

## Comments, Compliments and Complaints - April 2018– March 2019

### Comments

Date	Ward	Subject	Division	Resultant Action Taken/Comments
01.05.18	Church Gresley	Grass cutting and strimming	Environmental Services (Grounds Maintenance)	Telephone call assured that this is not our normal practice and that all groundsmen will be reminded of the correct operating methods when strimming, also thanked for comments. Grateful for the call and thanked for giving the issue our attention.
07.06.18	Swadlincote	Issues at McDonald's Restaurant	Community Services, Environmental Services, Waste & Cleansing & Planning Services	18.06.18 - Letter from Strategic Director (Service Delivery)
19.06.18	Midway	Number of signs on lampposts, traffic light stops, islands etc	Derbyshire County Council – Highway Department	19.06.18 – emailed to advise that this is dealt with by Derbyshire County Council - Highways Dept

### Compliments

Date	Ward	Subject	Division
April 2018	Linton	The work was good and contractors were good. Good job.	Housing Services (Improvement Team)
05.04.18	Newhall	The workman that came to do the repair was very thorough, the Council explained everything on the phone when I reported it, no complaints.	Housing Services (Responsive Repairs)
09.04.18	Melbourne	Belated 'thank you' for all your work behind the scenes to sort out my bins. Really appreciate it.	Waste & Cleansing
10.04.18	Swadlincote	Would just like to thank you so much for your swift response following my request for a larger black bin. I only made the request yesterday and the bin arrived today so thank you.	Waste & Cleansing
11.04.18	Etwall	Rapid response to fly tipping in Carriers Way. Great to see brilliant job the litter pickers have done from Carriers Way through to Knights Lane, well done. Good to see early grass cutting, looks good – pass on my thanks to all concerned	Street Cleaning & Grounds Maintenance
12.04.18	Hartshorne	Very friendly, helpful staff.	Housing Services (Responsive Repairs)
12.04.18	Not known	I just wanted to write a quick email to say I had my leaky stop tap fixed yesterday at about 3pm by a man and lady. They were both really helpful but in particular, when I	Housing Maintenance

		mentioned that something else needed doing (which was initially mentioned to the Council) the lady said straight away that this was no problem as it was on the form. She was just really happy and professional and I really appreciated it.	
12.04.18	Swadlincote	Would just like to let us know that she had started using the park again recently and had met with the new park keeper, who had been particularly helpful when her rescue dog had pulled her over. She also said that since he has been on the park she has noticed a significant difference in the park being litter free and that he is always working when she is on the park. He is very polite to her and other visitors and wanted to let us know what a great contribution he was making as park keeper.	Grounds Maintenance
13.04.18	Melbourne	Thank you so much for the help in connecting him with the County Council with regards to reporting pot holes in Bog Lane, Melbourne	Corporate Services
13.04.18	Newhall	Every time the Council contractors come to our home they are very friendly.	Housing Services (Responsive Repairs)
16.04.18	Melbourne	Good service as usual.	Housing Services (Responsive Repairs)
16.04.18	Midway	Job done quickly & satisfactory, thank you.	Housing Services (Responsive Repairs)
19.04.18	Woodville	Good worker & very polite.	Housing Services (Responsive Repairs)
19.04.18	Newhall	Thank you.	Housing Services (Responsive Repairs)
23.04.18	Overseal	He was very pleasant and he never left any muck, he cleaned up.	Housing Services (Responsive Repairs)
25.04.18	Walton on Trent	Nice, friendly plumber.	Housing Services (Responsive Repairs)
25.04.18	Findern	Thank you letter received from a parishioner for the hedge trimming which has been done which has saved him a lot of work and improved the appearance of the cemetery.	Cultural Services
26.04.18	Findern	All the bins were put back in a neat & orderly fashion with no chance of them falling over. Could you please pass on my thanks to the bin men as this is much appreciated.	Waste & Cleansing
26.04.18	Newhall	Massive thank you for preparing the pitch (Eureka Park) for us yesterday, we had a great game there last night.	Grounds Maintenance
27.04.18	Newhall	Very friendly, efficient and good attitude.	Housing Services (Responsive Repairs)
27.04.18	Midway	Very helpful.	Housing Services (Responsive Repairs)
30.04.18	Melbourne	Extremely fast response. Repair completed quickly and efficiently. Very pleasant workman.	Housing Services (Responsive Repairs)
30.04.18	Newhall	Very good response, thank you.	Housing Services (Responsive Repairs)
30.04.18	Newhall	They were very good, very nice young people, very satisfied.	Housing Services (Responsive Repairs)
30.04.18	Newhall	Very satisfied all round and by the professionalism shown.	Housing Services (Responsive Repairs)
30.04.18	Newhall	Really happy, all staff are so pleasant.	Housing Services (Responsive Repairs)
May 2018	Church Gresley	They were good start to finish.	Housing Services (Improvement Team)
04.05.18	Walton	As usual, a great service from SDDC, thank you.	Housing Services (Responsive Repairs)
04.05.18	Swadlincote	I had an appointment with the Business Advice Team – he was absolutely fantastic.	Environmental Health

