

GREATER LONDON AUTHORITY

[REDACTED]
[REDACTED]

Our Ref: MGLA060421-9972

8 April 2021

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 1 April 2021. Your request has been considered under the Freedom of Information Act 2000.

You requested:

I am writing to you under the Freedom of Information Act 2000 to request the following information from your organisation:

1) How many complaints relating to housing has your organisation received in the past five years (January 2016 to present)? How many of these cases are ongoing? [Please could you provide the data for each year e.g. 2016 "X" number of complaints, 2017 "X" number of complaints.]

2) How many staff members do you have working as part of your complaints resolution team or equivalent team?

3) How many social housing tenants (council house and housing association tenants) does your council have? How many social housing dwellings/properties (council house and housing association dwellings/properties) does your council have?

5) How much money has your organisation spent on housing repairs and maintenance each year for the past five years (Jan 2016-present)? [Please could you provide the data for each year e.g. 2016 "X" number, 2017 "X" number]

Our response to your request is below.

The GLA is London's strategic government and does not operate in the same way as local councils. We therefore do not hold the information you have requested in questions 3-5. In London you would need to contact the Borough Councils, including the City of London and Westminster City Council: <https://www.london.gov.uk/in-my-area>. The GLA's work related to Housing and Land is summarised at <https://www.london.gov.uk/what-we-do/housing-and-land>.

The GLA does hold information in scope of questions 1 and 2 but I should point out that the information we hold is not comparable to information that would be held by local authorities with responsibility for the allocation of social housing. Please note that our searches are based on classifications assigned to our correspondence records by the GLA's Public Liaison Unit. The

results below relate to any written complaints that the GLA has received about housing. Our system does not identify whether the complaints are about social housing or other housing issues. The first column captures any complaints about housing matters, regardless of which authority is responsible. The second column shows complaints that were logged by the Public Liaison Unit for consideration under the GLA's [complaints policy](#).

Please find below the information we hold within the scope of your request for parts 1 and 2 of your request:

Calendar Year	Complaints about Housing matters	GLA complaints about Housing/Land
2016	90	4
2017	136	10
2018	138	3
2019	69	4
2020	15	3
2021 (to 31 March)	1	0

The Public Liaison Unit which has 13 staff is responsible for recording and categorising complaints on the GLA's correspondence management system and monitoring and reporting on the numbers of complaints and response times.

However, as per the policy, managers throughout the authority are responsible for dealing with complaints within their areas.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA060421-9972.

Yours sincerely

Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>