

## Service Improvements from 01/10/2010 to 31/12/2010

		<b>Item No</b>	<b>Subject</b>	<b>Details of improvement</b>
Parking - Off-street				
	Comments	7983	Management of Car Parks	Change to wording in letter
Parking - On-street				
	Complaint	8034	Staff Attitude - Car Parks On-Street	Discussed actions with CEO concerned.
	Complaint	8154	Staff Attitude - Car Parks On-Street	Spoke to SEO's concerned and reviewed signage
	Complaint	8145	Staff Attitude - Car Parks On-Street	Reviewed signage
	Complaint	8141	Staff Attitude - Car Parks On-Street	CEO's spoken to during Mentor meetings

**Service Improvements from 01/01/2011 to 31/03/2011**

<b>Service</b>	<b>Item Type</b>	<b>Service Mail No</b>	<b>Subject</b>	<b>Improvement</b>
Building Control				
	Complaint	8522	Service Provision	More thorough checking of web links and BCM to check spelling on emails.
Housing Repairs				
	Complaint	8697	Contractor Issues - Repairs	Arrangements now been made between customer and contractor
Refuse				
	Complaint	8337	Bin collection	Discussed with Officer/Contractor - database updated