		People think council tax just pays for roads and things and they don't always know about services like this that are on offer. I can't fault how quickly you responded when I registered my food business. The information you sent was really useful and will really help me in getting my business off to a good start.	
08.05.18	Findern	They were very nice people when they came, very happy with what they did, wish they would come and revamp the bathroom.	Housing Services (Responsive Repairs)
08.05.18	Ticknall	Very pleasant workman. Many thanks.	Housing Services (Responsive Repairs)
08.05.18	Swadlincote	Very good.	Housing Services (Responsive Repairs)
08.05.18	Newhall	It was reassuring the job was completed on the same day we reported it as we could not lock the door. Thank you.	Housing Services (Responsive Repairs)
08.05.18	Not known	It is without prejudice, that I wish to say a very big thank you for reduction in our council tax. Having, retired since 2015, it will help a great deal.	Customer Services
09.05.18	Midway	Brilliant, can't thank her enough.	Housing Services (Housing Options)
10.05.18	Swadlincote	Good job done. Well done!	Housing Services (Responsive Repairs)
11.05.18	Repton	A very big thank you to the crew that empties my bin, although I am on an Assisted Collection, the crew goes above and beyond their duties and I am extremely grateful for the service provided, and especially the winter months.	Waste & Cleansing
14.05.18	Church Gresley	Memorial Dedication Service for William Beesley VC – we had a splendid day yesterday and I thank you for all the hard work put in by your department, which was central to making it such a success.	Cultural Services
14.05.18	Ticknall	3 Burton Road Ticknall planning application 9/2012/0352 Further to your previous email, we have now received a letter from Planning, confirming the Council's position in respect of the planning permission and conditions. We just wanted to thank you for your help and understanding in this matter. Could you also pass on our appreciation to your colleagues.	Planning Services
14.05.18	Not known	After his visit to the offices and being seen by you, person commented how helpful you were and definitely the right person in the right job.	Cultural Services
14.05.18	Woodville	Thank the driver and myself for the quick response in emptying her brown bin which was missed last week. Said the driver of the freighter was very nice and helpful.	Waste & Cleansing
15.05.18	Melbourne	A big thank you to those concerned in cleaning the channels at Blanchcroft. This is the lady who reported leaf debris and a build of dog fouling within the debris which she was concerned about. She did realise that there was a difficulty with parked vehicles but is very pleased with the results.	Grounds Maintenance
15.05.18	Thulston	The daughter in law of a resident from Thulston who is on an assisted collection, phoned to say thank you very much for the kindness and continued service given by the loader and the freighter crew.	Waste & Cleansing
17.05.18	Not known	Thank you for getting back to me, bin is still out from Monday so that won't be an issue. Thanks for sorting this, greatly appreciated.	Waste & Cleansing

