

FOI number: **HBC\_FOI\_20210185**  
Date FOI Received: **01/04/2021**  
Department: **Housing**  
Title: **Social Housing Tenants, Complaints and Maintenance**  
Description: **Social Housing Tenants, Complaints and Maintenance**

**Request: (As Redacted sent by requestor)**

- 1) How many complaints relating to housing has your organisation received in the past five years (January 2016 to present)? How many of these cases are ongoing? [Please could you provide the data for each year e.g. 2016 "X" number of complaints, 2017 "X" number of complaints.]
- 2) How many staff members do you have working as part of your complaints resolution team or equivalent team?
- 3) How many social housing tenants (council house and housing association tenants) does your council have? How many social housing dwellings/properties (council house and housing association dwellings/properties) does your council have?
- 5) How much money has your organisation spent on housing repairs and maintenance each year for the past five years (Jan 2016-present)? [Please could you provide the data for each year e.g. 2016 "X" number, 2017 "X" number]

**Response: (Response as Redacted sent by service)**

- 1) How many complaints relating to housing has your organisation received in the past five years (January 2016 to present)? How many of these cases are ongoing? [Please could you provide the data for each year e.g. 2016 "X" number of complaints, 2017 "X" number of complaints.]

Answer: This is the total of all housing related complaints of any sort reported to this authority, it does not just provide social housing but social and private properties.

1st January – 31st December

2016	2017	2018	2019	2020
153	163	221	102	96

- 2) How many staff members do you have working as part of your complaints resolution team or equivalent team?

Answer: There are two officers in the private sector housing team

- 3) How many social housing tenants (council house and housing association tenants) does your council have? How many social housing dwellings/properties (council house and housing association dwellings/properties) does your council have?

Answer: This authority does not have a general housing portfolio, however we do have 67 properties which are used as temporary accommodation and are fully occupied most of the time, except for repairs or changes of occupants.

5) How much money has your organisation spent on housing repairs and maintenance each year for the past five years (Jan 2016-present)? [Please could you provide the data for each year e.g. 2016 "X" number, 2017 "X" number]

Answer:

17	2017-18	2018-19	1st April – 31st March 2019-20	2016- 2020-21	£
	£	£	£	£	
	Repairs and maintenance costs for temporary accommodation	95,933	70,678	119,437	78,270
	99,698				

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<http://www.hertsmere.gov.uk/councildemocracy/accesstoinformation/>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
 Wycliffe House, Water Lane  
 Wilmslow  
 Cheshire SK9 5AF  
 Telephone: 01625 545700  
 Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services