL	FC	16/12/2015	11/01/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	6670-2029	1729562	[REDACTED]	RESP	3	JR	FC	27/04/2016	19/05/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	6440-0640	1729562	[REDACTED]	PPMC	3	GE	FC	20/11/2015	18/02/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	5043-2021	1729562	[REDACTED]	RESP	3	JR	FFP	08/03/2016	31/03/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	5013-0639	1729562	[REDACTED]	RESP	2	HE	FC	27/08/2015	04/09/2015	COMPLETED
Zone: South West	Office: Lyneham (South)	5006-0639	1729562	[REDACTED]	RESP	3	PL	FC	27/08/2015	18/09/2015	COMPLETED
Zone: South West	Office: Lyneham (South)	5002-0639	1729562	[REDACTED]	RESP	3	SV	FC	27/08/2015	18/09/2015	COMPLETED
Zone: South West	Office: Lyneham (South)	3958-2051	1729562	[REDACTED]	RESP	3	JR	FC	30/08/2016	28/09/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	3445-2028	1729562	[REDACTED]	RESP	3	SV	FC	19/04/2016	11/05/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	3416-2082	1729562	[REDACTED]	RESP	2	PL	FC	21/02/2017	28/02/2017	COMPLETED
Zone: South West	Office: Lyneham (South)	3406-2082	1729562	[REDACTED]	RESP	3	JR	FC	21/02/2017	14/03/2017	COMPLETED
Zone: South West	Office: Lyneham (South)	2778-2056	1729562	[REDACTED]	RESP	3	RF	FC	23/09/2016	14/10/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	2741-0619	1729562	[REDACTED]	INWO	4	EL	FC	09/04/2015	08/06/2015	COMPLETED
Zone: South West	Office: Lyneham (South)	2524-2072	1729562	[REDACTED]	RESP	3	EL	FC	21/12/2016	06/03/2017	COMPLETED
Zone: South West	Office: Lyneham (South)	2522-2072	1729562	[REDACTED]	RESP	2	HE	FFP	21/12/2016	17/02/2017	COMPLETED
Zone: South West	Office: Lyneham (South)	2308-0615	1729562	[REDACTED]	RESP	2	HE	FC	11/03/2015	18/03/2015	COMPLETED
Zone: South West	Office: Lyneham (South)	2091-0609	1729562	[REDACTED]	VCARP	6	CF	FC	02/02/2015	29/04/2015	COMPLETED
Zone: South West	Office: Lyneham (South)	2057-0616	1729562	[REDACTED]	RESP	3	HE	FC	16/03/2015	08/04/2015	COMPLETED
Zone: South West	Office: Lyneham (South)	1955-2060	1729562	[REDACTED]	PPMC	3	GE	FFP	22/11/2016	20/02/2017	COMPLETED
Zone: South West	Office: Lyneham (South)	1346-2021	1729562	[REDACTED]	RESP	8	JR	FC	07/03/2016	07/03/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	1198-2045	1729562	[REDACTED]	RESP	3	JR	FC	26/07/2016	16/08/2016	COMPLETED
Zone: South West	Office: Lyneham (South)	0910-2070	1729562	[REDACTED]	RESP	3	JR	FC	08/12/2016	03/01/2017	COMPLETED
Zone: South West	Office: Lyneham (South)	0903-0614	1729562	[REDACTED]	RESP	3	EL	FC	03/03/2015	24/03/2015	COMPLETED

LastVisitDate	FFP	FFPdBy	FC	ESCM	Gang
09/12/2016	09/12/2016	Handheld	18/12/2016	Liberty Gas Group Ltd	[REDACTED]
14/12/2016	14/12/2016	Handheld	21/12/2016	Heating & Building Maint Co Ltd	[REDACTED]
17/05/2016	17/05/2016	Handheld	24/05/2016	Heating & Building Maint Co Ltd	[REDACTED]
11/04/2016	11/04/2016	Handheld	18/04/2016	Heating & Building Maint Co Ltd	[REDACTED]
15/04/2016	15/04/2016	Handheld	24/04/2016	Heating & Building Maint Co Ltd	[REDACTED]
02/10/2015	02/10/2015	Mobile	02/03/2016	Heating & Building Maint Co Ltd	[REDACTED]
22/09/2015	22/09/2015	Mobile	02/03/2016	Heating & Building Maint Co Ltd	[REDACTED]
02/10/2015	02/10/2015	Mobile	02/03/2016	Heating & Building Maint Co Ltd	[REDACTED]
30/11/2015	30/11/2015	Handheld	03/03/2016	Heating & Building Maint Co Ltd	[REDACTED]
19/01/2016	19/01/2016	[REDACTED]	02/03/2016	Liberty Gas Group Ltd	[REDACTED]