17.05.18	Repton	Telephoned to relay her thanks for the way that she was able to book onto the Liberation Day Event this year. Both in booking the ticket, the transport on the day and the organisation of the day itself. She really enjoyed it. Please pass this on to anyone involved with the event.	Cultural Services/Customer Services
21.05.18	Linton	Thank you.	Housing Services (Responsive Repairs)
23.05.18	Swadlincote	Very pleased how quick they came to do it. Thanks.	Housing Services (Responsive Repairs)
23.05.18	Melbourne	Just very good service.	Housing Services (Responsive Repairs)
29.05.18	Not known	Just wanted to say it was great to meet you and thank you very much for all your help to enable me to set up a Diabetes UK stall at the Liberation Day event. It was a great and fun event, I enjoyed having a sing along too! There was a lot of interest in the information on the stall and I had no leaflets left at the end of the event! The other stalls were very interesting and useful and I obtained a valuable contact from Age UK Derby and Derbyshire regarding Falls Prevention exercise classes. I passed this on to an elderly friend who has made contact with them. This has lifted my friends spirit's as she is mainly house orientated due to ill health/mobility problems and is feeling very isolated, thank you for this. Again, many thanks and hope to see you again soon.	Cultural Services
05.06.18	Long Lane, Dalbury Lees	A lady has just rung to say a big thank you to the crew in Dalbury Lees yesterday as her neighbour was found dead in his chair and the crew stayed and assisted her until ambulance came.	Waste & Cleansing
06.06.18	Swadlincote	Re Liberation Day – left over lunches. Very well received thank you. I weighed some of the boxes, there was an average weight of 289g and 34 boxes so just short of 10 Kilos of food! It was quite a busy day at Bank House and not one sandwich was wasted.	Cultural Services
07.06.18	Midway	Very pleased and grateful of all the help from repairs office staff and the gentleman who carried out the work. Thank you.	Housing Services (Responsive Repairs)
07.06.18	Ticknall	Very pleased, pleasant workman. Many thanks.	Housing Services (Responsive Repairs)
07.06.18	Midway	Very pleased with the work done, could not have expected better. Thank you all.	Housing Services (Responsive Repairs)
08.06.18	Weston on Trent	Everything was excellent.	Housing Services (Responsive Repairs)
08.06.18	Repton	Thanks for sorting my damaged brown bin out. Very efficient, excellent service.	Waste & Cleansing Team
08.06.18	Not known	They put me at ease, they were very helpful, very friendly and I couldn't praise them enough.	Housing Services (Housing Options Team)
11.06.18	Swadlincote	Very satisfied with the workman, he changed his appointments around so that I could go to my daughter's school play.	Housing Services (Responsive Repairs)
11.06.18	Not known	Thank you to refuse crew for being professional & courteous whilst returning bin to correct presentation point and not blocking our drive.	Waste & Cleansing Team
12.06.18	Repton	Just to say how responsive this Council is. I have lived in South Derbyshire for 18 months after 18 years in Derby City and the difference is amazing – many thanks for all your help with ordering new bins.	Customer Services and Waste & Cleansing Team
12.06.18	Hatton	A resident recently used the Saturday freighter service and wanted to pass on her	Waste & Cleansing Team

		thank to the driver for his hard work and commitment. He was extremely polite, helpful and friendly, she went on to say he is just brilliant and nothing was too much trouble.	
13.06.18	Newhall	I am bringing in a thank you letter, he's gone above board, he's done things he probably didn't need to help me with, i.e. bills and other issues, housing advice, I am really thankful for his help..	Housing Services (Tenancy Sustainment)
14.06.18	Swadlincote	I just wanted to drop you a note to say how pleased I have been with a member of staff in Cultural Services and thank him for all his hard work and support completing a number of projects for Etwall and Green Bank. Pleasure to work with and always gets the job done.	Cultural Services
25.06.18	Willington	I would just like to thank you for the speedy replacement of my black wheelie bin. I wasn't expecting it to be sorted until next week, so was surprised to find a new bin on my drive when I got home on Friday and they had been fetched the broken bin from back of the house as I hadn't put it out, so I was very pleased.	Waste & Cleansing Team
25.06.18	Church Gresley	Can you please pass on my thanks to the team responsible for the Festival of Leisure. Obviously a lot of hard work has gone into arranging the event.	Cultural Services
04.07.18	Repton	Just a quick thank you to let you know my brown bin arrived this morning - that's super fast service! Many thanks for such efficient service.	Waste & Cleansing
06.07.18	Swadlincote	Project to reduce food waste at festivals – I'm really impressed to read this news. Thanks to everyone involved I am sure many people will benefit.	Environmental Services
09.07.18	Etwall	Today was bin day on my street & I was walking to school as normal with my autistic little boy who in the past has never been bothered by the bin lorry. Today he froze hugging me tightly & refused to move because of the noise, one of your wonderful bin men noticed & asked me if he was ok & if it was the noise, I told him it was the noise so he very calmly stopped all his work friends so the noise was reduced so that I had time to get my sons ear defenders out & on his head. I did thank him but I think you need to be made aware of this small but wonderful thing he did for me today, he helped me avoid a meltdown in middle of the street, he helped my son be able to start his day the right way. This gentleman is a credit to your company & needs to be recognised. Thank you for your time.	Waste & Cleansing
13.07.18	Seales	I would just like to thank you for your prompt collection of the bed. Thank you so much.	Waste & Cleansing
13.07.17	N/A	I just wanted to let you know how much we value and appreciate input at our Academy with our students. An exceptional lady, who cares passionately about making a difference. Outstanding relationships with students and is highly regarded by staff who greatly value what she does. She goes the extra mile and is always kind, caring, creative and positive.	Cultural Services
26.07.18	Hilton	Rang to say a freezer had not been collected last week, Wednesday 18 <sup>th</sup> July. I rang the crew who immediately returned to collect the fridge. Lady phoned today to thank all involved for the quick response and excellent service.	Waste & Cleansing

