



My Ref: FOI/ 4704
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

I am writing under the Freedom of Information Act 2000 to request information regarding tenant legal disputes and resolution activity within your organisation, specifically relating to legal disrepair claims brought under the Housing Act (and associated legislation), in your capacity as a social housing landlord.

1. Legal Disrepair Claims Does your organisation maintain a formal register of legal disrepair claims made by tenants or their representatives (e.g. solicitors)? If yes, please provide:

The total number of new claims in each financial year from 2022/23, 2023/24, 2024/25.

2022/23 = 68

2023/24 = 92

2024/25 = 142

The total number of claims that were resolved internally without external legal input in each financial year from 2022/23, 2023/24, 2024/25.

0.

The total number of claims that were resolved through Alternative Dispute Resolution (ADR) e.g. mediation or early-neutral evaluation, in each financial year from 2022/23, 2023/24, 2024/25.

0.

The total number of claims that required support from legal counsel or litigation in each financial year from 2022/23, 2023/24, 2024/25.

2022/23 = 0

2023/24 = 2

2024/25 = 12

The total number of open claims/unresolved claims that existed on 1st July 2025?

54.

2. Resolution Timelines Do you record the time taken to resolve legal disrepair disputes or claims? If yes, please provide: The Average (mean) and median

number of days from first escalation to closure for all claims in each financial year from 2022/23, 2023/24, 2024/25. The shortest and longest recorded resolution durations (in days) for all claims in each financial year from 2022/23, 2023/24, 2024/25
Not recorded.

3. Financial Costs (Direct Soft Costs) Do you track financial costs associated with tenant legal disrepair disputes or claims? If yes, please provide: The total cost of legal/solicitor fees (£) incurred in each financial year from 2022/23, 2023/24, 2024/25

2022/23 = £55,764.00
2023/24 = £69,566.00
2024/25 = £126,635.00

The total cost of mediation fees (£) incurred in each financial year from 2022/23, 2023/24, 2024/25
£0.00

4. Staff Resources (Indirect Soft Costs) Do you have staff allocated to tenant dispute management? If yes, please provide: How many staff (FTE or part-time) are allocated to tenant dispute management in each financial year from 2022/23, 2023/24, 2024/25. What is the average annual salary (£) for those roles in each financial year from 2022/23, 2023/24, 2024/25.
No.

5. Dispute Tracking Tools Do you use dedicated software/platforms to manage or track tenant disputes (e.g. housing case management or repairs platforms)? If yes, please provide: A list of the systems currently in use and their annual licence or subscription cost (£). Preferred Format If possible, please provide the information in a structured, machine-readable table (e.g., Excel or CSV). Where exact fields are unavailable, please provide the closest equivalent. An annual summary is acceptable where row-level data cannot be shared due to privacy or system limitations. No

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

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PO Box 634, Barnsley, South Yorkshire S70 9GG

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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