21/12/2015	21/12/2015	Handheld	03/03/2016	Heating & Building Maint Co Ltd	[REDACTED]
18/05/2016	18/05/2016	Handheld	25/05/2016	Heating & Building Maint Co Ltd	[REDACTED]
22/02/2016	22/02/2016	[REDACTED]	12/10/2016	Liberty Gas Group Ltd	[REDACTED]
18/03/2016	18/03/2016	[REDACTED]		Heating & Building Maint Co Ltd	[REDACTED]
14/09/2015	14/09/2015	Mobile	18/09/2015	Liberty Gas Group Ltd	[REDACTED]
09/09/2015	09/09/2015	Mobile	02/03/2016	Heating & Building Maint Co Ltd	[REDACTED]
15/09/2015	15/09/2015	[REDACTED]	16/09/2015	Direct	[REDACTED]
22/09/2016	22/09/2016	Handheld	29/09/2016	Heating & Building Maint Co Ltd	[REDACTED]
26/04/2016	26/04/2016	Handheld	27/04/2016	Direct	[REDACTED]
28/02/2017	28/02/2017	Handheld	07/03/2017	GB Electrical & Building Svs Ltd	[REDACTED]
28/02/2017	28/02/2017	Handheld	07/03/2017	GB Electrical & Building Svs Ltd	[REDACTED]
30/09/2016	30/09/2016	[REDACTED]	19/10/2016	Heating & Building Maint Co Ltd	[REDACTED]
13/11/2014	13/11/2015	[REDACTED]	13/11/2015	Heating & Building Maint Co Ltd	[REDACTED]
28/02/2017	28/02/2017	Handheld	07/03/2017	GB Electrical & Building Svs Ltd	[REDACTED]
13/02/2017	13/02/2017	[REDACTED]		Liberty Gas Group Ltd	[REDACTED]
13/03/2015	13/03/2015	Mobile	01/03/2016	Liberty Gas Group Ltd	[REDACTED]
12/03/2015	12/03/2015	[REDACTED]	16/04/2015	Forbo Flooring UK Ltd	[REDACTED]
23/03/2015	23/03/2015	Mobile	01/03/2016	Liberty Gas Group Ltd	[REDACTED]
13/02/2017	13/02/2017	[REDACTED]		Liberty Gas Group Ltd	[REDACTED]
07/03/2016	07/03/2016	Handheld	14/03/2016	Heating & Building Maint Co Ltd	[REDACTED]
16/08/2016	16/08/2016	Handheld	23/08/2016	Heating & Building Maint Co Ltd	[REDACTED]
12/12/2016	12/12/2016	Handheld	19/12/2016	Heating & Building Maint Co Ltd	[REDACTED]
27/03/2015	27/03/2015	[REDACTED]	02/06/2015	Heating & Building Maint Co Ltd	[REDACTED]

JobPackNotes	ZoneCount	TotalCount
gas in living room has funny smell when turn on 01/12/2016	South West - 14255 records	Total 14255 Records
window in bedroom is leaking joiner 01/12/2016	South West - 14255 records	Total 14255 Records
ISSUE IS WITH ELECTRIC SHOWER CUTS OFF SAYS LOW PRESSURE AND HAS SEVICE LIGHT ON, WHEN OCC IS ABLE TO GET IT TO STAY ON THE WATER IS COLD ELECTRICIAN 16/05/2016	South West - 14255 records	Total 14255 Records
downstairs window lock broken PROPERTY NOT SECURE 11/04/2016	South West - 14255 records	Total 14255 Records
Window Seals DEFECTIVE AND LETTING IN WATER 11/04/2016	South West - 14255 records	Total 14255 Records
call for assist please follow on works from ao visit to BT line has fulfilled barge board from above window - line is running free through tree 16/09/2015 28/09/2015	South West - 14255 records	Total 14255 Records
follow on works from ao visit as bed 2 window trim has come loose, and window cill needs wood treating 16/09/2015	South West - 14255 records	Total 14255 Records
FOLLOW ON WORKS FROM AO VISIT TO S/F BLOWN D/G UNITS TO BED 2 AND LOUNGE 16/09/2015	South West - 14255 records	Total 14255 Records
occ says aerial was attached to outside bedroom window. It has come away hanging by wire and has left holes where water is now coming through joiner 19/11/2015	South West - 14255 records	Total 14255 Records
old gas fire occ said its smells and also wife has headaches off it heating engineer 16/12/2015 am appt 17th 16/12/2015	South West - 14255 records	Total 14255 Records
