

Appendix A

Anti-Social Behaviour System Management Reports

Ins ID	Status	Type	Reported Date	Complainant	Address	Ward	Complaint	Description of Action	Scheduled Date	Sch. Time	Actual Date	Act. Time
58831	COMPLETED	Housing						report of leaking radiator.	03-JUN-2009	19:25	03-JUN-2009	19:25
58830	COMPLETED	Housing						request to visit address as road sweeper had gone through the fencing. had to check to make sure fencing had been made temp secure.	03-JUN-2009	18:47	03-JUN-2009	18:47
57789	COMPLETED	Housing						Request made from Central Control ,please have a look at faulty door in communal area.	19-MAY-2009	18:41	19-MAY-2009	18:41
57788	COMPLETED	Housing						Request from Central Control to disconnect a life line which has been going off all night. Warden will not do the job.	20-MAY-2009	22:36	20-MAY-2009	22:36
57787	COMPLETED	Housing						Request [REDACTED] complaining about [REDACTED] some kind of shed/lean to which has been attached to fence [REDACTED]	21-MAY-2009	14:33	21-MAY-2009	14:33
57654	COMPLETED	Housing						request to take photos of property as a land rover had gone through the fencing	18-MAY-2009	13:50	18-MAY-2009	13:50
59067	COMPLETED	Housing						Tenant has fault with bath tap.	07-JUN-2009	18:35	07-JUN-2009	18:35
59328	COMPLETED	Housing						passed on concerns about the state of the empty propertys gardens at the top of springfield cres bolslover ,our propertys and very over grown	12-JUN-2009	11:23	12-JUN-2009	11:23
59327	COMPLETED	Housing						visited tenant again and asked him to keep the security door closed as he props it open in the day	12-JUN-2009	11:14	12-JUN-2009	11:14
59249	COMPLETED	Housing						request from irene to visit the tenant and ask him to stop proping the outside door open	10-JUN-2009	14:11	10-JUN-2009	14:11

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59129	COMPLETED	Housing	Gentleman has concerns regarding neighbours shed as he feels it may fall on him as he drives by on his mobility scooter. [REDACTED] is complaining about other people parking cars in the car park near to her property, and there are so many that the car park is full and there is no room for the residents on [REDACTED] to put their cars in the car park. [REDACTED] does know who some of the perpetrators are. She has requested a Ranger to visit to deal with the problem.	09-JUN-2009	12:40	09-JUN-2009	12:40
58707	COMPLETED	Housing	tenant possibly had distaction burglar in house. key missing	03-JUN-2009	11:14	03-JUN-2009	11:14
58673	COMPLETED	Housing	Tenant not got any heating or hot water.	02-JUN-2009	22:26	02-JUN-2009	22:26
57027	COMPLETED	Housing	Boiler problem , needs assistnace.	10-MAY-2009	10:44	10-MAY-2009	10:44
57012	COMPLETED	Housing	Tenant has problems with back boiler.	09-MAY-2009	18:40	09-MAY-2009	18:40
57011	COMPLETED	Housing	Boiler not operating properly	09-MAY-2009	17:39	09-MAY-2009	17:39
57010	COMPLETED	Housing	[REDACTED] has problems with light bulb.	09-MAY-2009	17:37	09-MAY-2009	17:37
57007	COMPLETED	Housing	REQUEST TO COLLECT MASTER KEY AND LET OAP INTO PROPERTY.	09-MAY-2009	20:26	09-MAY-2009	20:26
56987	COMPLETED	Housing	Request to attend above address due to drugs raid, [REDACTED]	08-MAY-2009	14:00	08-MAY-2009	14:00
56829	COMPLETED	Housing	Request made [REDACTED] to visit empty property and make sure it is secure and collect keys left by ex tenant.	07-MAY-2009	11:04	07-MAY-2009	11:04
56774	COMPLETED	Housing	OAP has a bird trapped in her air vent, please assess and see if you can sort problem.	01-MAY-2009	10:59	01-MAY-2009	10:59
56770	COMPLETED	Housing	Request made to assess damage to garages [REDACTED] due to druggies.	06-MAY-2009	10:00	06-MAY-2009	10:00
56769	COMPLETED	Housing	[REDACTED]	06-MAY-2009	10:13	06-MAY-2009	10:13

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56568	COMPLETED	Housing			Alarm sounding in community house.	01-MAY-2009	19:40	MAY-2009	19:40
56547	COMPLETED	Housing			Tenant unable to get smashed glass and broken metal out of light fitting.	04-MAY-2009	22:18	04-MAY-2009	22:18
56507	COMPLETED	Housing		*	tenants loo.wouldn't stop flushing	03-MAY-2009	21:10	03-MAY-2009	21:10
56489	COMPLETED	Housing			confussed oap 's electric had tripped	03-MAY-2009	12:54	03-MAY-2009	12:54
56487	COMPLETED	Housing			delivered diary sheets and gave advice ref problems with neighbour intimidating her brother.	03-MAY-2009	11:47	03-MAY-2009	11:47
56468	COMPLETED	Housing			carbon dioxide alarm sounding	02-MAY-2009	08:57	02-MAY-2009	08:57
56467	COMPLETED	Housing			oap disabled tenants bathroom light flashing and not working	02-MAY-2009	10:05	02-MAY-2009	10:05
58247	COMPLETED	Housing			visit with TMO regarding complaint who is concerned by the dangerous state of the fence.	27-MAY-2009	11:00	27-MAY-2009	11:00
58230	COMPLETED	Housing			visit tenant re complaint	27-MAY-2009	10:15	27-MAY-2009	10:15
58229	COMPLETED	Housing			Visit with TMO regarding ongoing issues with the filthy state of this property.	27-MAY-2009	10:00	27-MAY-2009	10:00
58228	COMPLETED	Housing			Visit with TMO regarding the disgusting state of the garden ie dog feaces.	27-MAY-2009	09:30	27-MAY-2009	09:30
58227	COMPLETED	Housing			Visit with TMO regarding tenancy issues.	27-MAY-2009	09:00	27-MAY-2009	09:00
58208	COMPLETED	Housing			Deliver heater.	27-MAY-2009	20:45	27-MAY-2009	20:45
58108	COMPLETED	Housing			Tenant confused. Thought she had done something with the cooker and was frightened to go to bed.	26-MAY-2009	23:20	26-MAY-2009	23:20
55848	COMPLETED	Housing			collect furniture from and deliver to	22-APR-2009	16:00	22-APR-2009	16:00

56129	COMPLETED	Housing			Tenants electricity tripped.	26-APR-2009	13:00	26-APR-2009	13:00
56109	COMPLETED	Housing			Approached on street by tenants of [redacted] re a dog wandering loose on street. Dog elderly with name tag of [redacted]. Dog taken to [redacted]. Empty property. Spoke to neighbours who said the owner had gone to live on [redacted]. Dog then returned to [redacted] where he now lives!	25-APR-2009	18:11	25-APR-2009	18:11
56108	COMPLETED	Housing			oap stuck in his loo	25-APR-2009	19:10	25-APR-2009	19:10
56087	COMPLETED	Housing		*	Tenant unable to turn hot water tap off.	26-APR-2009	10:15	26-APR-2009	10:15
56208	COMPLETED	Housing			[redacted] from [redacted] had asked if the tree obstructing her window could be lopped the council said that they would do it	28-APR-2009	12:00	28-APR-2009	12:00
55888	COMPLETED	Housing			Visit with [redacted] housing officer re issues with the family	23-APR-2009	10:19	23-APR-2009	10:19
55687	COMPLETED	Housing			tenant with no heating/ hot water.	19-APR-2009	11:00	19-APR-2009	11:00
55589	COMPLETED	Housing			faulty smoke alarm	18-APR-2009	09:15	18-APR-2009	09:15
55587	COMPLETED	Housing			OAP with no power to sockets.	18-APR-2009	12:55	18-APR-2009	12:55
53131	COMPLETED	Housing			re-visit regarding state of garden	16-MAR-2009	11:00	16-MAR-2009	11:00
55215	COMPLETED	Housing			[redacted] has had her purse and keys stolen.	12-APR-2009	19:30	12-APR-2009	19:30
55214	COMPLETED	Housing			Check to see if rubbish as been removed.	14-APR-2009	15:00	14-APR-2009	15:00
54975	COMPLETED	Housing			Request from [redacted] to call in at [redacted] and collect keys from tenant who is [redacted]	08-APR-2009	12:04	08-APR-2009	12:04

54848	COMPLETED	Housing	being evicted.	2009	
54688	COMPLETED	Housing	Check landing [redacted] for rubbish left outside propertie.	07-APR-2009 12:00	07-APR-2009 12:00
53230	COMPLETED	Housing	[redacted] complaining that her central heating not working.	06-APR-2009 22:35	06-APR-2009 22:35
53229	COMPLETED	Housing	Request made to deliver heater.	16-MAR-2009 17:17	16-MAR-2009 17:17
53228	COMPLETED	Housing	Request made to meet Safer Estates and let them into empty property so they can shutter up.	16-MAR-2009 17:15	16-MAR-2009 17:15
53227	COMPLETED	Housing	[redacted] complaining about faulty door, not shutting.	15-MAR-2009 18:13	15-MAR-2009 18:13
55287	COMPLETED	Housing	OAP complaining about Hot water tap constantly on.	15-MAR-2009 18:10	15-MAR-2009 18:10
55049	COMPLETED	Housing	joint visit with tmo after eviction	15-APR-2009 10:02	15-APR-2009 10:02
55048	COMPLETED	Housing	No heating or hot water combi playing up.	09-APR-2009 20:45	09-APR-2009 20:45
53667	COMPLETED	Housing	Be on site for safe estates who are to board up the property.	09-APR-2009 19:00	09-APR-2009 19:00
54810	COMPLETED	Housing	complaint of caravan on road and persons living in it	23-MAR-2009 12:05	23-MAR-2009 12:05
55127	COMPLETED	Housing	[redacted] requesting photos of property interior.	07-APR-2009 13:26	07-APR-2009 13:26
55107	COMPLETED	Housing	Water leak behind washing machine.	12-APR-2009 10:23	12-APR-2009 10:23
55071	COMPLETED	Housing	Leak on pipe work behind washer. deliver diary sheets	11-APR-2009 16:58	11-APR-2009 16:58
				10-APR-2009 11:00	10-APR-2009 11:00

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54248	COMPLETED	Housing	One resident already bought a bed for £3000. [REDACTED]	2010	MAR-2009	20:10
54113	COMPLETED	Housing	[REDACTED] got hot water but no heating.	29-MAR-2009	MAR-2009	12:15
54111	COMPLETED	Housing	[REDACTED] complaining that she can't lock her back door.	29-MAR-2009	MAR-2009	10:47
54109	COMPLETED	Housing	[REDACTED] got hot water but no heating.	29-MAR-2009	MAR-2009	09:19
54108	COMPLETED	Housing	report of heating not working	28-MAR-2009	MAR-2009	17:17
53309	COMPLETED	Housing		18-MAR-2009	MAR-2009	15:43
53308	COMPLETED	Housing		18-MAR-2009	MAR-2009	15:43
53307	COMPLETED	Housing	revisit re barking dogs	18-MAR-2009	MAR-2009	10:38
53249	COMPLETED	Housing	on tmos request delivered diary sheets.	17-MAR-2009	MAR-2009	10:00
53248	COMPLETED	Housing	visit with TMO regarding rent arrears issues	17-MAR-2009	MAR-2009	13:00
53235	COMPLETED	Housing	Due to ASB problems on the street, did follow on visit to property to see how things were.	17-MAR-2009	MAR-2009	19:27
53234	COMPLETED	Housing	Request to deliver diary sheets to property.	16-MAR-2009	MAR-2009	22:25
53233	COMPLETED	Housing	OAP lady has problem with her heating, please assess.	16-MAR-2009	MAR-2009	20:23
53231	COMPLETED	Housing	Faulty heating please assess.	16-MAR-2009	MAR-2009	20:20
53147	COMPLETED	Housing	called on property to discuss asb problems	16-MAR-2009	MAR-2009	11:00

