



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
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Telephone: 01530 454763

Date: 30 April 2021

FREEDOM OF INFORMATION REQUEST 1569

I write further to your email dated 01 April 2021.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

- 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.]

Due to a system change, our records for complaints go back only to 2018. There are no ongoing cases.

2018 = 37 complaints

2019 = 31 complaints

2020 = 47 complaints

2021 = 23 complaints

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

There is not a complaints resolution team within the Housing Service. The managers within the service will investigate and respond to complaints received.

- 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?

We have 4192 council owned properties as at 12 April 2021 which includes a mixture of single and joint tenants. We do not record the number of tenants.

- 4) 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]

2015/16 = £5,184,000

2016/17 = £4,618,000

2017/18 = £5,338,000

2018/19 = £4,880,000

2019/20 = £4,594,000

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GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Please remember to quote the Authority's four digit reference number given at the top of this letter in any future communications.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer