



**Information Governance Team**

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI377665853**

Thank you for your request for information relating to council house repairs.

You have requested the following information:

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

For Questions 1 to 3, 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/>

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

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](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**