



Reference: FOI4423

Request:

1. How many properties are owned (tenanted and leasehold) by your local authority (please provide the date 'at' for this figure)?
2. How much did your local authority spend on responsive repairs and maintenance including on the blocks and estates they're situated on) in 2020/21?
3. Please supply me with a summary of the first TEN complaints received in 2020/21 regarding maintenance issues in council owned properties (tenanted and leasehold)

A non-exhaustive list of the types of maintenance issues I'm looking for is given at the end of this email. However, any complaint related to disrepair of private and communal spaces is of interest.

Please include in each of the ten complaint summaries:

- a. The address of the property (street name, part of the city)
- b. The exact wording of the complaint received by the occupant and/or a brief summary - e.g., 'major flooding in kitchen has inundated all rooms on the ground floor'

For each of the ten complaints, please redact potentially identifying information to avoid running into S.40 exemptions.

NOTE: Even if council-owned properties/complaints are managed by a contracted-out third-party provider, the complaints data is considered to be 'held' by your council under the FoI Act. Therefore, S.12 should not apply.

Non-exhaustive list of maintenance-related issues to illustrate what I'm looking for

Major Flooding, Fire hazards, Mould, Total loss of, or major fault with, electricity supply Unsafe electricity fittings Gas leak, Blocked mains drains, soil pipe or sole WC Heating and/or hot water loss Heating and / or hot water loss Failure of lift Failure of warden alarm/call system, Roof leaks resulting in serious internal flooding Plumbing leaks that cannot be contained External doors or windows not closing or locking Breaches of security to external doors or windows Failure of fire alarm system Sole or only accessible WC not flushing Damaged communal floor covering presenting immediate trip hazard Failure of door entry system Failure of physically handicapped assistance equipment Total loss of water Minor plumbing leaks or defects Blocked drains, sinks, basins, bath, toilet Defective cistern or overflow Minor electrical faults Roof leaks, graffiti Failure of entry phone Faulty extractor fan Faulty communal TV aerial Damage to stair treads, hand rails or banister General joinery repairs Broken doors, floors and windows Repairs to fences bordering road/footpath Repairs / cleaning of gutters and down pipes Repairs to kitchen fittings

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North Tyneside Council

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Repairs to plaster work Dripping / leaking taps or shower units Other minor plumbing repairs Repairs to tiling Easing doors and windows Defective flooring

Response

- 1) 14,967 (as at the date of this request)
- 2) Total spend on responsive repairs in 2020/21 = £5.048m
- 3) Please find List attached for the North Tyneside area.

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