

| | <u>Residents Interactions</u> | | | | | | | |
|--------------|-------------------------------|-----------------|-------------------|-----------------|--------------------|--------------------|---------------------|--|
| <u>Month</u> | <u>Queries</u> | | <u>Complaints</u> | | | <u>Compliments</u> | | |
| | <u>Received</u> | <u>Answered</u> | <u>Received</u> | <u>Resolved</u> | <u>Outstanding</u> | <u>Received</u> | <u>Acknowledged</u> | |
| Jun-15 | 5 | 5 | 4 | 4 | 0 | 2 | 2 | |
| Jul-15 | 3 | 3 | 2 | 4 | 0 | 1 | 1 | |
| Aug-15 | 1 | 1 | | | 0 | | 1 | |
| Sep-15 | 2 | 2 | 3 | 2 | 1 | | 5 | |
| Oct-15 | | | 3 | 2 | 1 | | 3 | |
| Nov-15 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | |
| Dec-15 | | | 1 | 1 | 0 | 1 | 1 | |
| Jan-16 | 2 | 2 | 1 | 1 | 0 | | 3 | |
| Feb-16 | | | 2 | 2 | 0 | | 2 | |
| Mar-16 | | | 3 | 3 | 0 | | 3 | |
| Apr-16 | 4 | 4 | | | 0 | | 4 | |
| May-16 | 3 | 2 | 2 | 2 | 0 | 1 | 5 | |
| Jun-16 | 1 | 2 | 2 | 1 | 0 | 1 | 3 | |
| Jul-16 | | | 1 | | 1 | | | |
| Aug-16 | | | 4 | 4 | 0 | | | |
| Sep-16 | 1 | 1 | 2 | 1 | 1 | | | |

| | | | | | | | | | | |
|--------|--|--|--|--|---|---|---|--|--|--|
| | | | | | | | | | | |
| Oct-16 | | | | | 5 | 2 | 3 | | | |