

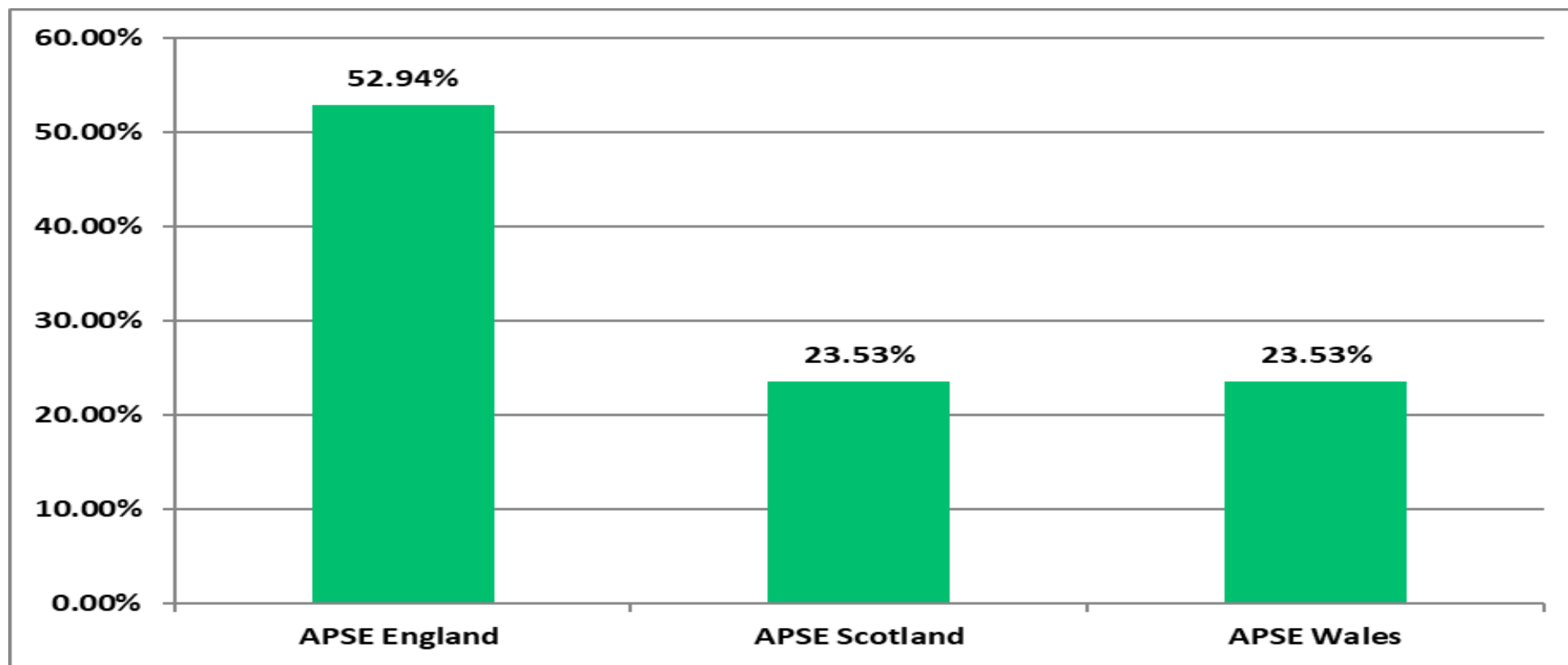
# APSE disrepair claims survey

Thursday 2 May 2024

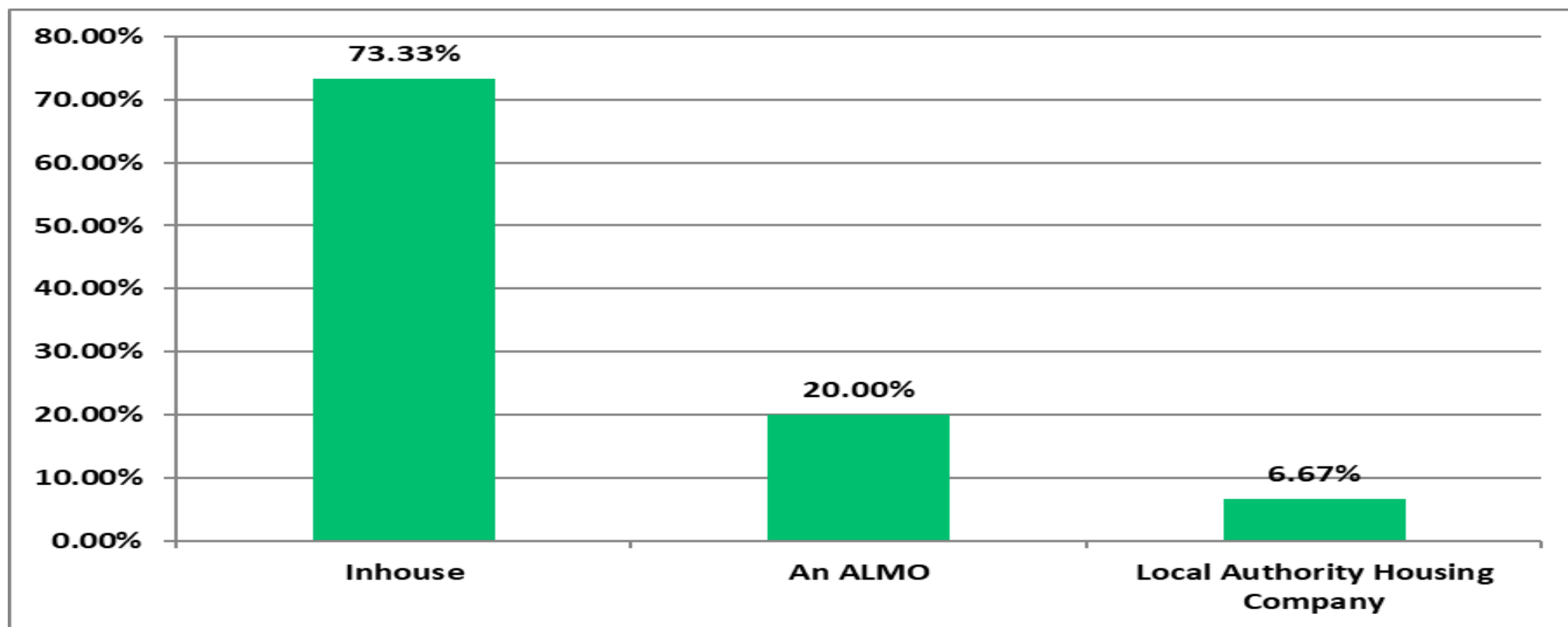




