

**Freedom of Information Act / Environmental Information Regulations Request**

Reference: ECC18802428 07 25  
Response: 28 July 2025

**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 (£).**

I can confirm that Essex County Council does not hold this information. Your request should be directed to City, District and Borough Councils who may be able to provide you with the information. Please see our webpages which should help you further.

[Request information about the Council | Essex County Council](https://www.essex.gov.uk/running-council/request-information-about-council)

[Contact your local council | Essex County Council](https://www.essex.gov.uk/contact-your-local-council)

**Your Right to Know**

Democracy and Transparency

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