front and back outside lights are not working electrician 16/12/2015	South West - 14255 records	Total 14255 Records
attend and resolve leak from bed 2 window 27/04/2016	South West - 14255 records	Total 14255 Records
Order created by Regime Planner 03/09/2015 17/02/2016	South West - 14255 records	Total 14255 Records
gained entry needs follow on to repair back door Follow on visit required: Another Visit. 08/03/2016	South West - 14255 records	Total 14255 Records
oven will only stay on while on full heat Heatign Engineer 27/08/2015	South West - 14255 records	Total 14255 Records
tap in kitchen is dripping plumber 27/08/2015	South West - 14255 records	Total 14255 Records
Survey: Tech officer survey needed pleasee attend and assess windows in property have water between glass Surveyor 27/08/2015	South West - 14255 records	Total 14255 Records
FRONT BEDROOM WINDOWS NEED REPAIRING, THERE ARE GAPS IN THE FRAME ALLOWING WATER THROUGH INTO THE PROPERTY. JOINER 30/08/2016	South West - 14255 records	Total 14255 Records
Survey: Tech officer survey needed surveyor need as window keeps leaking and this problem persists joiners have been out and still cant fix the window occ thinks that the water may be coming from the top of window and running down. water is leaking into the property. 19/04/2016	South West - 14255 records	Total 14255 Records
Toilet os leaking from the base. Plumber 21/02/2017 27/02/2017	South West - 14255 records	Total 14255 Records
The front door handle has snapped and twists all around. Door is locked and secure and occ can still use it. Occ not available for emco. Master bedroom window frame lets in water and is rotted because it has got wet. Joiner 21/02/2017 Be aware of Asbestos. If suspected materials are damaged or maybe disturbed, stop work and report to CA immediately. 27/02/2017	South West - 14255 records	Total 14255 Records
***** Scaffolding required ***** Roof - Slate or tiles remove and carefully stack, renew felt and battens re-fix coverings Fascia/soffit/Barge - Renew with UPVC board softwood or ply up to 450mm wide fixed to roof timbers Fascia/Soffit/Barge - Refix to existing roof timbers inc remove/refix rainwater goods/ cabling 23/09/2016	South West - 14255 records	Total 14255 Records
Electrical Retro REMM BATHROOM LIGHTING CIRCUIT NOT 30MA RCD PROTECTED AND SUPPLEMENTARY BONDING INADEQUATE > .05 OHMS. LIGHTING CIRCUIT MOVED TO 30MA RCD PROTECTED SIDE OF BOARD 09/04/2015	South West - 14255 records	Total 14255 Records
PARTS IN OFFICE 1st vist measure and order To supply and fit a new electric fire following condemnation on 9428-2068. 21/12/2016 22/12/2016 31/01/2017	South West - 14255 records	Total 14255 Records
PLEASE MAKE SURE GAS FIRE IS CAPPED OFF AND REMOVED ON THIS VISIT. To supply and fit a new boiler following back boiler condemnation on 9428-2068. 21/12/2016 08/02/2017	South West - 14255 records	Total 14255 Records
no heating heating engineer 11/03/2015	South West - 14255 records	Total 14255 Records
Hall Penrose 1100 Oatmeal 1 Stairs 1 Penrose 1100 Oatmeal Half landing (on stairs) Penrose 1100 Oatmeal Landing Penrose 1100 Oatmeal 1 Kitchen Surestep 1 Latex (per room required) Latex 1 (nb. property is an active void) 02/02/2015	South West - 14255 records	Total 14255 Records
Dial on the radiators x2 will not turn off Heating Engineer 16/03/2015	South West - 14255 records	Total 14255 Records
