

CORNWALL HOUSING

Reference Number: FOI T643CBN9-101007736355

Response provided under: Freedom of Information Act

Information provided by Cornwall Housing Limited

Date of response: 19.06.2025

Request:

For the financial year 1st April 2024 - 31st March 2025 OR the most recently completed financial year for which data is available.

1. The number of rental properties you maintain.
2. Number and nature of complaints you get from tenant(s) A breakdown of these formal tenant complaints by the primary subject category (e.g., repairs, anti-social behaviour, staff conduct, communication, estate management, rent/charges, etc.), including the number of complaints received per category. Please use your organisation's standard categorisation. Please indicate if the complaint was for a private residential property, council home, or private sector lease.
 - (a) Time taken to resolve these tenant(s) complaints The average time taken (please specify if in working days or calendar days) to reach a formal resolution or closure for all tenant complaints that were closed/resolved during the specified financial year.
 - (b) Cost to resolve the tenant(s) complaints The total identifiable costs associated with [e.g., external mediation services used for tenant disputes, or specific repair categories that frequently lead to complaints] for complaints resolved in the specified financial year.



A CORNWALL
COUNCIL COMPANY

Registered in England No. 04662007

Please note calls may be recorded for
training and monitoring purposes

Chy Trevail, Beacon Technology Park
Bodmin, Cornwall, PL31 2FR
Call: **0300 1234 161**
www.cornwallhousing.org.uk

Response:

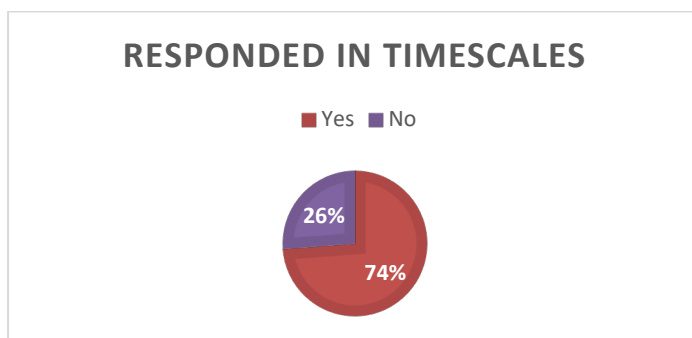
1. 10381
2. The main reason for a complaint, otherwise known as a root cause, is recorded by CHL, and are comprised of the following themes this year:

Theme	No. Received	%
Compensation	26	2.3%
Correspondence	85	7.8%
Lack of action	614	56.6%
Lack of communication	154	14.2%
Missed appointments	17	1.5%
Permissions	3	0.2%
Property condition	28	2.5%
Quality of work	104	9.5%
Refused complaint	53	4.8%

We do not hold this information or separate complaints in this way so have no way of providing this information

- a) Our policy states that all complaints must receive a response within 10 working days, or 20 working days if an extension is necessary/agreed with the resident

Out of the 1,084 complaints received, 284 were not responded to within the set/agreed timescales:



We do not hold any information on the total time taken to resolve issues/fully close a complaint once a response has been issued

- b) We do not hold/separate information in this way, so cannot provide this information