



REQUEST 18765

1. How many of your council homes have some communal space close by (estimated percentage)?
2. Who does the work on these areas and how often e.g. which department or is it contracted out?
 - a. Footpaths
 - b. Trees and hedges
 - c. Communal bin stores
 - d. Fly tipping on land close to council homes
 - e. Graffiti on structures close to council homes
 - f. Paved areas
 - g. Garage sites for council tenants
3. Who checks that the work has been carried out satisfactorily and how often do they do this?
4. How satisfied are tenants with your estate management and neighbourhood services? What percentage are happy with them in your Tenant Satisfaction Measures? What are people most dissatisfied with?
5. How many complaints do you receive about estate management/caretaking and what are usually the biggest issues?
6. How do you share the standard and frequency of estate management/caretaking services with your tenants e.g. newsletters, website, leaflets?
7. How do you fund your estate management/caretaking activities, e.g. HRA, revenue budget?
8. Is there anything else you can share about your estate management and caretaking services that may be useful for our tenant scrutiny panel to consider?

RESPONSE

1. We do not hold the information that you have requested in an easily retrievable format. Section 12 of the Freedom of Information Act 2000 (FoIA) relieves a public authority from the obligation to comply with a request for information where the estimated time required to locate, review and extract the information exceeds a certain threshold set out in Regulations.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (SI 2004/3244) set out the rules in relation to the cost limit (otherwise called the "appropriate limit"). These Regulations are published by the Office of Public Sector Information (OPSI) and are viewable on their web site from this link:
http://www.opsi.gov.uk/si/si2004/ksi_20043244_en.pdf

The Regulations set out the cost limit for Government departments and for other public authorities. For local government, Regulation 3 states that the cost limit is £450 and Regulation 4(4) states that the prescribed hourly rate is £25. Regulation 4(4) further provides that where the local authority estimates the time taken to gather the information would exceed this limit (which based on the prescribed hourly rate, equates to 18 officer hours), it may refuse the request under section 12 of FoIA. I am satisfied the cost limit applies to your request and will explain why this is the case. Sourcing the data would take over 18 hours. In order to provide an answer we would need to check our individual property records by completing a manual check. It would take 5 minutes to check each of our 21,217 properties records.

Calculation

$5 \times 21,217 = 106,085$ minutes.

Convert to hours and minutes:

$106,085 \div 60 = 1,768$ hours and 5 minutes

2. All work carried out as and when and picked up by various different methods including customer complaints/ enquiries, Neighbourhood Tenant Officer reports or estate Inspections/ Caretakers noting additional works during their day-to-day duties.
 - a. Highways/ Repairs
 - b. Streetscene if communal
 - c. Repairs
 - d. Estate Caretaker
 - e. Streetscene
 - f. Repairs
 - g. Estate Caretakers/ Streetscene
3. Streetscene have their own Supervision to monitor work and also our Estate Caretakers and Neighbourhood Tenant Officers are on the Estate daily picking up any issues which are passed back to Streetscene. We also complete Estate Inspections throughout the year to monitor the condition of our estates including maintained communal areas.
4. Link to Tenant Satisfaction measure results for 24/25: [Tenant Satisfaction Measures](#)
5. We have received 8 Stage 1 complaints since January 2025 regarding Estate Management/ Caretaking, and these are mainly referring to Fly Tipping/ overgrown areas.
6. We update tenants via our Tenant Voice Facebook page, Website, Letter drops targeting specific areas and issues, through our Housing Advisory Panel and our Tenant Voice Team and their sessions.
7. Tenancy Management and Estate Caretaker services are funded through the HRA.
8. Nothing further to add.