

Berneslai Homes - Freedom of Information: Repairs

<u>Date of request</u>	<u>Request</u>	<u>Response</u>
381	28/06/2022	1. What is the total number of council housing (including ALMO) tenant households in the local authority area (excluding voids)?
		As at 30/5/22, Local Authority domestic properties = 18,080
		ALMO) tenant households are currently awaiting repair work on their council homes, as logged with the council (excluding voids)?
		3,101
		3. Of the figure in question 2, how many are logged as emergency repairs?
		761
		4. Of the figure in question 2, how many households have been waiting more than 28 days/a month (including those covered by questions 5 and 6)?
		438
381	08/07/2022	5. Of the figure in question 2, how many households have been waiting more than six months (including those covered by question 6)?
		143
		6. Of the figure in question 2, how many households have been waiting more than a year?
		90
		7. How many void council housing units are currently awaiting repair work?
		135
		8. Please list the required repairs for the households covered by question 5, in detail if available. Please identify any which are logged as emergency repairs
		9. Please list the required repairs for the households covered by question 6, in detail if available. Please identify any which are logged as emergency repairs
		If the information for questions 8 and 9 cannot be provided within the section 12 cost limit, please exclude these and provide responses to the remainder of this request.
		Questions 8 and 9 have been omitted because each request is by property, and one property may have multiple jobs in the system, each with varying priorities and dates, and as such these questions would fall within the section 12 (cost limit) due to the cost of staff time required to coordinate such a complex response.
381	08/07/2022 (follow up)	When we ran the additional figures for Qs 8 and 9, we discovered an error in our reporting. This is because our repairs are handled by an in-house partner who manages 2/3 of our total repairs, and our external partner who handles 1/3 of our total repairs. We have been advised that the records are not accurately reflected from our external partner, as the jobs haven't fully pulled through to our system. As such we have revised our figures by documenting only the jobs from our in-house partner and inflated the figures by 50% to better represent the whole portfolio. Please note that data provided for Qs 8 and 9 is by repair job rather than by household/property. Also please note, whilst jobs may not be marked as completed, this does not mean they have not commenced.

Berneslai Homes - Freedom of Information: Repairs

		1. What is the total number of council housing (including ALMO) tenant households in the local authority area (excluding voids)?	18,080 (As of 30/5/22)
		2. How many council housing (including ALMO) tenant households are currently awaiting repair work on their council homes, as logged with the council (excluding voids)?	3,770 (As of 21/6/22)
		3. Of the figure in question 2, how many are logged as emergency repairs?	864
		4. Of the figure in question 2, how many households have been waiting more than 28 days/a month (including those covered by questions 5 and 6)?	1958
		5. Of the figure in question 2, how many households have been waiting more than six months (including those covered by question 6)?	756
		6. Of the figure in question 2, how many households have been waiting more than a year?	24
		7. How many void council housing units are currently awaiting repair work?	102
		8. Please list the required repairs for the households covered by question 5, in detail if available. Please identify any which are logged as emergency repairs.	Data held in report attachment - can be provided upon request
		9. Please list the required repairs for the households covered by question 6, in detail if available. Please identify any which are logged as emergency repairs If the information for questions 8 and 9 cannot be provided within the section 12 cost limit, please exclude these and provide responses to the remainder of this request.	Data held in report attachment - can be provided upon request

396	24/08/2022	The number of complaints submitted to the council in relation to the installation of a domestic heat pump, specifically in regards to a loss of amenity.	
		I would like the data sets for the following time periods:	
		August 01, 2020-July 30 2021 –	6*
		August 01, 2021-July 30, 2022 –	0
		(*Data collected for all complaints that mention heat pumps, may not be specifically related to loss of amenity)	

Berneslai Homes - Freedom of Information: Repairs

I would also like to know the number of complaints during these periods that were upheld -- and in how many cases a heat pump was ordered to be removed – None were upheld and no heat pumps were removed.

Furthermore, if possible through a keyword search, I would like to know how many complaints specifically cited the following:

loss of light –	1
excessive noise –	5 (ASB related noise)
intrusion of privacy –	0

(Data taken from April 2021 to present time as no timeframe specified for this segment of your request, checking full records may exceed the cost limit for the request)

In the most recent 10 cases in 2022, I would like to know any summary of the complaint you have on file. Again, if this would exceed the cost limit or it is information you do not have, please omit.

Data held for the 10 most recent formal complaints:	1	.Complaint about handling of Anti Social Behaviour
	2	.Delay completing repair
	3	.Complaint about repair timescales
	4	.Complaint about decision made for modernisation works
	5	.Complaint about not having window replacements
	6	.Complaint about tenancy management
	7	.Complaint about void standard
	8	.Complaint about delay in resolving issues with garden.
	9	.Complaint about the number of visits needed to successfully remedy issue with boiler
	10	.Delay in completing planned works

418	04/11/2022	Does your council have an in-house housing repairs service or does it outsource its repairs service?	We have an in house DLO that covers 2/3 of the borough, and an external contract partner for 1/3 of the borough
		If it has an in-house service, when did this begin?	A new 10 year PRIP Contract was issued by Barnsley Council in July 2020
		If it has an outsourced service, when did this begin?	As above

Berneslai Homes - Freedom of Information: Repairs

		If it has an outsourced service, does it have plans to change to an in-house service, or vice-versa?	No, this model will remain for the duration of the contract
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424	05/12/2022	1. What is the total number of council housing (including ALMO) tenant households in the local authority area (excluding voids)?	As of 1/11/22, we had 18,043 domestic properties.
		2. How many council housing (including ALMO) tenant households are currently awaiting repair work on their council homes, as logged with the council (excluding voids)?	(dataset taken 25/11/22) 3,121
		3. Of the figure in question 2, how many are logged as emergency repairs?	1,238
		4. Of the figure in question 2, how many households have been waiting more than 28 days/a month (including those covered by questions 5 and 6)?	813
		5. Of the figure in question 2, how many households have been waiting more than six months (including those covered by question 6)?	173
		6. Of the figure in question 2, how many households have been waiting more than a year?	102
		7. Please list the required repairs for the households covered by question 5, in detail if available. Please identify any which are logged as emergency repairs	This request included an attached listed log of jobs we have of identified data from our in-house partner who handles 2/3 of repair jobs for our properties. Data held in report attachment can be provided upon request.
		8. Please list the required repairs for the households covered by question 6, in detail if available. Please identify any which are logged as emergency repairs	This request included an attached listed log of jobs we have of identified data from our in-house partner who handles 2/3 of repair jobs for our properties. Data held in report attachment can be provided upon request.
		<p>In running figures for Qs 7 and 8, we are aware of errors in our reporting, as our repairs are handled by an in-house partner who manages 2/3 of our total repairs, and our external partner who handles 1/3 of our total repairs. As such the records are not accurately reflected from our external partner, as the jobs haven't fully pulled through to our system. Therefore we have revised our figures by documenting only the jobs from our in-house partner and inflated the figures by 50% to better represent the whole portfolio.</p> <p>Please note that data provided for Qs 7 and 8 is by repair job rather than by household/property.</p> <p>Also please note, whilst jobs may not be marked as completed, this does not mean they have not commenced.</p>	