



Information Governance

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI323402957

Thank you for your request for information relating to complaints by Council tenants.

Your request and our responses are shown below:

1. The following details of complaints made by residential tenants of properties owned and leased by the Council (properties known as 'council houses') for the years 2017 - 2021 (as up to date as possible for 2021) in relation to structural issues, maintenance issues and environmental issues (see definitions below for guidance).

- The date the complaint was made.
- The description of the complaint or issue. ie Mould or Broken Fridge
- The outcome of the complaint (ie 'Solved', 'Pending' or 'Not Resolved').
- The date the outcome was reached/finalised.
- If a complaint was resolved, please provide a brief description of how i.e. Fridge Replaced.
- If a complaint is pending. please provide a brief description as to why i.e. Parts on order

Definitions:

'Structural Issues' encompasses such cases as:

- Repairs being required on doors, carpets, fittings, windows, locks etc.

- Replacements being required on doors, carpets, fittings, windows, locks etc.
- A ceiling or wall partially or fully collapsing.
- A ceiling or wall in need of repair or maintenance.

'Maintenance Issues' encompasses such cases as:

- Issues with the central heating or other heating systems within a property
- Issues with the electrics, plumbing or gas systems within a property.
- Repairs being required to the electrics, plumbing or gas systems within a property.
- Repairs to any white-goods and kitchen appliances provided by the council within the property ie fridge and oven.

'Environmental Issues' encompasses such cases as:

- The presence of different kinds of mould within a property.
- The presence of damp within in a property.
- The presence of other types of biological matter that would not typically be found in a property. For example: plants growing within walls, moss forming or mushrooms spawning.
- The presence of insects and animals within in a property such as ants, cockroaches or rats.
- The presence of asbestos within a property.

We can confirm that we do not hold this information and are informing you as required under Section 1(1) of the Act.

Coventry City Council does not own any housing stock as this was transferred to Citizen Housing (formerly Whitefriars) in September 2000 through Large Scale Voluntary Transfer.

This transfer also involved movement of responsibility for management of the housing stock, including repairs and maintenance and the setting and collection of rents along with any right-to-buy activities.

For clarity, the Council relinquished responsibility regarding these matters in their entirety as part of the transfer.

To advise and assist you further, information about Citizen Housing and their services can be found on the web site at:

<https://www.citizenhousing.org.uk/>

Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its FOI/EIR [Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

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