

**(CCC) Social Housing**

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?

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?

2016/17 – Housing Management 139 / Housing Repairs 86

2017/18 – Housing Management 93 / Housing Repairs 89

2018/19 – Housing Management 100 / Housing Repairs 124

2019/20 – Housing Management 98 / Housing Repairs 175

2020/21 – Housing Management 94 / Housing Repairs 169 (please note, due to current end-of-year reporting, the council is only able to provide Quarter 1 to 4 data. Not the 20/21 Year End figure.)

The number of current active cases are 6 for Housing Management Services and 15 for Housing Repairs.

2. How many staff members do you have working as part of your complaint's resolution team or equivalent team?

The responsibility for managing the complaint process and supporting system (Complaints Tracker) sits with the Business & Development Manager and Business & Development Officer. Three Executive Support Officers are responsible for administrating complaints, this includes triaging the complaint so that it is sent to the correct service. Case Owners within services are then

required to investigate and respond. There are 340 active Case Owners.

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

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Response sent

**8862**

**23 April 2021**

have?

As of 15th April 2021, there were 9,161 council house tenants. We only record the names of the sole tenant (one named tenant) or the joint tenants (two named tenants). We do not record the number of people living in the household as a whole. Cambridge City Council does not have Housing Association properties.

Cambridge City Council is responsible for 7,196 council house properties.

4. How much money has your organisation spent on housing repairs and maintenance each year for the past five years (Jan 2016 – present)?

4. Year Capital Investment in HRA Stock (Excluding New Build) Revenue Works to HRA Stock Total For Year

Apr 20 - Mar 21 £8,793,929.69 Not available due to current end of year reporting £8,793,929.69

Apr 19 - Mar 20 £10,678,932.97 £10,155,000.00 £20,833,932.97

Apr 18 - Mar 19 £8,794,990.35 £9,769,000.00 £18,563,990.35

Apr 17 - Mar 18 £4,178,857.64 £8,104,000.00 £12,282,857.64

Apr 16 - Mar 17 £6,816,008.14 £7,849,000.00 £14,665,008.14

Total £39,262,718.79 £35,877,000.00

Capital Investment is the spend on Housing Revenue Account (HRA) dwellings, garages and estate. Revenue Works is the spend on planned repairs and maintenance (including on-cost/overheads) to HRA properties.

Further queries on this matter should be directed to [foi@cambridge.gov.uk](mailto:foi@cambridge.gov.uk)