



**Freedom of Information Request: 11384**

**Directorate: Social Services & Housing – Housing  
Information Governance – Complaints**

**Response Date: 30/04/2021**

**Request:**

Request for information regarding – Housing

I am writing to you under the Freedom of Information Act 2000 to request the following information from your organisation:

- 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?
- 4) 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. 2016 – 12  
2017 – 33  
2018 – 23  
2019 – 15  
2020 – 43  
2021 (to 27<sup>th</sup> April) – 40
2. Housing have 3 members of staff that deal with complaints and the Information Governance department employ 2 members of staff.
3. Housing stock as at 07/04/2021: 5648  
Current tenants as at 07/04/2021: 5475

**Please Note:** this information is what is held on the system and does not include all residents in each property.

Pembrokeshire County Council can only answer with regards to council housing. We do not hold information in relation to Housing association tenants

### **We do not hold this information**

We are not required to answer a question if we do not already have the relevant information in recorded form. We are not required to create new information or find the answer to a question.

The Act only covers recorded information we hold. When compiling a response to a request for information, we may have to draw from multiple sources of information we hold, but we do not have to make up an answer or find out information from elsewhere if we do not already have the relevant information in recorded form.

4. **Please Note:** The 2020-21 spend has been impacted by the Covid-19 Pandemic

Jan 16 – 31 Mar 16	2016-17	2017-18	2018-19	2019-20	2020-21 (to end of Jan 21)
£1,934,000	£7,956,000	£8,259,000	£9,400,000	£9,696,000	£2,450,000