44376	COMPLETED	Housing		OAP couple needs assistance resetting their electrics.	23-NOV-2008	20:41	2008
44273	COMPLETED	Housing	*	Unable to flush toilet.	23-NOV-2008	15:08	2008
47928	COMPLETED	Housing		Visit with TMO re rent arrears.	06-JAN-2009	10:30	2009
46831	COMPLETED	Housing		Report that communal door will not lock.	20-DEC-2008	19:14	2008
46827	COMPLETED	Housing		TENANT HAS PROBLEMS WITH BATHROOM LIGHT.	20-DEC-2008	17:47	2008
52011	COMPLETED	Housing		Alarm sounding in the Contact Centre Shirebrook.	28-FEB-2009	15:20	2009
51954	COMPLETED	Housing		Tenant needs help with his heating problem.	17-FEB-2009	20:52	2009
51927	COMPLETED	Housing		OAP Complaining of being unable to flush toilet	26-FEB-2009	21:00	2009
48508	COMPLETED	Housing		OAP lady has no heating or water, please assess.	11-JAN-2009	12:14	2009
48507	COMPLETED	Housing		Mr Reynolds needs help with his boiler, no heating or hot water.	11-JAN-2009	11:01	2009
48488	COMPLETED	Housing		Assist [REDACTED] Housing Officer with problem at property.	09-JAN-2009	09:46	2009
48167	COMPLETED	Housing		visit with TMO re tenancy issues	07-JAN-2009	11:03	2009
48147	COMPLETED	Housing		visit [REDACTED] re getting probationers to sort the garden of oap with M/health/alcohol problems.	07-JAN-2009	10:20	2009
48130	COMPLETED	Housing		visit [REDACTED] re getting probationers to sort the garden	07-JAN-2009	10:20	2009

48129	COMPLETED	Housing			visit with [REDACTED] re tenancy issues also met with [REDACTED] re getting probationers to sort out the garden.	07-JAN-2009	10:00	07-JAN-2009	10:00
48007	COMPLETED	Housing			visit with TMO regarding tenancy issues.	06-JAN-2009	10:00	06-JAN-2009	10:00
44269	COMPLETED	Housing			Central heating not operating	23-NOV-2008	10:12	23-NOV-2008	10:12
44268	COMPLETED	Housing			Central heating not operating	23-NOV-2008	09:30	23-NOV-2008	09:30
44267	COMPLETED	Housing			Overflowing sink from [REDACTED] (upstairs flat) causing water damage to flat [REDACTED] below	23-NOV-2008	09:04	23-NOV-2008	09:04
44249	COMPLETED	Housing			As requested patrols needed for area regarding parking problems.	22-NOV-2008	17:57	22-NOV-2008	17:57
44248	COMPLETED	Housing		*	Leak on tenants radiator, please assess and see if we can make.	22-NOV-2008	15:00	22-NOV-2008	15:00
44247	COMPLETED	Housing		*	request to call at empty property and assess damage. There is a leak inside.	22-NOV-2008	14:50	22-NOV-2008	14:50
44010	COMPLETED	Housing			trip switch had activated. No lights	20-NOV-2008	19:20	20-NOV-2008	19:20
44007	COMPLETED	Housing			oap tenant has had new thermostats fitted to her rads and the property wasn't getting hot enough.	20-NOV-2008	18:10	20-NOV-2008	18:10
43909	COMPLETED	Housing			visit with TMO re filthy state of property.	19-NOV-2008	13:15	19-NOV-2008	13:15
43869	COMPLETED	Housing			visit with TMO re the handing back of the property (signature required)	18-NOV-2008	13:00	18-NOV-2008	13:00
43767	COMPLETED	Housing			[REDACTED] complaining og unusual noise coming from main water pipe in bathroom.	17-NOV-2008	18:34	17-NOV-2008	18:34
43647	COMPLETED	Housing			tenant [REDACTED] having problems with combi boiler no heating or hot water.	16-NOV-2008	22:45	16-NOV-2008	22:45

45248	COMPLETED	Housing	Heater required, boiler faulty.	2008	19:41	DEC-2008	19:41
45247	COMPLETED	Housing	Smoke activated, please disconnect.	03-DEC-2008	17:40	03-DEC-2008	17:40
51811	COMPLETED	Housing	visit over state of property	25-FEB-2009	14:12	25-FEB-2009	14:12
47810	COMPLETED	Housing	OAP heating not working.	01-JAN-2009	12:00	01-JAN-2009	12:00
47668	COMPLETED	Housing	having problems with combi boiler got hot water but no heating.	04-JAN-2009	17:51	04-JAN-2009	17:51
47570	COMPLETED	Housing	Tenants heating system not working please deliver heater.	29-DEC-2008	21:06	29-DEC-2008	21:06
47569	COMPLETED	Housing	Tenant s door is not locking please assess.	29-DEC-2008	20:04	29-DEC-2008	20:04
47568	COMPLETED	Housing	Tenant s door is not locking please assess.	29-DEC-2008	20:04	29-DEC-2008	20:04
47567	COMPLETED	Housing	Tenant complaining about water not draining away from sink.	29-DEC-2008	19:01	29-DEC-2008	19:01
47552	COMPLETED	Housing	Tenant also complaining about their heating .	29-DEC-2008	18:59	29-DEC-2008	18:59
47551	COMPLETED	Housing	Tenant has problems with there heating please assess.	28-DEC-2008	18:52	28-DEC-2008	18:52
43307	COMPLETED	Housing	Leaking sink waste pie and plug hole	09-NOV-2008	10:11	09-NOV-2008	10:11
43167	COMPLETED	Housing	remove furniture from	11-NOV-2008	09:15	11-NOV-2008	09:15
42747	COMPLETED	Housing	Request from C/C to turn of the power supply to the lifeline system as there was a fault on it	05-NOV-2008	19:45	05-NOV-2008	19:45
42709	COMPLETED	Housing	Asked to check the property as it has been reported that	03-NOV-2008	12:00	03-NOV-2008	12:00

