

## FOI 90/2018

### REQUEST AND RESPONSE

Re: Social Housing

Please see information below in response to your recent FOI request:

1. Property information (e.g. number of properties and their attributes).

We have approx. 3250 properties which is a mix of houses, flats and maisonettes

2. Repairs and maintenance information (e.g. number of repairs, types of repair, costs).

There was 7786 orders raised of costs of £1,039,197.42 in year 16/17. Type of repairs were day to day repairs which you would expect to see in general planned maintenance.

3. Repairs and maintenance complaints information (e.g. number of complaints, what they are in relation too).

Total number of housing complaints received:

2014/15 – 26

2015/16 – 23

2016/17 – 15

4. Housing management info (e.g. costs and questions on the operations of your housing services such as whether some functions are in house or outsourced).

All our repairs are outsourced with external contractor

5. Anonymised tenant information (e.g. general demographics on the total number of tenants).

Demographic information taken from last STAR survey:

Gender of tenants – 54% female, 45% male and 1% prefer not to say

Ethnicity of tenants – 4 % BME, 91% white British, 5% prefer not to say

Age profile – 16 – 24 = 2%, 25 – 34 = 5%, 35 – 44 = 7%, 45 – 54 = 18%, 55 – 59 = 10%, 60-64 = 9 %, 65 + = 42%, prefer not to say 7%