

Infrastructure

	Complaint Detail	Findings	Upheld/Not Upheld/ Partially Upheld
54.	Caller not happy that the solar panels that were installed are not heating the water	Failure to meet customer expectations	Not Upheld (outwith time period for dealing with complaint)
55.	Unscheduled visit by an Angus Council staff member who had conduct/behaviour issues	Failure to provide service	Partially Upheld
56.	Alleged unauthorised construction	Communication failure	Partially Upheld
57.	Housing in Montrose losing land due to coastal erosion	Communication failure	Upheld
58.	Conduct of Parking Attendant	Failure to provide service	Upheld
59.	Community Enforcement - attitude	Council not at fault	Not Upheld
60.	Travellers	Misunderstanding of Council Policy	Not Upheld
61.	Road gully	Communication failure	Upheld
62.	Parking issues at St Mary's Street Car Park	Failure to meet customer expectations	Upheld