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|-----------------------|-----------|
| <b>FOI REF:</b>       | 15728     |
| <b>RESPONSE SENT:</b> | 24/6/2025 |

### Request

This email is a request for information under the Freedom of Information Act 2000.

Please could you provide the below information for the financial year 1st April 2024 - 31st March 2025 OR the most recently completed financial year for which data is available. We are requesting data on the following:

The number of rental properties you maintain. Number and nature of complaints you get from tenant(s)

A breakdown of these formal tenant complaints by the primary subject category (e.g., repairs, anti-social behaviour, staff conduct, communication, estate management, rent/charges, etc.), including the number of complaints received per category. Please use your organisation's standard categorisation. Please indicate if the complaint was for a private residential property, council home, or private sector lease. Time taken to resolve these tenant(s) complaints The average time taken (please specify if in working days or calendar days) to reach a formal resolution or closure for all tenant complaints that were closed/resolved during the specified financial year. Cost to resolve the tenant(s) complaints The total identifiable costs associated with [e.g., external mediation services used for tenant disputes, or specific repair categories that frequently lead to complaints] for complaints resolved in the specified financial year.

If any part of this request is unclear, please do not hesitate to contact me for clarification via email. We would prefer to receive this information in an electronic format, ideally as a CSV file or an Excel spreadsheet, sent to my email address.

If you do not hold some of this information, please inform me. If you estimate that the cost of complying with this request will exceed the appropriate limit, please inform me and provide advice on how I can refine my request to bring it within the cost limit.

### Response

Number of rental properties **5139**

| Type of complaint               | Amount | Complainant type        |
|---------------------------------|--------|-------------------------|
| Housing - Allocations           | 4      | Mix of tenant & private |
| Housing - Anti-social behaviour | 2      | Mix of tenant & private |
| Housing – Garages               | 4      | Mix of tenant & private |
| Housing - Health & safety       | 3      | Mix of tenant & private |
| Housing - Neighbourhood         | 2      | Tenant                  |
| Housing - Other                 | 15     | Mix of tenant & private |

|   |    |                         |
|---|----|-------------------------|
| Housing - Out of Hours                            | 1  | Tenant                  |
| Housing - Private Sector Housing                  | 1  | Private                 |
| Housing - Property Services - Boiler/ Heating     | 14 | Tenant                  |
| Housing - Property Services - Compensation        | 8  | Tenant                  |
| Housing - Property Services - Contractor          | 6  | Tenant                  |
| Housing - Property Services - House Condition     | 3  | Tenant                  |
| Housing - Property Services - Planned maintenance | 5  | Tenant                  |
| Housing - Property Services - Retrofit            | 2  | Tenant                  |
| Housing - Property Services – Service failure     | 14 | Mix of tenant & private |
| Housing - Property Services –Damp & Mold          | 16 | Tenant                  |
| Housing - Property Services -Windows              | 2  | Tenant                  |
| Housing - Rents & Service Charges                 | 1  | Tenant & Leaseholder    |
| Housing - Repairs & Maintenance General           | 11 | Tenant                  |
| Housing - Right to buy                            | 1  | Tenant                  |
| Housing - Sheltered Services                      | 1  | Mix of tenant & private |
| Housing - Staff & Customer Services               | 7  | Tenant                  |
| Housing - Tenancy Management                      | 4  | Tenant                  |
| Housing - Voids                                   | 2  | Tenant                  |
| Housing- Housing Options                          | 6  | Mix of tenant & private |
| Housing- Leaseholders                             | 5  | Leaseholders            |
| Housing-New Homes                                 | 2  | Private                 |

|                                      |     |
|--------------------------------------|-----|
| Stage 1 Complaints Received          | 142 |
| Local resolution                     | 6   |
| Responded to within 10 days          | 117 |
| Escalated to Stage 2                 | 29  |
| Stage 2 responded to withing 10 Days | 20  |

We do not hold breakdown information on the cost to resolve the tenant(s) complaints.