16.07.18	Etwall	Very satisfied with the job from start to finish it was done within 2 hours of my phone call.	Responsive Repairs
July 2018	N/A	Really good team that work together really well and helped me a lot	Homelessness – Housing Operation
30.07.18	Woodville	Hi, thank you for sorting this out so quickly! The bin was collected this morning. I hope you guys always receive good feedback but if you don't you should. Just wanted to say that SDDC is the best for customer service, I've never experienced such a great and helpful service from any local authority until I moved here, and it's always something I talk about to people not in this area. Thank you for all you do!!!!	Customer Services and Waste & Cleansing
31.07.18	Swadlincote	Just to say thank you for the butterfly hunting event on 26 July. Perfect weather and we got to see lots of different species. My granddaughter has been telling everyone she has met since everything she knows about the 'gatekeeper'. We look forward to seeing you again on 24 August for the Forest Fun event. Many thanks to you and your colleagues for all the creative effort put into arranging these events.	Cultural Services
01.08.18	N/K	Thank you for your kind email. I will be sure to leave the recycling out before 6am tomorrow morning and will ensure from now on the correct items are in the correct bins. Thank you for all your help, very much appreciated.	Waste & Cleansing
01.08.18	Swarkestone	Thank you to Street Scene for clearing up the church car park fly tipping in Swarkestone. He reported this on Thursday, 26 <sup>th</sup> July, 2018 and it was cleared up straight away due to an important church service they were holding on Sunday, 29 <sup>th</sup> July, 2018.	Waste & Cleansing
08.08.18	Rosliston	Two different families providing positive feedback whilst staying at the lodges at Rosliston Forestry Centre	Cultural Services
09.08.18	Findern (Littleover)	Big thank you for your help they arrived today to emptied the brown bin. Really pleased with great helpful service we received from South Derbyshire District Council	Waste & Cleansing
10.08.18	Stenson	Just to say thanks for coming out to clean the dog ☐ mess god bless all ☐ 🙏👤	Waste & Cleansing
16.08.18	Seales	Pest Control Officer visited house today to treat a wasps nest. Lady telephoned to thank him for a job well done in a professional manner. Lady also stated that he deserves recognition for the difficult job he does and what a thoroughly nice man he is as well.	Environmental Services
21.08.18	Willington & Findern	Thank you, super service. My neighbours also had their brown bin replaced today, after the previous one was eaten by the collection lorry at 7 this morning. They are thrilled with their service also	Environmental Services
22.08.18	Aston on Trent	Thank you to the team for removing the fly tipping. I went running on Tuesday evening and saw that it was all gone so an excellent service as usual from you all.	Waste & Cleansing (Clean Team)
23.08.18	Church Gresley	I would like to thank the kind gentleman who disposed of the dead cat in my garage, at Old Hall Gardens, Church Gresley, yesterday. The cat had been there for some	Environmental Services

		weeks and I appreciate that it was a very unpleasant task. I would be grateful if you would please pass on my thanks. (£10 donation also made to Chair's Charity in appreciation)	
24.08.18	Midway	Has asked that we pass on thanks to the Clean Team for clearing the site following the mess which was left. Please could you pass this onto those concerned.	Waste & Cleansing (Clean Team)
28.08.18	Not known	Many thanks to you and your colleagues for the time and effort put into arranging such a full and interesting event on 24 August. My granddaughter was very excited to be taking her stickman home to show her mum.	Cultural Services
03.09.18	Swadlincote	Great job, well done to the Council – floral displays on the roundabouts	Streetscene
Sept 2018	N/A	Team have been excellent. We felt team understood the situation and very helpful and thoughtful regarding it. They helped us a lot.	Homelessness – Housing Operation
04.09.18	Woodville	As per visit to CS desk, she would just like to say how wonderful member of staff had been with her last week, had been a great help, as she had gone into a huge meltdown over her situation.	Customer Services
05.09.18	Newhall	Lady rang very distressed because her beloved Jack Russel had escaped from the house. She knew that it had been picked up in a van marked Safer Neighbour Wardens. I called the Warden who had the dog and gave him details of the owner. He duly returned the dog to owner. Rang me back tearful and very grateful to be reunited and wanted to pass on her gratitude and thanks for helping out.	Environmental Services/ Customer Services
06.09.18	Stenson	Well done SDDC ..... the absolutely enormous pile of rubbish deposited at "The Triangle" Twyford has been removed. Thank you.	Waste & Cleansing (Clean Team)