Order created by Regime Planner 14/10/2016	South West - 14255 records	Total 14255 Records
locked out of the property locked out the property door handle has snapped off cant gain entry to the property 07/03/2016	South West - 14255 records	Total 14255 Records
8 call occ half an hour before attending side door to property needs handle to open. following previous job when handle was removed fit new door handle from previous job 26/07/2016 15/08/2016	South West - 14255 records	Total 14255 Records
seal on bedroom window is defective window is leaking Joiner window seal is leaking in bedroom 08/12/2016	South West - 14255 records	Total 14255 Records
customer cannot locate an aerial within property, isnt getting any tv reception tv reception 03/03/2015	South West - 14255 records	Total 14255 Records

JobType	OSN	OrderNo	UPRN	Address	Received	RBD	JobSource	AddedBy	FC	Priority	
Job Type: INWO	5697425	2741-0619	1729562		09/04/2015 12:43	08/06/2015	TECHNICAL OFFICER		13/11/2015	Incidental New works	
Job Type: PPMC	6597716	1955-2060	1729562		22/11/2016	20/02/2017				Routine Response	
Job Type: PPMC	5910800	6440-0640	1729562		20/11/2015	18/02/2016			12/10/2016	Routine Response	
Job Type: RESP	6207154	1346-2021	1729562		07/03/2016 09:28	07/03/2016	OCCUPANT			14/03/2016	Critical
Job Type: RESP	6210850	5043-2021	1729562		08/03/2016 16:20	31/03/2016	OCCUPANT				Routine Response
Job Type: RESP	6073021	7196-2007	1729562		16/12/2015 10:11	20/01/2016	OCCUPANT		02/03/2016		Routine Response
Job Type: RESP	6072992	7167-2007	1729562		16/12/2015 10:07	11/01/2016	OCCUPANT			03/03/2016	Routine Response
Job Type: RESP	6023091	7261-2002	1729562		19/11/2015 09:12	10/12/2015	OCCUPANT			03/03/2016	Routine Response
Job Type: RESP	6264344	8542-2026	1729562		11/04/2016 14:10	12/04/2016	OCCUPANT			18/04/2016	Critical
Job Type: RESP	6264316	8514-2026	1729562		11/04/2016 14:04	03/05/2016	OCCUPANT			24/04/2016	Routine Response
Job Type: RESP	6292469	6670-2029	1729562		27/04/2016 09:15	19/05/2016	OCCUPANT			25/05/2016	Routine Response
Job Type: RESP	6279245	3445-2028	1729562		19/04/2016 14:16	11/05/2016	OCCUPANT			27/04/2016	Routine Response
Job Type: RESP	6324724	8930-2032	1729562		16/05/2016 13:50	23/05/2016	OCCUPANT			24/05/2016	Urgent
Job Type: RESP	6446977	1198-2045	1729562		26/07/2016 10:57	16/08/2016	OCCUPANT			23/08/2016	Routine Response
Job Type: RESP	6509730	3958-2051	1729562		30/08/2016 08:37	28/09/2016	OCCUPANT			29/09/2016	Routine Response
Job Type: RESP	6558543	2778-2056	1729562		23/09/2016 13:48	14/10/2016	OCCUPANT			19/10/2016	Routine Response
Job Type: RESP	5666787	2057-0616	1729562		16/03/2015 11:37	08/04/2015	OCCUPANT			01/03/2016	Routine Response
Job Type: RESP	5657051	2308-0615	1729562		11/03/2015 11:35	18/03/2015	OCCUPANT			01/03/2016	Urgent
Job Type: RESP	5931659	7316-0642	1729562		16/09/2015 13:24	07/10/2015	ZONE - DIAGNOSTIC SURVEY (TO)			02/03/2016	Routine Response
Job Type: RESP	5931655	7312-0642	1729562		16/09/2015 13:21	07/10/2015	ZONE - DIAGNOSTIC SURVEY (TO)			02/03/2016	Routine Response
Job Type: RESP	5931650	7307-0642	1729562		16/09/2015 13:19	07/10/2015	ZONE - DIAGNOSTIC SURVEY (TO)			02/03/2016	Routine Response
Job Type: RESP	5899383	5013-0639	1729562		27/08/2015 13:58	04/09/2015	OCCUPANT			18/09/2015	Urgent
Job Type: RESP	5899376	5006-0639	1729562		27/08/2015 13:56	18/09/2015	OCCUPANT			02/03/2016	Routine Response
