

Berneslai Homes - Freedom of Information 2025-2026: Complaints

759	01/07/2025	<p>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).</p> <p>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.</p> <p>Please be advised any data provided only accounts for council homes, as that is the only data held by Berneslai Homes.</p> <p>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:</p> <table border="1"><thead><tr><th>Complaint Category</th><th>Total number of complaints</th></tr></thead><tbody><tr><td>Repairs</td><td>873</td></tr><tr><td>Communications</td><td>221</td></tr><tr><td>Lettings/Applications</td><td>34</td></tr><tr><td>Tenancy Management/ASB</td><td>33</td></tr><tr><td>Estate Management/Community Facilities</td><td>30</td></tr><tr><td>Rent/Arrears</td><td>10</td></tr><tr><td>Total</td><td>1201</td></tr></tbody></table> <p>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</p> <p>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.</p>	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	Total	1201
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