

The Corporate Assets Service
Complaints about our service and how we responded – decisions from April 2007

WDC Complaint No.	Date Received	The Complaint	How we responded and any improvements that resulted
446	07/08/2007	WDC has not acted honourably nor competently in renewal of the lease for Oakfield Bowls Club. Lease expired 2004 and although an offer of new 21 year lease had been discussed this did not take place. In July 2007 the Council offered a 4 year lease.	The key reason that the 21 year lease could not be offered, was that the Director of Community Services felt that such a term was in conflict with other responsibilities the Council would be required to meet over the coming years. These concerns were shared with senior colleagues and relevant senior Councillors and it was agreed that the longest term that could be offered was 4 year.
452	20/09/2007	Unhappy with the way Mr D is dealing with request to clear up land at back of 57 High St Hailsham, which is next door to Mrs W's property. WDC clear this area from time to time but do not remove rubbish from ivy, plant growth etc. When Mrs W phoned Mr D she was told the clear-up will be done. However, when Mr W phoned to chase-up the matter, Mr D informed him it was nothing to do with Wealden.	Request was made to Head of Waste and Commercial Services for the clear up to take place. Mr D was on leave at the date of Mr W's phone call, but his assistant recalls a conversation with Mr W, who replied that the land was not Wealdens'. This was not correct and was an honest mistake. Head of Corporate Assets apologised. Complaint re: Mr D not upheld.

499	14/02/2008	In this day and age I find it deplorable that the external floodlights to the Council offices in Vicarage Field are illuminated during daylight hours, even during darkness this is totally unwarranted, security reasons cannot be an excuse as I am sure that alarm systems etc are in place for protection. Illumination of public buildings is a total waste of taxpayers' money (with the possible exception of tourist attractions) and out of line with saving the planet. We as a country are committee	Head of Corporate Assets explained the Council was upgrading their electrical supply; as a result the floodlight timers malfunctioned. These were corrected at the earliest opportunity. The floodlights were put in place after consultation with close neighbours based on security reasons.
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