Job Type: RESP	5899372	5002-0639	1729562		27/08/2015 13:55	18/09/2015	OCCUPANT			16/09/2015	Routine Response
Job Type: RESP	6923673	7950-2092	1729562		24/04/2017 13:21	09/05/2017	OCCUPANT			18/05/2017	Urgent
Job Type: RESP	6926936	1214-2093	1729562		25/04/2017 16:52	17/05/2017	TECHNICAL OFFICER			18/05/2017	Routine Response
Job Type: RESP	6910354	4630-2091	1729562		13/04/2017 11:54	11/05/2017				18/05/2017	Routine Response
Job Type: RESP	6884955	9228-2088	1729562		30/03/2017 09:37	24/04/2017	OCCUPANT			13/04/2017	Routine Response
Job Type: RESP	6864842	9112-2086	1729562		17/03/2017 17:10	27/04/2017	OCCUPANT			24/04/2017	Routine Response
Job Type: RESP	6874948	9220-2087	1729562		23/03/2017 16:28	13/04/2017				25/04/2017	Routine Response
Job Type: RESP	6859570	3840-2086	1729562		15/03/2017 13:10	05/04/2017	OCCUPANT				Routine Response
Job Type: RESP	6835076	9343-2083	1729562		01/03/2017 10:03	22/03/2017				30/03/2017	Routine Response
Job Type: RESP	6819150	3416-2082	1729562		21/02/2017 13:22	28/02/2017	OCCUPANT			07/03/2017	Urgent
Job Type: RESP	6819140	3406-2082	1729562		21/02/2017 13:19	14/03/2017	OCCUPANT			07/03/2017	Routine Response
Job Type: RESP	6718272	2524-2072	1729562		21/12/2016 08:33	06/03/2017	OCCUPANT			07/03/2017	Routine Response
Job Type: RESP	6718270	2522-2072	1729562		21/12/2016 08:32	17/02/2017	OCCUPANT				Urgent
Job Type: RESP	6696661	0910-2070	1729562		08/12/2016 09:11	03/01/2017	OCCUPANT			19/12/2016	Routine Response
Job Type: RESP	6685180	9428-2068	1729562		01/12/2016 12:20	22/12/2016	OCCUPANT			18/12/2016	Routine Response
Job Type: RESP	6685173	9421-2068	1729562		01/12/2016 12:18	28/12/2016	OCCUPANT			21/12/2016	Routine Response

Trade	PoorWeather	Textbox19	ZoneRecs	TotalRecs
Electrician			South West - 15558 records	Total 15558 Records
Gas Service Engineer	FALSE		South West - 15558 records	Total 15558 Records
Gas Service Engineer			South West - 15558 records	Total 15558 Records
Joiner			South West - 15558 records	Total 15558 Records
Joiner			South West - 15558 records	Total 15558 Records
Heating Engineer			South West - 15558 records	Total 15558 Records
Electrician			South West - 15558 records	Total 15558 Records
Joiner			South West - 15558 records	Total 15558 Records
Joiner			South West - 15558 records	Total 15558 Records
Joiner			South West - 15558 records	Total 15558 Records
Joiner			South West - 15558 records	Total 15558 Records
Surveyor			South West - 15558 records	Total 15558 Records
Electrician			South West - 15558 records	Total 15558 Records
Joiner			South West - 15558 records	Total 15558 Records
Joiner			South West - 15558 records	Total 15558 Records
Roofer			South West - 15558 records	Total 15558 Records
Heating Engineer			South West - 15558 records	Total 15558 Records
Heating Engineer			South West - 15558 records	Total 15558 Records
Joiner			South West - 15558 records	Total 15558 Records
			South West - 15558 records	Total 15558 Records
Glazier			South West - 15558 records	Total 15558 Records
Heating Engineer			South West - 15558 records	Total 15558 Records
Plumber			South West - 15558 records	Total 15558 Records
Surveyor			South West - 15558 records	Total 15558 Records
Plumber	FALSE		South West - 15558 records	Total 15558 Records
Labourer	FALSE		South West - 15558 records	Total 15558 Records
Labourer	FALSE	9228-2088	South West - 15558 records	Total 15558 Records
Surveyor	FALSE		South West - 15558 records	Total 15558 Records