## Complaints

Date	Ref No	Ward	Subject	Division	Resultant Action Taken
13.04.18	872	Woodville	Housing banding & awards	Housing Services	Complainant feedback recorded and will be considered in Allocations Policy review Autumn 2018
16.04.18	873	Hatton	Council Tax payment and bin collections	Customer Services/ Environmental Services	None
19.04.18	874	Woodville	Housing Application	Housing Services	All comments and customer feedback will be considered in Allocations Policy Review Autumn 2018
20.04.18	875	Church Gresley	Non collection of cardboard with recycling collection	Environmental Services	Reminder issued to contractor regarding collection of excess cardboard
20.04.18	876	Woodville	Council mowing at flats in Woodville	Environmental Services (Grounds Maintenance)	Advised complainant that we have a legal right of way
24.04.18	877	Hilton (Sutton on the Hill)	Length of time taken for decision on planning application	Planning Services	Permission issued – discussion with case officer and team leader
24.04.18	878	Hilton	Length of time taken for change of circumstances for Council Tax Benefit	Customer Services	Reiteration of processes to be followed with staff
24.04.18	879	Woodville	Attitude of the Receptionist	Customer Services	Member of staff advised of issue and expected response
24.04.18	880	Stenson	Pest control charges	Customer Services/ Environmental Services	Additional information added to the website to make it very clear that an aborted visit as a result of the misidentification of bees will still be charged at full price
27.04.18	881	Willington & Findern	Ongoing repairs	Housing Services	Take more ownership of complaints
03.05.18	882	Swadlincote	Aggressive and unacceptable behaviour from Council employee	Corporate Services	Not applicable
08.05.18	883	Midway	Handling of complaints by the Housing Department	Housing Services	Ensuring actions are brought about swiftly. Liaison with the local Police to reduce timescales for information exchange
09.05.18	884	Woodville	Council Tax account and behaviour of Customer Services Advisor	Customer Services	None

15.05.18	885	Midway	Ball stop fence, Chestnut Avenue, Midway	Cultural Services	Investigations re feasibility of improvements pending
18.05.18	886	Woodville	Planning Application process In relation to 9/2017/1262	Planning Services	None required
29.05.18	887	Midway	Planning Application in regard to an extension at 721 Burton Road, Midway	Planning Services	Approved of non-material amendment
29.05.18	888	Hilton	Online flytipping report not working	Communications/ Waste & Cleansing	On line system of reporting improved by IT
31.05.18	889	Etwall	Green bin issue	Waste & Cleansing	Customer advised on contamination of green bins
01.06.18	890	Swadlincote	Pot hole incident at the entrance to East End Car Park, Civic Way, Swadlincote	Property Services	Pot Hole Filled
05.06.18	891	Willington	Refuse freighter driving on private road	Environmental Services	Crews advised to prevent future occurrences
05.06.18	892	Swadlincote	'Dogs should be kept on a lead' signs at Maurice Lee Park	Environmental Services	Additional 'dog on lead' signs have been put up in Maurice Lea Park
07.06.18	893	Newhall	Repairs to property	Housing Services	Closer monitoring of sub-contractors
08.06.18	894	Newhall	Repairs to property	Housing Services	Closer monitoring of visits
08.06.18	895	Linton	Alleged loss of letter & service from Customer Services	Customer Services	None – problem was misfile of document received.
11.06.18	896	Church Gresley	Noise from aeroplanes/ reduction in council	Environmental Health/Customer Services	None
14.06.18	897	Woodville	Grass cutting	Environmental Services	New Senior Groundsman advised of previous agreement by CEO to cut area in afternoon
20.06.18	898	Linton	Planning issues regarding garage	Planning Services	
21.06.18	899	Church Gresley	Grass cutting issues and response to email	Customer Services and Grounds Maintenance	Ongoing work/ discussions with other departments to improve the land adoption / Section 106 process
26.06.18	900	Etwall	Alleged damage to van	Environmental Services	Complainant advised to follow council procedure for making a third party claim
28.06.18	901	Willington & Findern	Non attendance of Maintenance Inspector at pre arranged time	Housing Services	Visit missed off outlook calendar, Project Surveyor made aware that visits must be kept
02.07.18	902	Church Gresley	Music Festival Noise at Gresley Old Hall	Environmental Services	None
02.07.18	903	Church Gresley	Strip of land between 34 and 36 School Street, Church Gresley	Environmental Services/Property Services	None
11.07.18	904	Willington & Findern	Debris on road after bin collections	Environmental Services	Issue raised with Contractor and Supervisor/Crews reminded of requirement to

