

Reference Number: MFOI-015825

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.]
- 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?
- 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]

Response:

1)

We have included stage one, stage two and Local Government Ombudsman complaints in our figures below

2016/17 – 228
2017/18 – 199
2018/19 – 217
2019/20 – 92
2020/21 – 82
2021/22 – 4 (all ongoing as of 15 April due to the new financial year)

2) There are three members of staff in the corporate Customer Relations Team (complaints team), and there is one Customer Relations Officer in Housing Services.

3) As of 19 April 2021 we have 2936 social housing tenants and the closing balance of HRA properties as of 31 March 2021 was 3007.

Medway Council process personal data in compliance with the Data Protection Act 2018 and the General Data Protection Regulation. More information on how we process your personal data can be found in our Privacy Notice on the Medway Council Website.

If you wish to receive further information in regards to this request or wish to submit a Freedom of Information Request please forward your request to freedom@medway.gov.uk or Information Governance Team, Medway Council, Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR.

Freedom of Information Act 2000 & Environmental Information Regs. 2004



4)

Period	Amount
Jan 2016 -Mar 2015/16	£2,103,628.37
Apr-Mar 2016/17	£7,978,656.80
Apr-Mar 2017/18	£6,671,879.18
Apr-Mar 2018/19	£5,662,485.09
Apr-Mar 2019/20	£6,495,694.28
Apr-Mar 2020/21	£5,227,770.19

I hope this satisfies your request, however if you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Information Governance Manager, Medway Council, Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR. Alternative you can send this by email to freedom@medway.gov.uk.

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