

User Name PATRICIA

Selection Criteria

| | From | To |
|--------------------------------|------------|------------|
| Complaint Reference | ALL | |
| Period | 01/07/2015 | 15/07/2020 |
| Next Action Required | ALL | |
| Tenant | ALL | |
| Management Area | ALL | |
| Manager Code | ALL | |
| Scheme Code | ALL | |
| Property | ALL | |
| Type | Stage 1 | Stage 1 |
| Status | ALL | |
| Manager | ALL | |
| Resolution | Not Uphe | Not Uphe |
| Security Level | ALL | |
| Staff Code | ALL | |
| Next Action Code | ALL | |
| Surname | ALL | |
| Contractor | ALL | |
| Other | ALL | |
| Reported to | ALL | |
| Urgency Indicator | ALL | |
| Resolution Date | ALL | |
| Resolution Required By Date | ALL | |
| List Associated Complaints | NO | |
| Extended Data Criteria Entered | NO | |

User Name PATRICIA

| Complaint Reference | Reported Date | To | Status | Manager | Resolution Code | Security Level | Source | Reported by Code | Reported by Name | Subject of Complaint Source | Subject of Complaint Code | Subject of Complaint Name | Next Action Code | Next Action Date |
|---------------------|---------------|---------|--------------|---------|-----------------|----------------|--------|------------------|------------------|-----------------------------|---------------------------|---------------------------|------------------|------------------|
| 000000272 | 06/10/2015 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 987 | Docherty | Other | | | 0004 | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000273 | 09/10/2015 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 665 | Ballantyne | Contractor | SCT | | 0002 | 08/10/2015 |
| | | Summary | Contractor | | | | | | | | | | | |
| 000000287 | 29/10/2015 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 973 | McGhee | Other | | | 0001 | 04/11/2015 |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000288 | 02/11/2015 | Lynne | Closed | Jim | Not Uphe | Partial | Tenant | 429 | Wilson | Staff | Jim | Wylie | 0003 | 04/11/2015 |
| | | Summary | Alteration | | | | | | | | | | | |
| 000000299 | 20/11/2015 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1059 | Ross | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000308 | 01/12/2015 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1105 | McGinlay | Tenant | | | 0001 | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000309 | 01/12/2015 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 522 | Kerr | Tenant | | | 0003 | 02/12/2015 |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000315 | 04/12/2015 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 130 | Burrowes | Tenant | | | 0003 | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000317 | 15/12/2015 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1255 | Coutts | Tenant | | | 0003 | 20/12/2015 |
| | | Summary | Heating | | | | | | | | | | | |
| 000000328 | 08/10/2015 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 654 | Kirkcaldy | Tenant | | | | |
| | | Summary | Recharge | | | | | | | | | | | |
| 000000332 | 22/01/2016 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1278 | Thomson | Tenant | | | | |
| | | Summary | Utilities | | | | | | | | | | | |
| 000000334 | 26/01/2016 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1250 | McClelland | Tenant | | | 0005 | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000335 | 27/01/2016 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 409 | Logan | Tenant | | | 0003 | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000336 | 28/01/2016 | Jim | Closed | Jim | Not Uphe | Partial | Tenant | 1268 | Craig | Other | | | 0034 | 01/02/2016 |
| | | Summary | Repair | | | | | | | | | | | |
| 000000344 | 16/02/2016 | Lynne | Closed | Jim | Not Uphe | Partial | Other | MSP | Martin | Tenant | 1146 | Morrison | 0034 | |
| | | Summary | Condensation | | | | | | | | | | | |
| 000000346 | 19/02/2016 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1148 | Kelly | Tenant | | | 0003 | 23/02/2016 |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000348 | 22/02/2016 | Chris | Closed | Chris | Not Uphe | Partial | Tenant | 1020 | Devine | Contractor | CVALL | | 0005 | |
| | | Summary | estate | | | | | | | | | | | |
| 000000353 | 08/03/2016 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 815 | Lew-Gorzynska | Contractor | BELL1 | | | |
| | | Summary | Contractor | | | | | | | | | | | |
| 000000354 | 10/03/2016 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 095 | Wallace | Tenant | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000371 | 07/04/2016 | Lynne | Closed | Sean | Not Uphe | Full | Tenant | 1252 | Dillon | Staff | | | 0004 | |
| | | Summary | Staff | | | | | | | | | | | |
| 000000372 | 08/04/2016 | Lynne | Closed | Jim | Not Uphe | Partial | Tenant | 263 | Burrowes | Contractor | BELL1 | | 0034 | 08/04/2016 |

