

Our ref: 884133  
13 February 2018

**de Boer**  
**???**

Account reference:xxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxx.xxx

## **Freedom of Information Act 2000**

Dear De Boer

Further to your request for information we need further information from you before we can answer your questions, please see the comments below:

1. Number of reported issues (like potholes, fly-tipping, littering, traffic lights etc.) online, phone and by e-mail in 2017. **We can provide this but you need's to state exactly which type of jobs you are looking for stats on – is it just the four mentioned or are there others?**
2. Number of resolved issues that were reported in 2017. What does this mean? **You need to be more specific about what you want here – do you just want a report on jobs that were successfully completed – this does not provide the complete picture as there are many statuses e.g cancelled jobs, pending, included in capital programme etc**
3. Are these reports manual registered or automated? **The stats that we can provide are automated jobs off the Council's CRM system.**

Once we receive your clarification we will continue with your request.

Yours sincerely

Corporate Information Governance Team