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42530	COMPLETED	Housing			over turned 4 wheelee bins and then set the bin on fire.	2008		2008	
51649	COMPLETED	Housing			Request from housing to take photos of damaged fence	03-NOV-2008	15:45	03-NOV-2008	15:45
47550	COMPLETED	Housing			lights tripping out when rear bedroom light switch turned on.	22-FEB-2009	18:23	22-FEB-2009	18:23
47527	COMPLETED	Housing			Complaint regarding dog barking [REDACTED]. Apparently dog has been left for a long time in the house. [REDACTED] had contacted RSPCA yesterday.	29-DEC-2008	14:29	29-DEC-2008	14:29
42447	COMPLETED	Housing		*	Tenant has problem with heating and radiators please assess.	29-DEC-2008	10:46	29-DEC-2008	10:46
42388	COMPLETED	Housing			report of leaking radiator.	02-NOV-2008	15:30	02-NOV-2008	15:30
42387	COMPLETED	Housing			[REDACTED] is having problems as the parents [REDACTED] have left him home alone for 7 weeks while they have been on holiday while they have been away he has been bringing his mates back in the early hours and they have been shouting ,swearing ,banging etc police have been involved	01-NOV-2008	15:13	01-NOV-2008	15:13
42368	COMPLETED	Housing			lights in oaps bungalow had tripped out.	01-NOV-2008	10:11	01-NOV-2008	10:11
42367	COMPLETED	Housing			[REDACTED] has hot rads but no hot water	01-NOV-2008	08:45	01-NOV-2008	08:45
42331	COMPLETED	Housing			occupant unable to lock her door	01-NOV-2008	08:43	01-NOV-2008	08:43
42330	COMPLETED	Housing			joint visit [REDACTED]	31-OCT-2008	13:00	31-OCT-2008	13:00
42329	COMPLETED	Housing			joint visit [REDACTED]	31-OCT-2008	13:19	31-OCT-2008	13:19
					delivered diary sheets due to on going probs with next door.	31-OCT-2008	17:17	31-OCT-2008	17:17

43630	COMPLETED	Housing	report of leaking radiator.	16-NOV-2008	13:31	16-NOV-2008	13:31
51331	COMPLETED	Housing	Unlock shutter door for ex tenant.	17-FEB-2009	13:00	17-FEB-2009	13:00
51248	COMPLETED	Housing	OAP [REDACTED] lady has no heating or gas, please assist.	15-FEB-2009	19:08	15-FEB-2009	19:08
51151	COMPLETED	Housing	[REDACTED] complaining of kids knocking on his windows.	14-FEB-2009	20:31	14-FEB-2009	20:31
51051	COMPLETED	Housing	return keys from [REDACTED]	12-FEB-2009	14:00	12-FEB-2009	14:00
51050	COMPLETED	Housing	Request from [REDACTED] Housing Officer to visit property and speak to tenant about his dog.	12-FEB-2009	14:08	12-FEB-2009	14:08
47148	COMPLETED	Housing	central heating not working	25-DEC-2008	17:15	25-DEC-2008	17:15
46987	COMPLETED	Housing	Please take photos of garden and propertie, also deliver diary sheets to neighbours.	23-DEC-2008	12:00	23-DEC-2008	12:00
46833	COMPLETED	Housing	Communal door will lock.	20-DEC-2008	19:16	20-DEC-2008	19:16
46829	COMPLETED	Housing	Home help cannot get into OAP bungalow, the door will not unlock and the side gate is bolted.	20-DEC-2008	20:07	20-DEC-2008	20:07
46487	COMPLETED	Housing	painted Anti vandal paint around the waste bin area of vic house.	17-DEC-2008	12:53	17-DEC-2008	12:53
46470	COMPLETED	Housing	Fence and wall to be pained.	17-DEC-2008	10:45	17-DEC-2008	10:45
42050	COMPLETED	Housing	request from housing to view void property and the state it has been left in	28-OCT-2008	14:29	28-OCT-2008	14:29
42049	COMPLETED	Housing	asked by housing to veiw named property as they are leaving and piled everthing outside on the front garden ,the neighbours think it is a fire risk	28-OCT-2008	12:16	28-OCT-2008	12:16

42032	COMPLETED	Housing			complaint of noise from heating system.	27-OCT-2008	17:30	27-OCT-2008	17:30
42030	COMPLETED	Housing			visit with [REDACTED] re tenancy issues.	27-OCT-2008	15:25	27-OCT-2008	15:25
41810	COMPLETED	Housing			OAP's needing heating as their heater has broken.	25-OCT-2008	20:27	25-OCT-2008	20:27
41808	COMPLETED	Housing			OAP needs assistance with her faulty door.	25-OCT-2008	17:24	25-OCT-2008	17:24
51047	COMPLETED	Housing			Instructed by tmo to let [REDACTED] into his property to collect his pushbike.	12-FEB-2009	12:00	12-FEB-2009	12:00
50987	COMPLETED	Housing			Deliver bin to depot	11-FEB-2009	07:36	11-FEB-2009	07:36
50919	COMPLETED	Housing			Request [REDACTED] - could you please attend the property at 10.30 am and show a presence whilst the current tenant moves out. Once completed could you please take the keys from the tenant and deliver [REDACTED] the Contact Centre.	13-FEB-2009	07:00	13-FEB-2009	07:00
50911	COMPLETED	Housing			Assist tmo regarding untidy back garden.	10-FEB-2009	14:10	10-FEB-2009	14:10
50910	COMPLETED	Housing			Assist tmo regarding untidy garden.	10-FEB-2009	14:00	10-FEB-2009	14:00
50909	COMPLETED	Housing			Open door for ex tenant to remove items.	10-FEB-2009	13:00	10-FEB-2009	13:00
50631	COMPLETED	Housing			Deliver letter for TMO	06-FEB-2009	11:45	06-FEB-2009	11:45
50630	COMPLETED	Housing			DELIVER LETTER FOR TMO	06-FEB-2009	12:00	06-FEB-2009	12:00
50035	COMPLETED	Housing			visit tenant with non secure tenancy to see if any problems developing	28-JAN-2009	16:40	28-JAN-2009	16:40
46008	COMPLETED	Housing			several tenants giving concern and possible breach of tenancys	11-DEC-2008	16:51	11-DEC-2008	16:51

