

09-DEC-2016 SFLETCHER - TINF - Current

Updated formal complaint received by email 08.12.16. passed to complaints and access to information team.

09-DEC-2016 SFLETCHER - TERM - Current

Action should have been classified as TINF not TERM - unable to amend.

09-DEC-2016 SFLETCHER - TINF - Current

Updated formal complaint and letter authorising tenants mother Lorraine Cordell to speak to us in relation to tenancy received by email 05.12.16 - Passed to complaints and access to information team. Action type classified in previous note as TERM - OTHER TCY SHOULD BE TERMINATED AFTER EVICTION in error - should have been TINF - TENANCY INFO but unable to amend

09-DEC-2016 SFLETCHER - TERM - Current

Updated formal complaint and letter authorising tenants mother Lorraine Cordell to speak to us in relation to tenancy received by email 05.12.16 - Passed to complaints and access to information team.

09-DEC-2016 SFLETCHER - TINF - Current

Formal complaint. subject access request, and letter authorising tenants mother Lorraine Cordell to speak to us in relation to tenancy received by email 24.11.16 - Passed to complaints and access to information team.

29-NOV-2016 SFLETCHER - TINF - Current

Call received from tenant on 22.11.16 re CCTV camera removal letter and transfer options. Tenant was agitated throughout the conversation and when he passed the phone to his mother to speak to me, he said aggressively 'I'm gonna do her over' and 'I'm gonna take her job just for fun' in reference to me. File note on iclipse.

18-NOV-2016 SFLETCHER - TINF - Current

Letter sent to tenant requesting removal of camera from communal/fire door (ground floor)

04-JUL-2016 OMCLEOD - RINF - Current

monitor

09-MAY-2016 PSIMPSON - DPAL - Current

Notification sent to increase DP due to annual increase of c/f + £3.75 off the arrears.