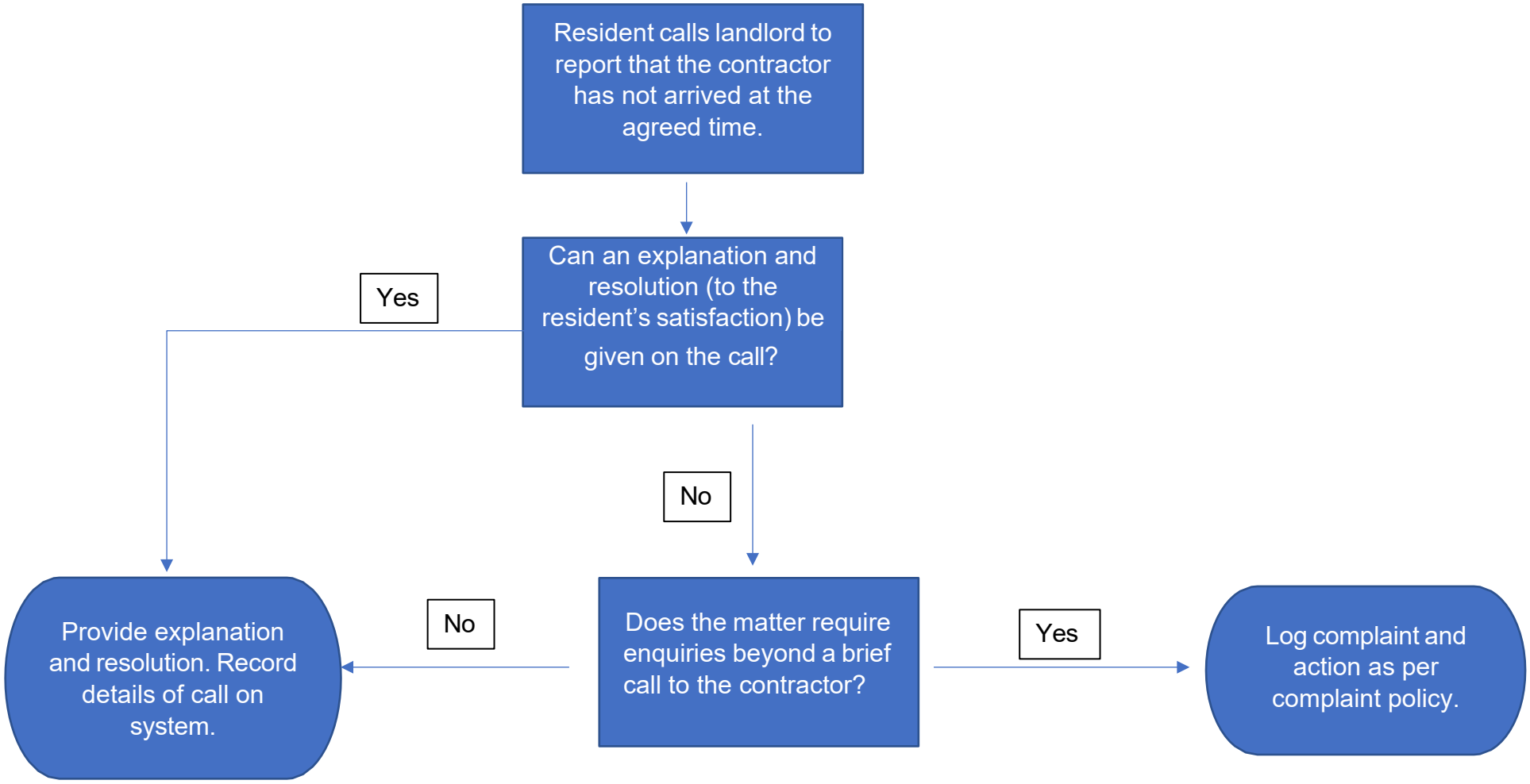
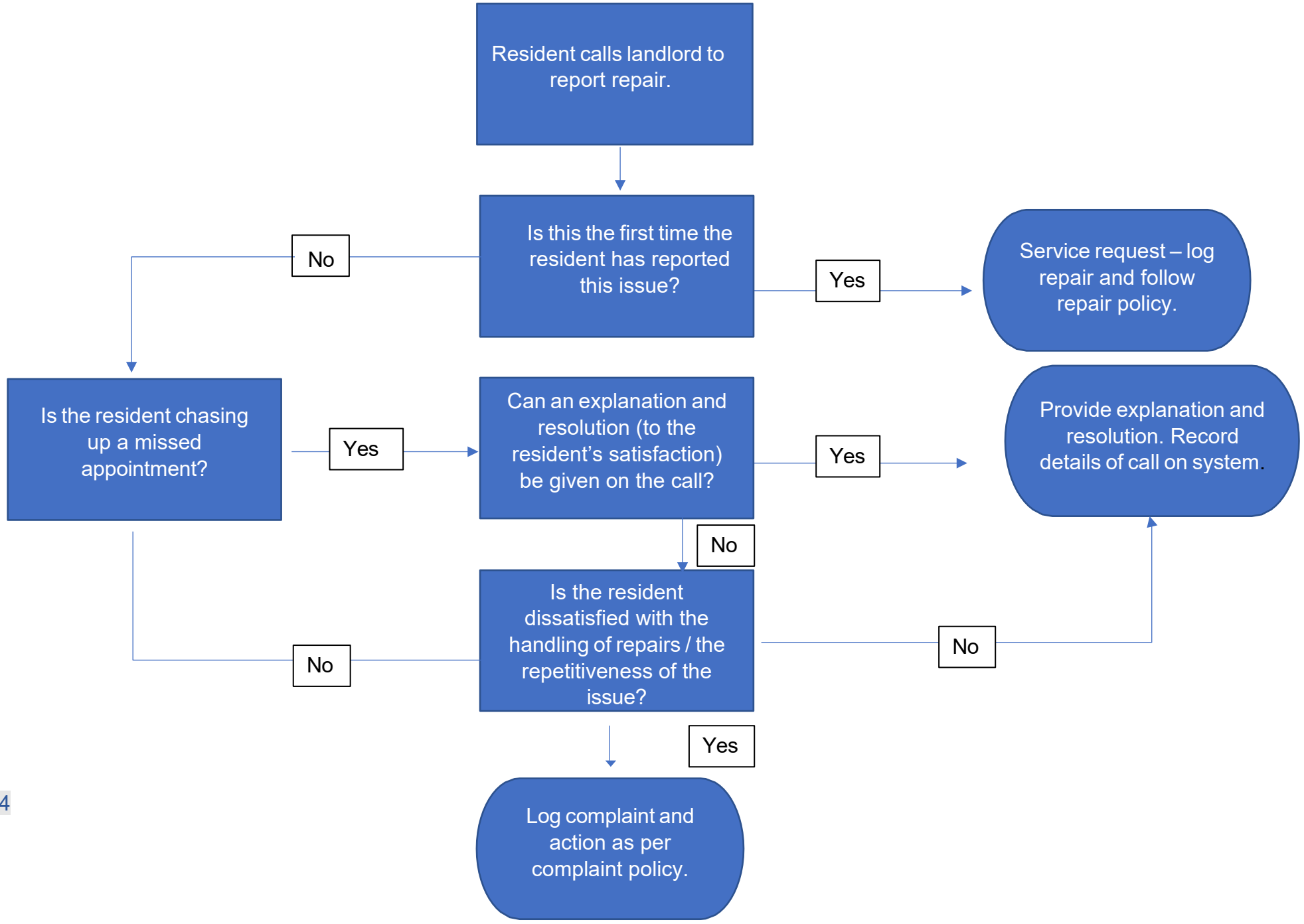
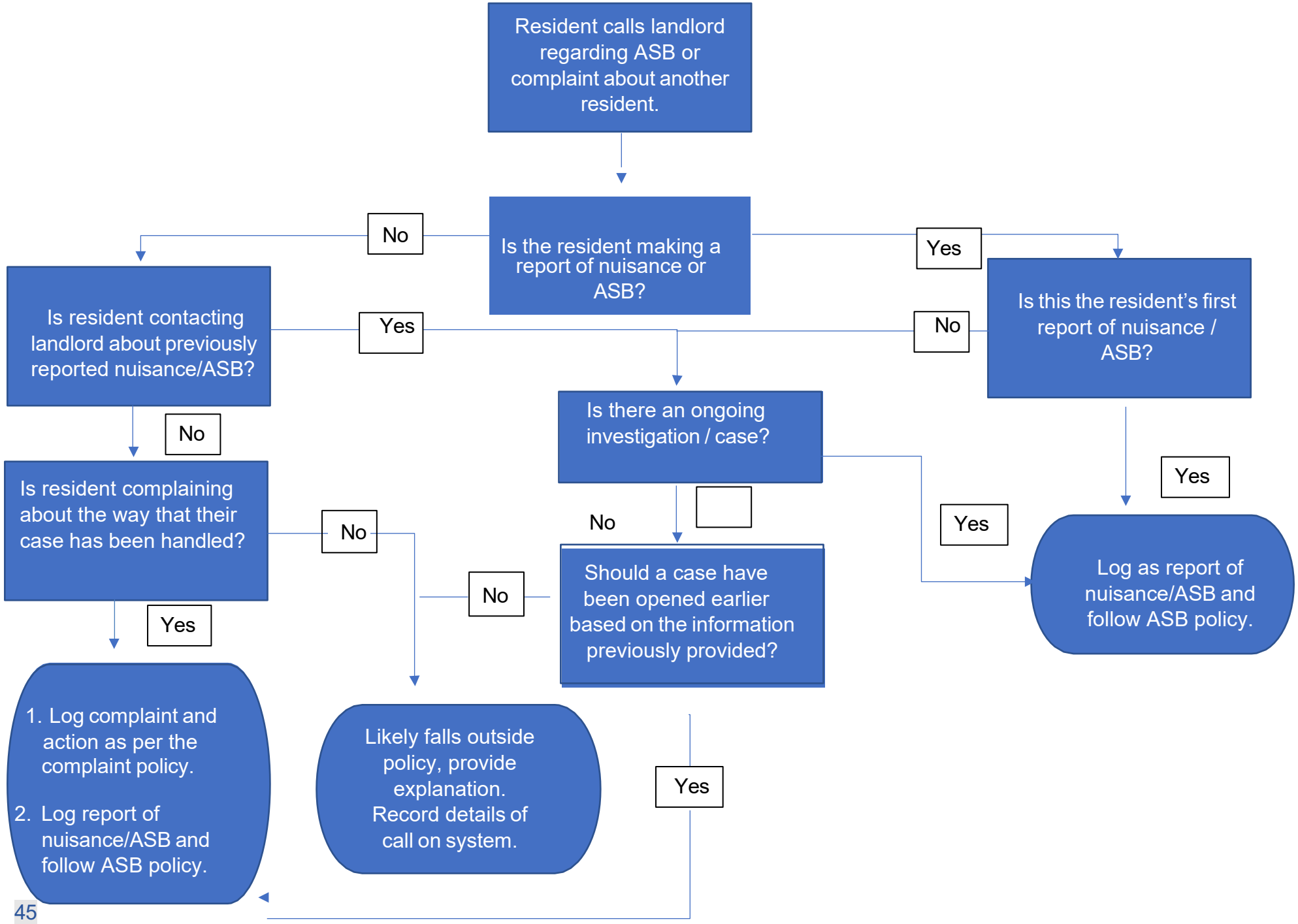
Appendix B – Service request or complaint – flow charts




Resident calls landlord to report repair.
Is this the first time the resident has reported this issue?
No
Yes
Service request – log repair and follow repair policy.
Is the resident chasing up a missed appointment?
Yes
Can an explanation and resolution (to the resident's satisfaction) be given on the call?
Yes
Provide explanation and resolution. Record details of call on system.
No
Is the resident dissatisfied with the handling of repairs / the repetitiveness of the issue?
No
No
Yes
Log complaint and action as per complaint policy.


Resident calls landlord regarding ASB or complaint about another resident.
Is the resident making a report of nuisance or ASB?
No
Yes
Is resident contacting landlord about previously reported nuisance/ASB?
Yes
No
Is this the resident's first report of nuisance / ASB?
No
Is there an ongoing investigation / case?
Yes
Yes
Is resident complaining about the way that their case has been handled?
No
No
No
Should a case have been opened earlier based on the information previously provided?
Log as report of nuisance/ASB and follow ASB policy.
Yes
1. Log complaint and action as per the complaint policy.
2. Log report of nuisance/ASB and follow ASB policy.
Likely falls outside policy, provide explanation. Record details of call on system.
Yes