45408	COMPLETED	Housing	Tenant locked himself out	04-DEC-2008	21:00	2008
41508	COMPLETED	Housing	Attended the property [redacted] to see if [redacted] had left the property.	22-OCT-2008	09:53	2008
41410	COMPLETED	Housing	Request to visit [redacted] and deliver Housing forms and inspect garden.	20-OCT-2008	11:23	2008
41409	COMPLETED	Housing	Request to visit [redacted] and deliver Housing forms and inspect garden.	21-OCT-2008	11:23	2008
41408	COMPLETED	Housing	Ongoing problem with dumped fencing posts on public land, [redacted]	20-OCT-2008	10:20	2008
41347	COMPLETED	Housing	accompany TMO to give access and get shuttered	20-OCT-2008	23:40	2008
41256	COMPLETED	Housing	Request [redacted] to fit key safe at address.	17-OCT-2008	15:21	2008
41228	COMPLETED	Housing	water coming through ceiling.	19-OCT-2008	10:14	2008
41227	COMPLETED	Housing	toilet hanging off wall	19-OCT-2008	09:51	2008
41212	COMPLETED	Housing	[redacted] got problem with leaking radiator.	18-OCT-2008	15:30	2008
41188	COMPLETED	Housing	oap having problem with outhouse door	18-OCT-2008	15:45	2008
49028	COMPLETED	Housing	Report [redacted] regarding unauthorised parking on front garden without dropped kerb	15-JAN-2009	12:15	2009
49027	COMPLETED	Housing	Report [redacted] regarding vehicles parked on front garden with no dropped kerb.	15-JAN-2009	12:09	2009
45010	COMPLETED	Housing	Tenants own carbon monoxide detector keeps beeping	30-NOV-2008	19:25	2008

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40289	COMPLETED	Housing	leaking.	2008	10:20	OCT-2008	10:20
40288	COMPLETED	Housing	OAP lady on floor, [REDACTED] (Warden) has no training on manger so she cannot cope on her own.	05-OCT-2008	15:16	05-OCT-2008	15:16
40211	COMPLETED	Housing	Request [REDACTED] to check door entry codes	07-OCT-2008	22:08	07-OCT-2008	22:08
43874	COMPLETED	Housing	Visit with TMO re- tenancy issues.	18-NOV-2008	14:30	18-NOV-2008	14:30
43873	COMPLETED	Housing	visit with TMO re tenancy issues.	18-NOV-2008	14:00	18-NOV-2008	14:00
42810	COMPLETED	Housing	visit tenant to confirm that she was still living at this address and not sub letting	06-NOV-2008	12:29	06-NOV-2008	12:29
42668	COMPLETED	Housing	Visit above address to serve [REDACTED] an injunction. Visit with [REDACTED]	05-NOV-2008	09:15	05-NOV-2008	09:15
39968	COMPLETED	Housing	[REDACTED] wants assistance with her heating. It is tripping out electric and smelling.	04-OCT-2008	15:04	04-OCT-2008	15:04
39813	COMPLETED	Housing	visit address to lock up after tenant removed belongings.	01-OCT-2008	09:04	01-OCT-2008	09:04
38828	COMPLETED	Housing	[REDACTED] not been seen or in to pay rent	18-SEP-2008	17:02	18-SEP-2008	17:02
38467	COMPLETED	Housing	complaint from tenant [REDACTED] that his window was falling out	13-SEP-2008	19:23	13-SEP-2008	19:23
39848	COMPLETED	Housing	asked by housing to let the exoccupier of the named address in to collect some belongings	02-OCT-2008	10:05	02-OCT-2008	10:05
37907	COMPLETED	Housing	Header tank overflowing	06-SEP-2008	19:12	06-SEP-2008	19:12
39527	COMPLETED	Housing	[REDACTED] complaining of leaking water tank in airing cupboard.	23-SEP-2008	18:47	23-SEP-2008	18:47
38248	COMPLETED	Housing	Report [REDACTED] that a tree has overgrown in the garden of no [REDACTED] hanging	11-SEP-2008	09:10	11-SEP-2008	09:10

43867	COMPLETED	Housing	visit with tmo re ASB from this property. Also condition of garden and property.	18-NOV-2008	08:58	2008	18-NOV-2008	08:58
43687	COMPLETED	Housing	report of ill oap with no heating.	14-NOV-2008	19:50	2008	14-NOV-2008	19:50
43533	COMPLETED	Housing	request from [redacted] tmo to check door entry codes	13-NOV-2008	21:33	2008	13-NOV-2008	21:33
43072	COMPLETED	Housing	report of no lights	09-NOV-2008	17:23	2008	09-NOV-2008	17:23
42036	COMPLETED	Housing	check leak on heating system.	27-OCT-2008	21:40	2008	27-OCT-2008	21:40
38048	COMPLETED	Housing	Problem with electrics tripping	09-SEP-2008	17:45	2008	09-SEP-2008	17:45
38047	COMPLETED	Housing	Tenant lost door keys couldn't get into flat	09-SEP-2008	17:20	2008	09-SEP-2008	17:20
52975	COMPLETED	Housing	tenant with young baby with no heating .	13-MAR-2009	21:00	2009	13-MAR-2009	21:00
52974	COMPLETED	Housing	2ND VISIT OF THE EVENING WHERE THE BOILER HAD TRIPPED OUT.	13-MAR-2009	22:20	2009	13-MAR-2009	22:20
52973	COMPLETED	Housing	inspection needed for inside the property due to reports that it is not in a fit state.	12-MAR-2009	15:02	2009	12-MAR-2009	15:02
52971	COMPLETED	Housing	complaint of no heating from OAP	13-MAR-2009	20:00	2009	13-MAR-2009	20:00
52970	COMPLETED	Housing	complaint of no heating from OAP	13-MAR-2009	15:54	2009	13-MAR-2009	15:54
52969	COMPLETED	Housing		13-MAR-2009	15:54	2009	13-MAR-2009	15:54
52968	COMPLETED	Housing	complaint from residents in the area regarding a lady from [redacted] going to cut down a 100 ft tree [redacted]	14-MAR-2009	15:44	2009	14-MAR-2009	15:44