# Responses

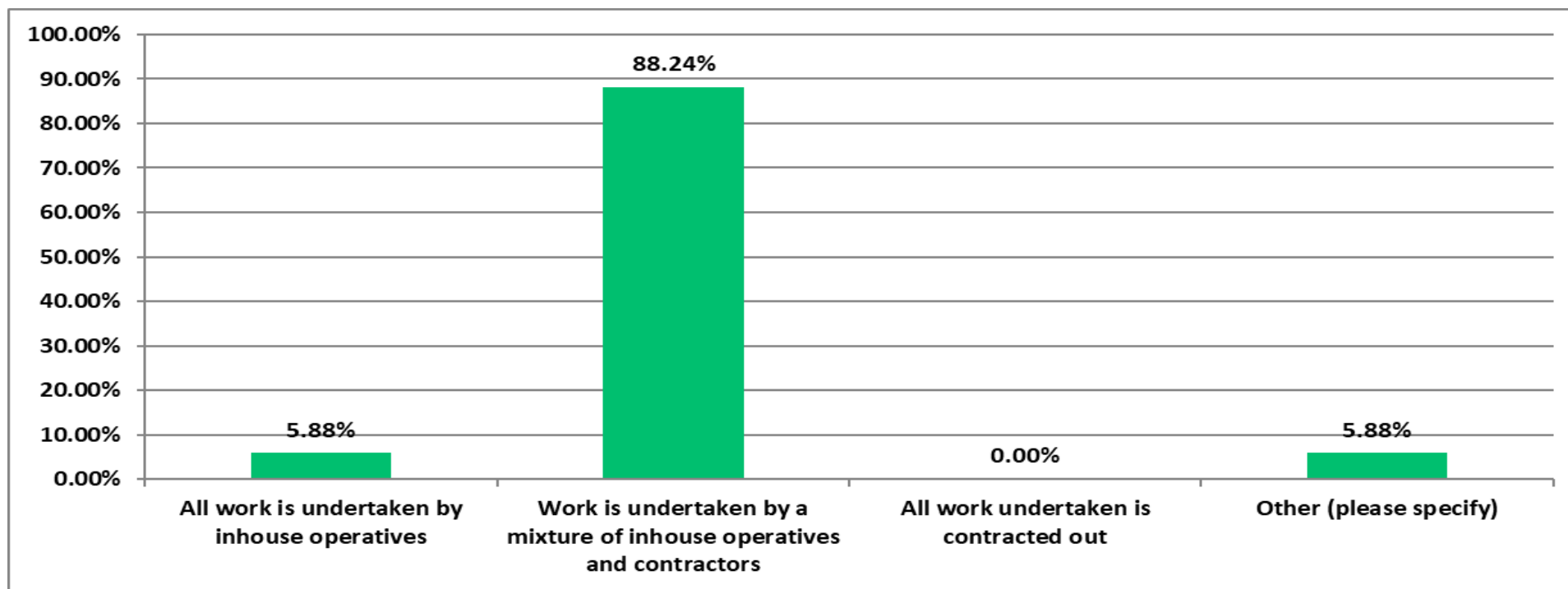


# How is the councils housing stock managed?



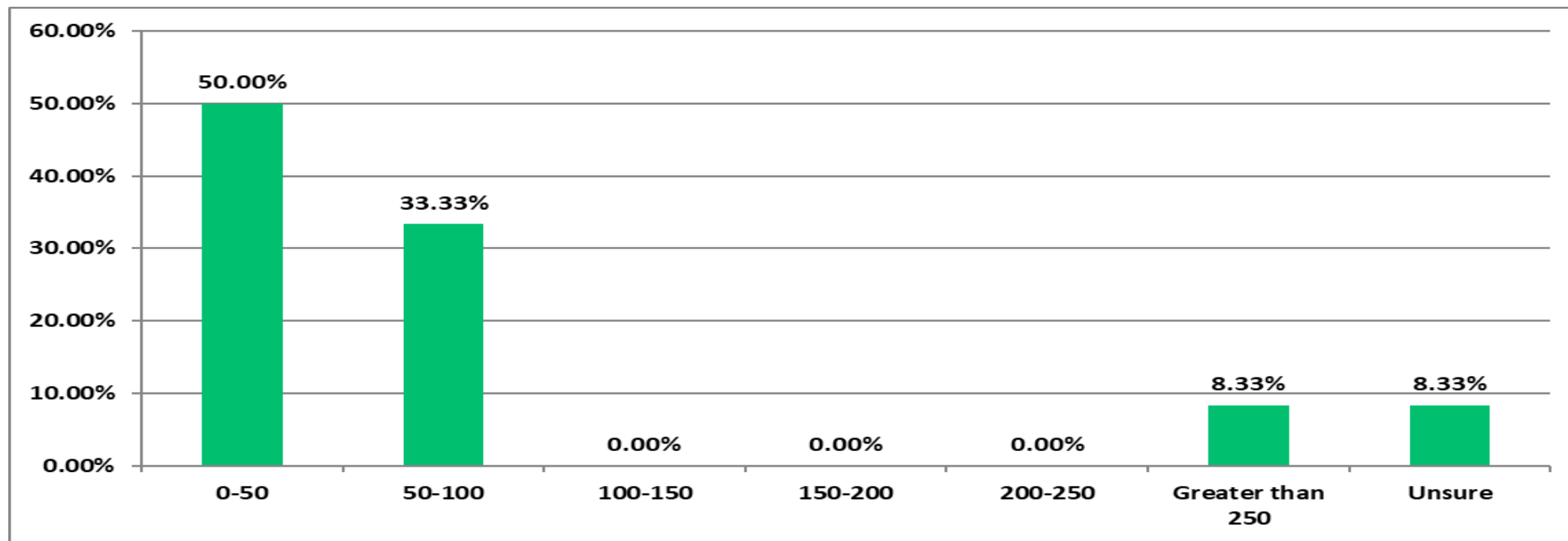


