

RISK LEVEL 3 & 4 Recommendations implemented between 03 August to 08 November 2013

Code & Title	Description	Risk level	Assigned To	Due Date	Completed
1213 OP-01-02 CSC (U-connect)	The Customer Charter should be formally launched. Consideration should be given to adopting the customer service excellence standard.	3	ASSITANT DIRECTOR CORPORATE SERVICES	30-Sep-13	06-Sep-13
1213 OP-K09r 05 HOUSING REPAIRS	It is recommended that: (a) immediate action is taken to reduce the five month's backlog of Post Inspections to an acceptable level and (b) all variation information is obtained from the Northgate system prior to the inspections carried out	3	ASSISTANT DIRECTOR HOUSING & ENVIRONMENT	30-Aug-13	31-Aug-13