52868	COMPLETED	Housing			has told them that the person does not have permission to carry out the work	12-MAR-2009	18:34	12-MAR-2009	18:34
51148	COMPLETED	Housing			OAP has problem with her overflow.	14-FEB-2009	17:28	14-FEB-2009	17:28
50988	COMPLETED	Housing			Open shutter for ex tenant.	11-FEB-2009	15:00	11-FEB-2009	15:00
50913	COMPLETED	Housing			Assist tmo regarding state of back garden.	10-FEB-2009	14:25	10-FEB-2009	14:25
50813	COMPLETED	Housing			Assist [REDACTED] at the above property.	09-FEB-2009	10:45	09-FEB-2009	10:45
50811	COMPLETED	Housing			Assist [REDACTED] at address.	09-FEB-2009	10:22	09-FEB-2009	10:22
50428	COMPLETED	Housing			request to visit property as lifeline repeating.	03-FEB-2009	23:49	03-FEB-2009	23:49
50037	COMPLETED	Housing			visit with [REDACTED] to check state of property	28-JAN-2009	16:44	28-JAN-2009	16:44
49694	COMPLETED	Housing		*	OAP has problem with leak on toilet.	24-JAN-2009	14:50	24-JAN-2009	14:50
41407	COMPLETED	Housing			Request by [REDACTED] (Housing Officer) to inspect two notorious gardens in [REDACTED]	21-OCT-2008	14:10	21-OCT-2008	14:10
41229	COMPLETED	Housing			complaint of no heating but got hot water.	19-OCT-2008	10:57	19-OCT-2008	10:57
40127	COMPLETED	Housing			Leaking radiator.	06-OCT-2008	17:40	06-OCT-2008	17:40
39728	COMPLETED	Housing			OAP needs assistance with heating.	30-SEP-2008	19:51	30-SEP-2008	19:51
38271	COMPLETED	Housing			evicted tenant requested access to former property	11-SEP-2008	16:53	11-SEP-2008	16:53

38270	COMPLETED	Housing	<p>[REDACTED] having problems with fire alarms, residents evacuated.</p>	11-SEP-2008	16:50	2008	11-SEP-2008	16:50	16:50
37747	COMPLETED	Housing	<p>collect key for [REDACTED] from depot to take to [REDACTED]</p>	05-SEP-2008	10:37	2008	05-SEP-2008	10:37	10:37
51848	COMPLETED	Housing	<p>Request [REDACTED] - please collect keys from Clowne Office and arrange to meet former tenant at property at 11.00 am and stay until belongings have been removed. this job is for Monday 2nd March 2009</p>	25-FEB-2009	14:57	2009	25-FEB-2009	14:57	14:57
51828	COMPLETED	Housing	<p>tenant unable to close front door.</p>	22-FEB-2009	13:00	2009	22-FEB-2009	13:00	13:00
51335	COMPLETED	Housing	<p>Request from TMO to check security of property as dodgy character been evicted</p>	17-FEB-2009	13:00	2009	17-FEB-2009	13:00	13:00
51251	COMPLETED	Housing	<p>[REDACTED] has problems with his neighbour having tumble dryer on all night every night, making too much noise, apparently. Asked him to phone us when its happening so we can witness it.</p>	15-FEB-2009	19:16	2009	15-FEB-2009	19:16	19:16
51250	COMPLETED	Housing	<p>Young couple has no heating but has hot water.</p>	15-FEB-2009	19:51	2009	15-FEB-2009	19:51	19:51
52848	COMPLETED	Housing	<p>visit with TMO re the possible abandonment of the property.</p>	10-MAR-2009	11:15	2009	10-MAR-2009	11:15	11:15
52847	COMPLETED	Housing	<p>visit with TMO re- the possible abandonment of the property.</p>	10-MAR-2009	11:00	2009	10-MAR-2009	11:00	11:00
52832	COMPLETED	Housing	<p>RE-VISIT the filthy premises of [REDACTED]</p>	10-MAR-2009	11:00	2009	10-MAR-2009	11:00	11:00
52831	COMPLETED	Housing	<p>RE-VISIT the filthy premises of [REDACTED]</p>	10-MAR-2009	11:00	2009	10-MAR-2009	11:00	11:00
52830	COMPLETED	Housing	<p>visit unsecure tenant with TMO</p>	10-MAR-2009	10:45	2009	10-MAR-2009	10:45	10:45
52829	COMPLETED	Housing	<p>visit with TMO re housing issues.</p>	10-MAR-2009	10:27	2009	10-MAR-2009	10:27	10:27

52828	COMPLETED	Housing			Visit with TMO re the state of the property	10-MAR-2009	09:30	10-MAR-2009	09:30
52827	COMPLETED	Housing			visit with TMO re untidy garden	10-MAR-2009	09:00	10-MAR-2009	09:00
52774	COMPLETED	Housing			Deliver card [REDACTED]	11-MAR-2009	14:00	11-MAR-2009	14:00
52773	COMPLETED	Housing			Called to see tenant about alleged ASB issues on the street and inspect her garden.	11-MAR-2009	10:30	11-MAR-2009	10:30
52772	COMPLETED	Housing			Request made by Housing to be in attendance at the property for two hours while [REDACTED] ex tenant clears his belongings from flat.	10-MAR-2009	13:27	10-MAR-2009	13:27
52771	COMPLETED	Housing			Request made to call at the above property and enquire if the tenant has made request for a bulky collection.	11-MAR-2009	10:25	11-MAR-2009	10:25
52770	COMPLETED	Housing			Request made by [REDACTED] TMO to take photos of the present state of the garden at [REDACTED]	10-MAR-2009	10:22	10-MAR-2009	10:22
50748	COMPLETED	Housing			pick up [REDACTED] and bring to central control	08-FEB-2009	22:15	08-FEB-2009	22:15
50407	COMPLETED	Housing			collect central control staff due to inclement weather conditions.	03-FEB-2009	12:00	03-FEB-2009	12:00
46840	COMPLETED	Housing			OAP couple has a toilet blocked.	20-DEC-2008	21:33	20-DEC-2008	21:33
46531	COMPLETED	Housing			Light shinning into window from field.	17-DEC-2008	13:40	17-DEC-2008	13:40
46368	COMPLETED	Housing			stopped in street by [REDACTED] formerly of [REDACTED] who asked if i could get the master key and let her in and collect the mail.	15-DEC-2008	16:00	15-DEC-2008	16:00
46367	COMPLETED	Housing			visit with TMO regarding tenancy problems	15-DEC-2008	12:00	15-DEC-2008	12:00
50969	COMPLETED	Housing			pleasetake photos of property for court purposes.tenant had been evicted but left the property before eviction was served.items	11-FEB-2009	13:42	11-FEB-2009	13:42