# Who undertakes the repairs and maintenance of the councils housing stock?



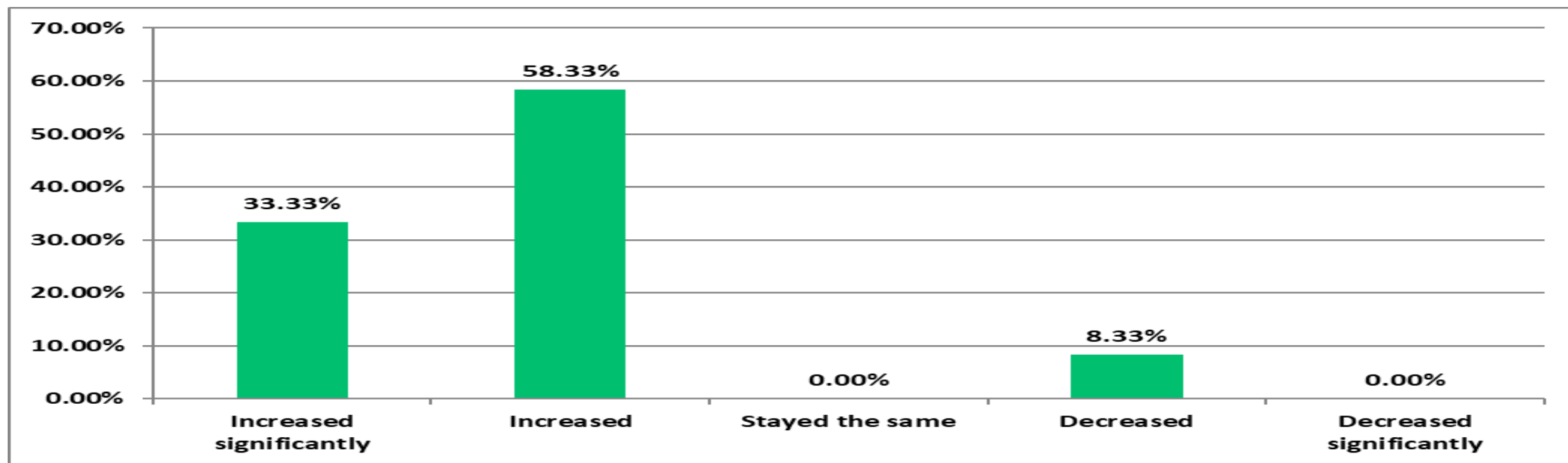


# How many disrepair claims has