

## Berneslai Homes - Freedom of Information 2025-2026: Complaints

759 01/07/2025

**1. The number of rental properties you maintain.**

Berneslai Homes manages a total of 17,861 council homes on behalf of Barnsley Council (as of 14/07/25).

**2. (1st April 2024 - 31st March 2025) 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.**

Please be advised any data provided only accounts for council homes, as that is the only data held by Berneslai Homes.

We have provided a list of primary categories for complaints logged on our system and the corresponding totals between 1st April 2024-31st March 2025:

Complaint Category	Total number of complaints
Repairs	873
Communications	221
Lettings/Applications	34
Tenancy Management/ASB	33
Estate Management/Community Facilities	30
Rent/Arrears	10
<b>Total</b>	<b>1201</b>

**1. (1st April 2024 - 31st March 2025) 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 is

The average time taken for complaints to be resolved between 1st April 2024-31st March 2025 is: 7.57 days

**2. (1st April 2024 - 31st March 2025) 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.

Between 1st April 2024-31st March 2025 Berneslai Homes paid £110,845 in relation to compensation for complaints.