

FOI 23/2016

REQUEST

1. How many housing complaints did the council receive?
2. How many of these complaints were regarding properties owned or run by private companies or housing associations by council tenants? If logged can you provide the complaint log and which companies/providers they were about?
3. How much did the council pay private companies and landlords to provide housing provision? Can this number be provided for the past 3 years.
4. How many people in temporary accommodation have made complaints?
5. How many new residential units approved by the council were built in the borough in 2015?
6. What is the borough's target for affordable homes?
7. How many people in the borough did the council class as 'intentionally homeless?' Could these numbers be provided for the past three years - if possible with a monthly breakdown.
8. How many people appealed voluntary homelessness decision by asking for a review of the council's decision? Could these numbers be provided for the past three years - if possible with a monthly breakdown.
9. How many housing developments are expected to be completed in 2016 and how many involved a renegotiation on the number of affordable housing units?

Unless otherwise stated please provide information for the past three financial years with a clear annual breakdown.

RESPONSE

In response to this FOI, I can advise as follows:

1. Between February 2013 – January 2016, the Housing Department received 114 complaints.

Feb 13 – Mar 14 – 15

Apr 14 – Mar 15 - 46

Apr 15 - Jan 16 - 53
2. 1 complaint (LO/COM/37) was complaint about a bed and breakfast hotel and the length of time the applicant had resided there. The hotel was the Chequers Hotel in Ipswich.
3. 2013-14 - £72,482 (April – March)

2014-15 - £69,642 (April – March)

2015-16 - £61,910 (April - January)
4. 1

5. 196
6. The Council aims to secure 25% of units for affordable housing on sites consisting of 10 properties or more.
7. April 2013 - March 2014 – 17
April 2014 - March 2015 – 18
April 2015 – January 2016 – 24
8. April 2013 -March 2014 – 0
April 2014 - March 2015 - 2
April 2015 –January 2016 – 3
9. Unable to answer/unknown