

Date: 19/08/2025

Ref: CAM10744

Dear Requester

Thank you for your request for information dated 23/07/2025 about tenant legal disputes and resolution activity. We have dealt with this under the Freedom of Information Act 2000.

Response

The council holds the information requested. However we are withholding the information because it is excepted as explained below. We have explained where we are withholding information and what exceptions apply. Please see the refusal notices at the end of the answers which explain how and why they apply.

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.**
- **The total number of claims that were resolved internally without external legal input in each financial year from 2022/23, 2023/24, 2024/25.**
- **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.**
- **The total number of claims that required support from legal counsel or litigation in each financial year from 2022/23, 2023/24, 2024/25.**
- **The total number of open claims/unresolved claims that existed on 1st July 2025?**

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**

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

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.**

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 (£).**

Refusal Notice:

We are refusing your request under Section 12 on cost grounds because we estimate that compliance with your request will exceed the "appropriate limit". This is £450 which is equivalent to 18 hours at £25 per hour. The per hour figure is set by Regulations rather than actual salary paid to any officers handling requests. The appropriate limit includes the time it will take the council to discover if it holds the information requested, to locate it, extract it and collate it as well as putting it into any particular format requested by the requester.

There have been 734 tenant housing disrepair claims since April 2022, broken down by financial year as follows:

Year 22/23 – 369

Year 23/24 – 365

In order to answer how many of the claims have been defended by the council we would have to carry out a manual search of each claim. We estimate it would take 10 minutes to check each record, so to check 734 records would take over 122 hours.

Further Information:

We do not give our consent for any names and contact details provided in this response to be sent marketing material. Any such use will be reported to the ICO as a breach of General Data Protection Regulations and the Privacy and Electronic Communication Regulations.

Why not check our Portal [Open Data Camden](#) before making a new request as your question may already be answered by a previous [FOI response](#) or in one of our many useful and interesting datasets.

Your Rights

If you are not happy with how your response was handled you can request an Internal Review within 2 months of this letter by email to foireviews@camden.gov.uk or post: Information and Records Management Team, London Borough of Camden, Town Hall, Judd Street, London WC1H 9JE. Please quote your case reference number. If you are not satisfied with the Internal Review

outcome you can complain to the Information Commissioner's Office at casework@ico.org.uk telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO website www.ico.org.uk may be useful.

Yours sincerely

Kieran Heneghan
Information Rights Officer