50509	COMPLETED	Housing		left in property.	04-FEB-2009	18:27	04-FEB-2009	18:27
52593	COMPLETED	Housing		Request from TMO [redacted] to check door codes	06-MAR-2009	11:12	06-MAR-2009	11:12
52588	COMPLETED	Housing		Whilst doing other job on [redacted] found a lot of fag ends outside [redacted]. Tenant at [redacted] having fag outside toilet window with same type of cigarette.	06-MAR-2009	09:46	06-MAR-2009	09:46
52553	COMPLETED	Housing	*	Request made by [redacted] to attend eviction at property.	08-MAR-2009	15:00	08-MAR-2009	15:00
52551	COMPLETED	Housing	*	tenant having problems with combi boiler.	08-MAR-2009	13:00	08-MAR-2009	13:00
50329	COMPLETED	Housing		Tenant having problems with combi boiler.	02-FEB-2009	10:12	02-FEB-2009	10:12
50327	COMPLETED	Housing		Request from TMO to check property as the door had allegedly been kicked in by the police.	02-FEB-2009	12:00	02-FEB-2009	12:00
46269	COMPLETED	Housing		request from [redacted] re the state of the gardens at no [redacted] and no [redacted]	12-DEC-2008	11:00	12-DEC-2008	11:00
46268	COMPLETED	Housing		visit with TMO regarding [redacted] property however not in letter sent telling him of pending visit.	12-DEC-2008	12:00	12-DEC-2008	12:00
46250	COMPLETED	Housing	*	Report of exterior door to block of flats not closing.	14-DEC-2008	12:22	14-DEC-2008	12:22
46249	COMPLETED	Housing	*	Tenant complaining of leak under sink.	14-DEC-2008	15:22	14-DEC-2008	15:22
50073	COMPLETED	Housing		Tenant complaining of leak under sink.	29-JAN-2009	13:15	29-JAN-2009	13:15
50072	COMPLETED	Housing		check conditions with [redacted] of non secure	29-JAN-2009	13:08	29-JAN-2009	13:08
				visit with [redacted] with regard to tenancy and untidy garden				
				Request from [redacted] (Private) and [redacted] (Council) -				

44829	COMPLETED	Housing		if i could look at his boiler.	2008	11:15	NOV-2008	11:15
44828	COMPLETED	Housing		OAP couple has had new combi boiler fitted yesterday but now has no heating , please assess.	28-NOV-2008	11:10	28-NOV-2008	11:10
49149	COMPLETED	Housing		Report via rent collector via housing. Rent collector been to property and there are bags of rubbish (large number) and other rubbish in yard, also dog faeces all over the yard.	16-JAN-2009	12:32	16-JAN-2009	12:32
52168	COMPLETED	Housing		Called with [REDACTED] to check if tenant had not left his 2 dogs in the property unattended or abandoned.	28-FEB-2009	21:32	28-FEB-2009	21:32
52148	COMPLETED	Housing		deliver notice to quit letter	02-MAR-2009	12:25	02-MAR-2009	12:25
49329	COMPLETED	Housing		Visit [REDACTED] re tenancy issues.	20-JAN-2009	14:55	20-JAN-2009	14:55
49328	COMPLETED	Housing		visit with [REDACTED] re tenancy issues.	20-JAN-2009	14:20	20-JAN-2009	14:20
49327	COMPLETED	Housing		this address is [REDACTED] but not on system. Visit with [REDACTED]	20-JAN-2009	14:10	20-JAN-2009	14:10
48967	COMPLETED	Housing		Please visit tenant regarding state of house and garden.	14-JAN-2009	12:00	14-JAN-2009	12:00
48953	COMPLETED	Housing		Please check state of garden front and rear also ask tenant to stop shouting in the street.	14-JAN-2009	11:00	14-JAN-2009	11:00
34748	COMPLETED	Housing		visited abandoned property to do inventory	22-JUL-2008	15:05	22-JUL-2008	15:05
34747	COMPLETED	Housing		visit eviction property to do inventory	22-JUL-2008	14:55	22-JUL-2008	14:55
37309	COMPLETED	Housing		OAP tenant complaining of her kitchen tap stuck in the open position.	30-AUG-2008	18:17	30-AUG-2008	18:17
37087	COMPLETED	Housing		asked by housing to let evictee ito property.	27-AUG-2008	14:00	27-AUG-2008	14:00
					26-AUG-	26-	26-	

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36990	COMPLETED	Housing			Assist [redacted] with eviction	2008	10:00	AUG-2008	10:00
36728	COMPLETED	Housing			on going problem with the untidy state of this property asked by maria to check once again	20-AUG-2008	10:30	20-AUG-2008	10:30
36552	COMPLETED	Housing			[redacted] drinking in communal areas	18-AUG-2008	16:41	18-AUG-2008	16:41
36994	COMPLETED	Housing			Tenant at no [redacted] unable to lock double glazed door as the handle had been broken.	26-AUG-2008	15:45	26-AUG-2008	15:45
36318	COMPLETED	Housing			request from [redacted] to take pics of the garden of the above address.	13-AUG-2008	15:45	13-AUG-2008	15:45
36317	COMPLETED	Housing			request to visit an abandoned property with [redacted] and take photos.	13-AUG-2008	16:41	13-AUG-2008	16:41
36730	COMPLETED	Housing			deliver black bags and check property as this is an ongoing filthy property	20-AUG-2008	10:20	20-AUG-2008	10:20
36729	COMPLETED	Housing			re-inspection for maria hewitt with regards to the untidy state of the outside of the property.	20-AUG-2008	12:48	20-AUG-2008	12:48
36649	COMPLETED	Housing			joint visit with [redacted]	19-AUG-2008	15:43	19-AUG-2008	15:43
36648	COMPLETED	Housing			joint visit with [redacted] with ref to a very over grown and untidy garden	19-AUG-2008	15:20	19-AUG-2008	15:20
36174	COMPLETED	Housing			assist housing with a eviction at the above address.	12-AUG-2008	11:59	12-AUG-2008	11:59
35849	COMPLETED	Housing			visited property with [redacted]	05-AUG-2008	15:27	05-AUG-2008	15:27
35568	COMPLETED	Housing			OAP lady needs assistace with Fire at [redacted] not [redacted]	02-AUG-2008	20:57	02-AUG-2008	20:57
35567	COMPLETED	Housing			OAP needs assistance with her door not opening.	02-AUG-2008	18:53	02-AUG-2008	18:53
35771	COMPLETED	Housing			[redacted] needing assistance visiting [redacted] at above.	05-AUG-2008	13:53	05-AUG-2008	13:53

