



Re the claims: This relates only to legal disrepair claims brought under the pre-action protocol.

1. How many homes do you own?

21,312

2. How many live housing disrepair cases are you managing? Please state if this figure does or does not include 'dormant' cases – i.e. those with no communication from claimant's solicitor in 12 months or more. A case, for the purpose of this request, is any case involving a letter of claim before action for housing disrepair.

826 including dormant cases (excludes closed cases).

3. Is your approach generally to defend claims, or attempt early settlement?

Each case is individual and is dependant on its own facts and merits. As such, each case is dealt with independently and we do not adopt a blanket/general approach.

4. For the financial years 2018-19, 2019-20, 2020-21, 2021-23, 2023-24, can you please provide the following:
- a. Disrepair claims received
 - b. Disrepair claims settled in the claimants favour (within that year, even if originally receive in a different year)
 - c. Average cost of each claim settled in the claimants favour
 - d. Disrepair claims settled in the defendant's favour (within that year, even if originally receive in a different year)
 - e. Average cost of each claim settled in the defendant's favour
 - f. Total annual spend on defendant costs (legal and expert)
 - g. Total Annual Spend on claimant costs (legal and expert) and Compensation

The responses for question 4 have been limited to the 2023-2024 financial year due to the nature of the information requested being complex and requiring multiple searches. Aspects of the information requested within the FOI are not readily available and would be time consuming to collate. Isolating the requested date in relation to each financial year is complex and there is a risk that the data may be incomplete or inaccurate, as such, any response given for those years may be inaccurate and a misrepresentation of the position. A decision was made to focus on the 2023-2024 financial year to provide a response as accurate as possible with the data we have available and it is the data for this financial year which is the most up to date and readily available. However, please note, the responses are only as accurate as the data we hold on our records and is subject to manual data entry via the disrepair spreadsheet.

Answers based on 2023-2024 financial year/

- a. Disrepair claims received = 413
- b. Disrepair claims settled in Claimants favour = 288
- c. Average cost of each claim settled in Claimants favour = £5299.17 inclusive of damages, expert cost and claimant solicitor costs
- d. Disrepair claims settled in Defendants favour = 113 (made up of claims closed in 2023/2024 financial year without payment to claimant, includes claims rejected due to no notice, no or minimal disrepair, claims withdrawn or no longer pursued by the claimant solicitors)
- e. Average cost of each claim settled in Defendants favour = £618.83
- f. Total Annual spend on Defendant costs = data incomplete
- g. Total spend on claimants costs & compensation = £1,302864.70