					clear spillages
11.07.18	905	Aston	Poor refuse collection service	Environmental Services	Advice issued to resident on correct materials for green bin
13.07.18	906	Willington & Findern	Alleged discrimination, harassment & breach of data protection by the Council	Legal & Democratic Services moved to Housing Services as AK's request	No further action required at this stage
19.07.18	907	Church Gresley	Refuse collection – non collection of polystyrene at side of back bin	Environmental Services	Improvements to the information on the Council website
24.07.18	908	Swadlincote	Burial plot number 5194 Section 04, Church Gresley Cemetery	Cultural Services	Grounds staff reminded of service standards expected. Remedial works planned for
14.08.18	909	Swadlincote	Noise from HGV's on Hearthcote Road, Swadlincote	Planning Services	None necessary
17.08.18	910	Willington & Findern	Telecare equipment testing and maintenance	Housing Services	There may be an ongoing need for clarity regarding the testing of careline equipment
20.08.18	911	Etwall	Non collection of brown bins	Environmental Services	None
28.08.18	912	Linton	Parking spaces at Coton Croft and inconsiderate parking by Council employees	Housing Services	To prevent escalation of dissatisfaction by providing definitive information to residents as to our limitations in parking issues.
28.08.18	913	Hilton	Repeated requests for information	Customer Services	Ensure emails from customers reporting changes in circumstances are input into info@work so the appropriate action can be taken at the correct time
28.08.18	914	Melbourne	Out of hours service and maintenance department	Housing Services	To ensure effective communication with tenant following reporting of repair on out of hours service
23.08.18	915	Woodville	Actions of Housing Officers	Housing Services	Reminders to all team members via team meetings of protocols for dealing with elected members and their complaints/ queries
30.08.18	916	Hilton	Play equipment at the park behind Hilton Village Hall	Cultural Services	Outstanding repair chased up
03.09.18	917	Stenson	Grass and hedge cutting – Pilgrims Way Park, Stenson Fields	Environmental Services	N/A
03.09.18	918	N/A	Actions of Housing Options Member of	Housing Services	Not applicable, staff were acting correctly as per

			staff		GDPR guidelines in not divulging personal information without express consent to do so.
05.09.18	919	Hatton	Pest control fees	Environmental Services	None
06.09.18	920	Midway	Issues at Midway Community Centre	Cultural & Community Services	Repairs chased up, security reviewed and improved, youth engagement reviewed
10.09.18	921	Melbourne	Noise Complaints – Shenpar Products Ltd	Environmental & Planning Services	When noise surveillance equipment is given to customers we will provide an information sheet explaining how the equipment works.
07.09.18	922	N/A	Alleged illegal parking of vehicle in Wetmore Road, Burton on Trent	Housing Services	Informal counselling to employees concerned and issue raised at team briefings
19.09.18	923	Midway	Ball stop fence, Chestnut Avenue, Midway and noise from balls hitting the fence	Cultural Services	Further investigation – experience will inform future design.
20.09.18	924	Church Gresley	Maintenance of small grassed area/pathways at the rear of Unity Close, Church Gresley	Environmental & Housing Services	Will require better publicity/communication with regard to service standards in this area.
21.09.18	925	Swadlincote	Planning Enforcement issues with regards to The Catchems Inn Public House, Hearthcote Road, Swadlincote	Planning Services	None required
25.09.18	926	Church Gresley	Issues with the Housing Options/ Homeless Teams	Housing Services	None.
28.09.18	927	Newhall	Repairs issues at property	Housing Services	Monitoring form – still outstanding
24.09.18	928	Willington & Findern	Recent vacancy for a Parish Councillor, Willington Parish Council	Legal & Democratic Services	The Elections Team have been notified of sending acknowledgement and confirmation of incoming emails
26.09.18	929	Church Gresley	Alleged noise nuisance complaint ref 049232	Environmental Services	Monitoring form – still outstanding