

NORTH HERTFORDSHIRE DISTRICT COUNCIL

Council Offices, Gernon Road, Letchworth Garden City, Hertfordshire, SG6 3JF
Telephone: (01462) 474000
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DX 21317, Letchworth



Will Tullis

request-743716-
560028a4@whatdotheyknow.com

Our Ref: FOI018421
Contact Officer: Garry Melding
Direct Line: 01462 474000
Email: FOI2@north-herts.gov.uk
Date: 22nd April 2021

Good Morning Will Tullis,

Information request under the Freedom of Information Act 2000 **FOI018421 – Social Housing**

Thank you for your request for information received on 1st April 2021.

Your request has been handled under the Freedom of Information Act 2000. Any information that is refused will clearly indicate the exemption that applies to the refusal.

Further information explaining the Council's process for responding to information requests is available in our reception or on our website. If you have any queries regarding the process or your request, please do not hesitate to contact me.

If after receiving our full response, you feel dissatisfied with the information provided, or you disagree with a refusal decision, you have the right to ask for a review of the decision with the Council. We will accept review requests up to 60 days after our response. After that date we consider the case closed.

Review requests should be addressed to the Information & Asset Team Manager at North Hertfordshire District Council, Council Offices, Gernon Road, Letchworth, Herts, SG6 3JF or emailed to FOI2@north-herts.gov.uk

It is important that you include the above FOI reference number on all correspondence related to this request.

If following a review you are still dissatisfied with the Council's response, you can contact the Information Commissioners Office for guidance or to make an appeal at:-
Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF
Telephone: 0303 123 1113 (or 01625 545745 if you would prefer not to call an '03' number, or +44 1625 545745 if calling from overseas) www.ico.org.uk

Anthony Roche
Managing Director

Yours sincerely

A handwritten signature in black ink, appearing to read 'Garry Melding', with a stylized flourish at the end.

Garry Melding
Information & Asset Officer

Anthony Roche
Managing Director

FOI018421 – 22/04/21

Social Housing

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 complaint’s resolution team or equivalent team?
- 3) How many social housing tenants (council house and housing association tenants) does your council have?
- 4) 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:

- 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.]**

Apr 16 - Mar 17 - 3 (info not held prior to April)

Apr 17 - Mar 18 - 9

Apr 18 - Mar 19 - 10

Apr 19 - Mar 20 - 20

Apr 20 - Feb 21 – 11

Mar 21 – Present (20/04/2021) – 4

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

nil

- 2) **How many social housing tenants (council house and housing association tenants) does your council have?**

nil

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

nil

- 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]**

nil