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| Complaint Reference | Reported Date | To | Status | Manager | Resolution Code | Security Level | Source | Reported by Code | Reported by Name | Subject of Complaint Source | Subject of Complaint Code | Subject of Complaint Name | Next Action Code | Next Action Date |
|---------------------|---------------|----------------|------------|---------|-----------------|----------------|--------|------------------|------------------|-----------------------------|---------------------------|---------------------------|------------------|------------------|
| 000000536 | 18/04/2017 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1093 | Craig | Other | | | 0001 | 25/04/2017 |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000538 | 19/04/2017 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 521 | McMahon | Contractor | SHEIL | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000547 | 08/05/2017 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 481 | Campbell | Contractor | MCN | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000548 | 11/05/2017 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 017 | Berry | Contractor | MCN | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000557 | 31/05/2017 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 457 | McDonald | Contractor | MCN | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000565 | 05/07/2017 | | Closed | Sean | Not Uphe | Partial | Tenant | 1342 | Morrison | Other | | | 0004 | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000574 | 05/07/2017 | Sean | Closed | Jim | Not Uphe | Partial | Tenant | 1342 | Morrison | Staff | Jim | Wylie | 0004 | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000577 | 25/07/2017 | Julie | Closed | Lynne | Not Uphe | Partial | Tenant | 1349 | Hall | Contractor | PALCL | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000580 | 02/08/2017 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1059 | Ross | Contractor | MCN | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000585 | 14/08/2017 | Julie | Closed | Julie | Not Uphe | Partial | Tenant | 953 | Gault | Other | | | 0001 | |
| | | Summary | Factoring | | | | | | | | | | | |
| 000000603 | 23/10/2017 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1358 | Brown | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000609 | 10/11/2017 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1356 | O'Connor | Staff | Lynne | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000613 | 23/11/2017 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1175 | Condron | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000615 | 11/12/2017 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1320 | Sweaton | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000618 | 09/01/2018 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1184 | Munro | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000619 | 09/01/2018 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 922 | Hoorman | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000620 | 12/01/2018 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1383 | Gallacher | Staff | Lynne | | 0002 | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000622 | 16/01/2018 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1306 | Hopkins | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000625 | 30/01/2018 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 991 | Wilson | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000629 | 12/02/2018 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 778 | Blunn | Contractor | SCT | | | |
| | | Summary | Contractor | | | | | | | | | | | |
| 000000630 | 14/02/2018 | Julie | Closed | Lynne | Not Uphe | Partial | Tenant | 982 | Allan | Other | | | | |