the council received in the last 12 months



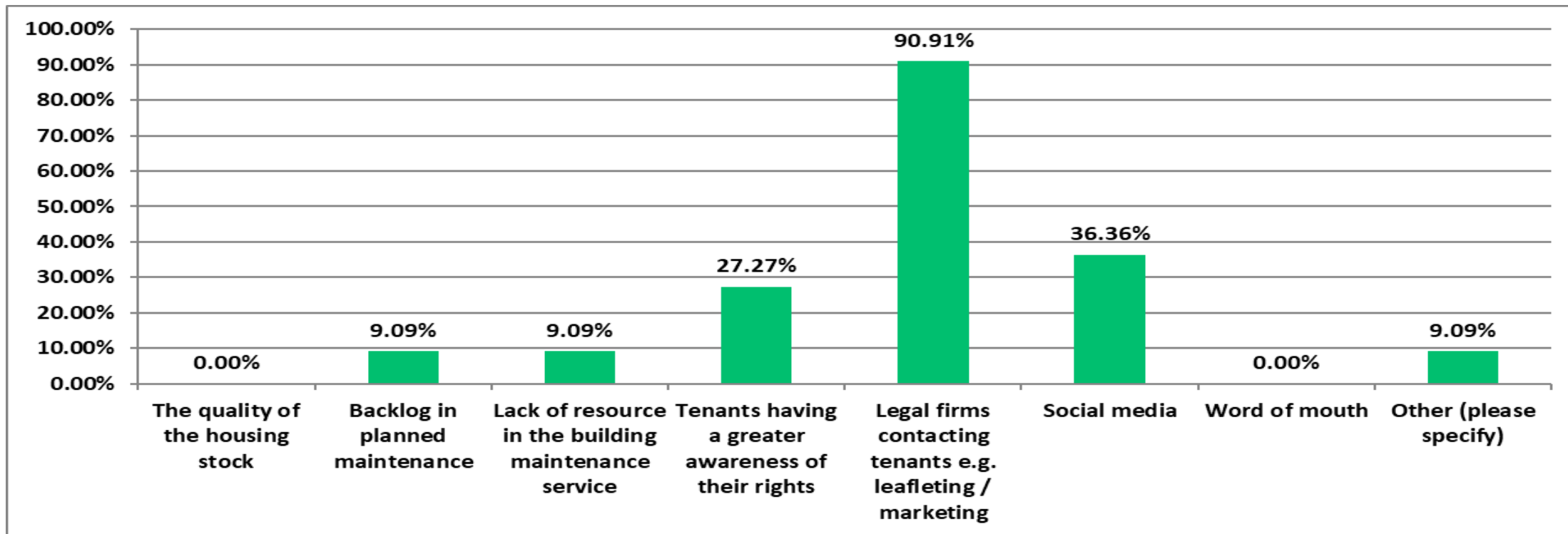


# Over the last 12 months, how has the number of disrepair