



REQUEST 17196

RESPONSE

I am making this request under the Freedom of Information Act 2000 regarding spending on disrepair claims and tenant services from 1st November 2023 to 1st November 2024. Please provide the following information:

1. Total expenditure by the council on legal disrepair claims during this period.

£1,269,975.70 (please note that this figure is inclusive of the sum at Q2)

2. The total compensation paid directly to tenants living in disrepair.

£235,633.92

3. A monthly breakdown of tenant boiler breakdown reports and repairs for:

3a] Sheltered accommodation and supported living

- a) November 2023
- b) December 2023
- c) January 2024
- d) February 2024

This response covers communal heating system breakdowns, which includes reports of tenants flats having no heating as well as communal areas with no heating.

- a) November 2023 – 36 reports
- b) December 2023 – 17 reports
- c) January 2024 – 28 reports
- d) February 2024 – 32 reports

3b] All other domestic properties

- a) November 2023 – 2092
- b) December 2023 – 1789
- c) January 2024 – 2018
- d) February 2024 – 1515

4. The average wait time for addressing a boiler breakdown from the time of the initial report to full resolution during each of these *(above)* months.

4a] Sheltered accommodation and supported living.

The Council's IT system for the above does not record waiting times for repairs to breakdowns. Our contractor was procured to attend reports of heating breakdowns within 2 hours and the majority are resolved the same day unless parts are required.

4b) All other domestic properties

Nov 23 – 1 Day 3 Hours

Dec 23 – 1 Day 14 Hours

Jan 24 – 1 Day 17 Hours

Feb 24 – 24hrs