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| Complaint Reference | Reported Date | To | Status | Manager | Resolution Code | Security Level | Source | Reported by Code | Reported by Name | Subject of Complaint Source | Subject of Complaint Code | Subject of Complaint Name | Next Action Code | Next Action Date |
|---------------------|---------------|----------------|--------------------|---------|-----------------|----------------|--------|------------------|------------------|-----------------------------|---------------------------|---------------------------|------------------|------------------|
| 000000703 | 29/08/2018 | Tracy | Closed | Tracy | Not Uphe | Partial | Tenant | 847 | Keenan | Contractor | CVALL | | 0005 | 05/09/2018 |
| | | Summary | Contractor | | | | | | | | | | | |
| 000000706 | 06/09/2018 | Tracy | Closed | Tracy | Not Uphe | Partial | Staff | Tracy | Campbell | Contractor | CVALL | | | |
| | | Summary | Contractor | | | | | | | | | | | |
| 000000708 | 10/09/2018 | | Closed | Sean | Not Uphe | Full | Tenant | 1058 | Duncan | Tenant | | | | |
| | | Summary | Vermin and staff | | | | | | | | | | | |
| 000000710 | 19/06/2018 | | Closed | Sean | Not Uphe | Full | Other | 1040 | O'Donnell | Other | | | | |
| | | Summary | Allocations | | | | | | | | | | | |
| 000000715 | 19/10/2018 | Tracy | Closed | Tracy | Not Uphe | Partial | Tenant | 745 | Monteith | Contractor | PALCL | | 0001 | 26/10/2018 |
| | | Summary | Contractor | | | | | | | | | | | |
| 000000718 | 24/10/2018 | Tracy | Invest | Tracy | Not Uphe | Partial | Tenant | 1092 | Ennis | Contractor | CVALL | | 0004 | 30/10/2018 |
| | | Summary | Contractor | | | | | | | | | | | |
| 000000720 | 25/10/2018 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 552 | Robertson | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000731 | 10/12/2018 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 645 | Haughie | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000735 | 16/01/2019 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1203 | Spaine | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000757 | 05/04/2019 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1078 | McGhie | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000763 | 31/05/2019 | Tracy | Closed | Tracy | Not Uphe | Partial | Tenant | 1080 | McGregor | Contractor | CON01 | | 0004 | 06/06/2019 |
| | | Summary | Contractor | | | | | | | | | | | |
| 000000765 | 03/06/2019 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 177 | Cunningham | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000767 | 10/06/2019 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 922 | Hooman | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000772 | 27/06/2019 | | Closed | Julie | Not Uphe | Partial | Tenant | 1189 | McCreadie | Other | | | 0004 | |
| | | Summary | Allocations Policy | | | | | | | | | | | |
| 000000773 | 27/06/2019 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1189 | McCreadie | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000779 | 24/07/2019 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1414 | Kean | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000794 | 13/09/2019 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1445 | O'Connor | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000807 | 01/11/2019 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 1044 | Rae | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000808 | 07/11/2019 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 650 | Taylor | Other | | | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000831 | 14/02/2020 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 746 | Packer | Tenant | 1405 | Iannelli | | |
| | | Summary | Repairs | | | | | | | | | | | |
| 000000837 | 05/02/2020 | Lynne | Closed | Lynne | Not Uphe | Partial | Tenant | 629 | Robertson | Other | | | | |

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| Complaint Reference | Reported Date | To | Status | Manager | Resolution Code | Security Level | Source | Reported by Code | Reported by Name | Subject of Complaint Source | Subject of Complaint Code | Subject of Complaint Name | Next Action Code | Next Action Date |
|---------------------|---------------|------------------|-----------------------------|---------|-----------------|----------------|--------|------------------|------------------|-----------------------------|---------------------------|---------------------------|------------------|------------------|
| 000000843 | 26/02/2020 | Summary Lynne | Repairs Closed | Lynne | Not Uphe | Partial | Tenant | 1473 | McPherson | Other | | | | |
| 000000846 | 06/03/2020 | Summary Lynne | New Build Closed | Lynne | Not Uphe | Partial | Tenant | 982 | Allan | Other | | | | |
| 000000850 | 09/04/2020 | Summary | Repairs/Factoring Closed | Sean | Not Uphe | Full | Tenant | 1483 | Robertson | Staff | Julie | Smith | 0002 | |
| 000000879 | 11/06/2020 | Summary Julie | staff Closed | Julie | Not Uphe | Partial | Tenant | 167 | Jones | Other | | | | |
| | | Summary | Policy | | | | | | | | | | | |

Report Totals Number of Complaints 107