

<b>FOI REF:</b>	15630
<b>RESPONSE SENT:</b>	26/06/2025

### Request

I am writing to request information under the FOIA (2000).

What I'd like to know:

- How many disrepair claims have you defended every year since 2013 to 2025?
- Broken down year by year, how much did you pay in legal costs for disrepair claims?
- Since 2013 (once again, year by year), how much did you spend on maintenance on social housing units?
- Do you have any comments to add about disrepair claims?
  - How do they affect the service you provide?
  - Is the law set up adequately for councils/LAs to deal with them?
  - Any further comments?
  - with the legally-required information on (i.e. owner's name and address)?

### Response

- How many disrepair claims have you defended every year since 2013 to 2025?

Unfortunately our records only go back to 2019, details are as follows

- 2019 2
- 2020 2
- 2021 4
- 2022 6
- 2023 6
- 2024 9
- 2025 8

- Broken down year by year, how much did you pay in legal costs for disrepair claims?

Similarly, we only have records back to 2019, approximate costs according to the data we were able to find are below

- 2019 0



- 2020 0
- 2021 0
- 2022 £37,800
- 2023 £12,200
- 2024 £28,500
- 2025 £38,201

- Since 2013 (once again, year by year), how much did you spend on maintenance on social housing units?

Our annual spend on traditional maintenance and empty property works is currently approximately £5m and this has been at a similar level since the start of our repairs contract in 2012 bearing in mind inflation increases each year against the original contract value. It is difficult to give a specific answer as there are a number of workstreams included within the overall repairs spend. It would also not be straightforward to accurately report on the amount from that expenditure which relates directly to disrepair.

- Do you have any comments to add about disrepair claims?

Disrepair claims enable us to tackle long standing repair matters and achieve a final resolution for what are generally legacy issues. It is part of what we do and has no impact on our wider service delivery. We would prefer that all repair matters could be resolved without the need for legal intervention. Each disrepair case we manage is an opportunity to learn and improve on our service delivery