34969	COMPLETED	Housing		visit with [redacted] regards the mental state of tenant.	24-JUL-2008	11:15	2008
38947	COMPLETED	Housing	MR ALAN UNWIN	[redacted] CANNOT RESET GAS BOILER. [redacted] SAID SHE WOULD GO AND TRY AND IF NO LUCK WE WILL RING OOH. THX [redacted]	20-SEP-2008	10:55	20-SEP-2008
57607	COMPLETED	Housing	Mr JOHN THOMPSON	Customers Preferred Contact Number: [redacted] Customer Comments: 2 electric fan heaters need collecting tenant received a letter chasing them had since November. Be in from 4:15 today for collection but if you wish to phone him first to check	18-MAY-2009	14:36	18-MAY-2009
49229	COMPLETED	Housing	MR IAN BOULTON	allowing 3 dogs to foul again on shared garden ranger called last week to discuss with neighbour [redacted] at number [redacted] also barking had problem before and tenant was spoken to and it stopped for a while but again tenant at number [redacted] is not cleaning up after there 2 dogs, There is a large amount of dog mess on both the front and side communal gardens and also a small amount on the path that leads to gas box	19-JAN-2009	15:10	19-JAN-2009
46308	COMPLETED	Housing	MR A ANONYMOUS	Incident Notification: 28746 had problem before and tenant was spoken to and it stopped for a while but again tenant at number [redacted] is not cleaning up after there 2 dogs, There is a large amount of dog mess on both the front and side communal gardens and also a small amount on the path that leads to gas box	15-DEC-2008	12:30	15-DEC-2008
34727	COMPLETED	Housing	MRS A BOLSOVER	untidy gardens at [redacted] and [redacted] very overgrown recreation field side, anon caller	22-JUL-2008	11:36	22-JUL-2008
36089	COMPLETED	Housing	MRS MAISIE THOMPSON	[redacted] TOILET SEAT HAS FALLEN OFF. SHE IS UNABLE TO REFIT IT HERSELF AND HAS NOBODY SHE CAN CALL UPON TO HELP HER. COULD YOU POSSIBLY	11-AUG-2008	11:48	11-AUG-2008

34847	COMPLETED	Housing	23-JUL-2008	MRS J STRAY	<p>AFTER 1PM TUES 19TH MAY [REDACTED]</p> <p>Not had a rangers list today. Just spoke to housing and she is going to speak to you in regard to this query. Lady wanting to know if hedge to her left on back is her boundary as neighbour has cut it really low. Will be in today or Friday</p> <p>Incident Notification: 22406 Not had a rangers list today. Just spoke to housing and she is going to speak to you in regard to this query. Lady wanting to know if hedge to her left on back is her boundary as neighbour has cut it really low. Will be in today or Friday</p>	23-JUL-2008	13:16	23-JUL-2008	13:16
56407	COMPLETED	Housing	01-MAY-2009	MRS C CLARKE	<p>PLEASE CALL TO SET HEATING TIMER HAVE SPOKE TO [REDACTED]</p> <p>REPORTED ALARM GOING OFF AT [REDACTED]</p> <p>IS KEEPING CHICKENS ON HIS PROPERTY BUT THESE ARE ESCAPING AND ARE GOING OVER THE CHILDRENS PLAY AREA AND ARE IN ALL THE HEDGE BOTTOMS</p> <p>Incident Notification: 34526 PLEASE CALL TO SET HEATING TIMER HAVE SPOKE TO [REDACTED]</p>	01-MAY-2009	09:28	01-MAY-2009	09:28
41067	COMPLETED	Housing	16-OCT-2008	MRS MELODY NEWCOMB	<p>REPORTED ALARM GOING OFF AT [REDACTED]</p> <p>IS KEEPING CHICKENS ON HIS PROPERTY BUT THESE ARE ESCAPING AND ARE GOING OVER THE CHILDRENS PLAY AREA AND ARE IN ALL THE HEDGE BOTTOMS</p> <p>Incident Notification: 26166 REPORTED ALARM GOING OFF AT [REDACTED]</p>	16-OCT-2008	16:57	16-OCT-2008	16:57
34348	COMPLETED	Housing	14-JUL-2008	MRS SUSAN DODSWORTH	<p>IS KEEPING CHICKENS ON HIS PROPERTY BUT THESE ARE ESCAPING AND ARE GOING OVER THE CHILDRENS PLAY AREA AND ARE IN ALL THE HEDGE BOTTOMS</p> <p>Incident Notification: 22147 IS KEEPING CHICKENS ON HIS PROPERTY BUT THESE ARE ESCAPING AND ARE GOING ALL OVER THE CHILDRENS PLAY AREA AND ARE IN ALL THE HEDGE BOTTOMS. [REDACTED] would like you to visit with her next week on days. I have visited before to this property and the tenant was not very nice. [REDACTED] has checked re the policy on chickens and is waiting for an answer from housing. Was told by her to ask you to visit with her as I am on nights. Thanks [REDACTED]</p>	14-JUL-2008	16:22	14-JUL-2008	16:22
58187	COMPLETED	Housing	27-MAY-2009	Mr D HEATH	<p>Customers Preferred Contact Number: 01246 570950 Customer Comments: RUBBISH ON GARDEN AT NO [REDACTED] FURNITURE & HOUSEHOLD RUBBISH ETC. [REDACTED] HAS MOVED INTO PROPERTY [REDACTED] WOULD LIKE SOMEONE TO REQUEST CLEARANCE</p> <p>Incident Notification: 35506 Customers Preferred Contact Number: [REDACTED] Customer Comments: RUBBISH ON GARDEN AT NO [REDACTED] FURNITURE & HOUSEHOLD RUBBISH ETC. [REDACTED] HAS MOVED INTO PROPERTY [REDACTED] WOULD LIKE SOMEONE TO REQUEST CLEARANCE</p>	27-MAY-2009	15:43	27-MAY-2009	15:43
46190	COMPLETED	Housing	13-DEC-2008	MRS V DUBERRY	<p>REQUESTED THAT A RANGER GO OUT TO THE ABOVE PROPERTY [REDACTED] HAS BEEN INTO OFFICE REQ BDC ATTEND</p> <p>Incident Notification: 28667 CLLR WARD REQUESTED THAT A RANGER GO OUT TO THE ABOVE PROPERTY [REDACTED] HAS BEEN INTO OFFICE REQ BDC ATTEND RE LEAKING ROOF</p>	13-DEC-2008	11:05	13-DEC-2008	11:05

RE LEAKING ROOF