Plumber	FALSE		South West - 15558 records	Total 15558 Records
Roofer	FALSE	3840-2086	South West - 15558 records	Total 15558 Records
Heating Engineer	FALSE		South West - 15558 records	Total 15558 Records
Joiner	FALSE	3416-2082	South West - 15558 records	Total 15558 Records
Plumber	FALSE		South West - 15558 records	Total 15558 Records
Joiner	FALSE		South West - 15558 records	Total 15558 Records
Electrician	FALSE		South West - 15558 records	Total 15558 Records
Heating Engineer	FALSE		South West - 15558 records	Total 15558 Records
Joiner	FALSE		South West - 15558 records	Total 15558 Records
Heating Engineer	FALSE		South West - 15558 records	Total 15558 Records
Joiner	FALSE		South West - 15558 records	Total 15558 Records

<u>Case Number</u>	<u>Owner</u>	<u>Customer</u>	<u>Created On</u>	<u>Description</u>	<u>Last Note</u>
CAS-602982-Y4T9V6	[REDACTED]	[REDACTED]	16/01/2017 13:29	Occupant is unhappy and would like to make a complaint. Occupant advises that she has been having an ongoing issue for quite some time now in which the occupant has been advised that engineers would be attending but have not done so and have not left slips through her door. Occupant is unhappy as she advises she has been going out of her way to make the appointments but engineers have not been attending first due to illness then no slip was left through the door. Occupant still has the same ongoing issue as the job that was booked in for today the 16/01/2016 under 2524-2072 was attended by an electrician who was not aware of what was required upon attending the job occupant advises that there is a clear and evident break down in communication. Following the condemn of the old fire place occupant is still awaiting for the job to be completed.	Summary I have called [REDACTED] and left a voicemail to advise her that I now have a date for the electric fire to be replaced under job number RESP/2524-2072 on the 14/02/2017 pm, this is after job number RESP/2522-2072 for the back boiler to be removed which is booked in for the 13/02/2017 all day. I apologised that she had to raise a complaint in the first place and that feedback will be given. As discussed in our conversation I will get the complaint resolved and send an action plan letter out via email to [REDACTED]
CAS-562589-N1J7W6	[REDACTED]	[REDACTED]	30/11/2016 13:28	[REDACTED] was due to have a gas safety inspection on 28/11/16 PM job number 1955-2060 she waited in all afternoon but the engineer did not attend. She arrived home last night from work on 29/11/16 to a yellow slip saying she had missed the appointment and the slip was date for the 28/11/16. She is not happy that the engineer did not attended on 28/11/16 and has lied to say he did and wants it brought to the area manager attention.	Occ is happy for complaint to be resolved and a letter to be sent out
CAS-446559-H3P3Z0	[REDACTED]	[REDACTED]	09/08/2016 13:49	Customer would like to raise complaint regarding her side door, she first reported the job (1346-2021), in march ,engineer advised follow on was needed, since then customer has been chasing with helpdesk, numerous jobs have been raised for door but cancelled and then finally engineer came out on 08/08 (1198-2045) but when he came he never had correct parts, customer very unhappy that this has taken so long and door still not working	Works complete. Customer happy to close. No letter required.
CAS-260406-Q9P3J7	[REDACTED]	[REDACTED]	16/02/2016 13:55	Complaint regarding missed appointment for LGSi ref 6440-0640.	

<u>Case Type</u>	<u>Status</u>	<u>Sub Category</u>	<u>Contact</u>	<u>Property</u>	<u>Main Phone (Customer) (Account)</u>	<u>Address 1: Telephone 2 (Customer) (Account)</u>	<u>Address 1: Telephone 3 (Customer) (Account)</u>
Complaint	Resolved	Communication		[REDACTED]			
Complaint	Resolved	Operative		[REDACTED]			
Complaint	Resolved	Follow on works		[REDACTED]			
Complaint	Resolved	Missed appointment		[REDACTED]			

retest

<u>Other Phone (Customer) (Account)</u>	<u>Email (Customer) (Account)</u>	<u>Email Address 2 (PropMain User) (Contact)</u>	<u>SubArea (Property) (Property)</u>	<u>Region (Property) (Property)</u>	<u>Supply Chain</u>	<u>PropMain Job Number</u>	<u>Completion Date</u>	<u>Fax (Customer) (Contact)</u>
			Larkhill	South West	Amey	2524-2072	09/02/2017 14:51	
			Larkhill	South West	Liberty Gas Group Ltd		30/11/2016 13:34	
			Larkhill	South West	Amey		17/08/2016 08:40	
			Larkhill	South West	Liberty Gas Group Ltd	6440-0640	25/02/2016 11:54	

<u>UPRN (Property)</u> <u>(Property)</u>	<u>Category</u>	<u>Establishment</u> <u>(Property) (Property)</u>	<u>Postcode (Property)</u> <u>(Property)</u>	<u>First Response By</u>	<u>Resolve By (1st)</u>	<u>Resolve By</u> <u>(2nd)</u>	<u>Status Reason</u>	<u>Service Number</u> <u>(Customer) (Contact)</u>
1729562	NHP - Additional Works	Warminster	[REDACTED]	16/01/2017 14:29	30/01/2017 13:29	06/02/2017 13:29	Problem Solved	
1729562	NHP - Statutory & Mandatory	Warminster	[REDACTED]	30/11/2016 14:28	14/12/2016 13:28	21/12/2016 13:28	Problem Solved	
1729562	NHP - Estate Management	Warminster	[REDACTED]	09/08/2016 14:49	23/08/2016 13:49	30/08/2016 13:49	Problem Solved	
1729562	NHP - Estate Management	Warminster	[REDACTED]	16/02/2016 14:55	01/03/2016 13:55	08/03/2016 13:55	Problem Solved	

<u>Complaint Escalation Risk Level</u>	<u>Origin</u>	<u>Created By</u>	<u>Compensation Form Sent On</u>	<u>Compensation Form Received</u>	<u>Compensation Item 1</u>	<u>Compensation Value 1</u>
Yellow	Phone	[REDACTED]		No		
Green	Phone	[REDACTED]		No		
	Phone	[REDACTED]		No		
	Phone	[REDACTED]		No		