claims changed



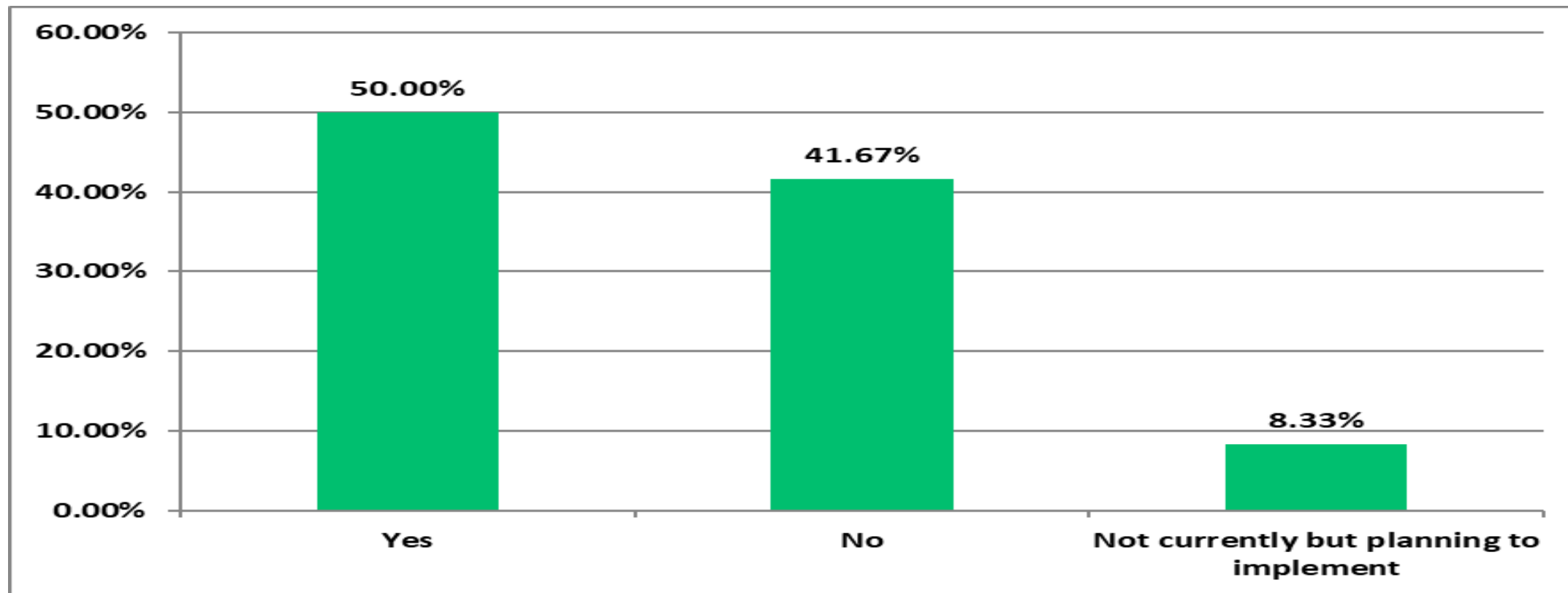


# If the number of claims has increased, what do you attribute the increase to?





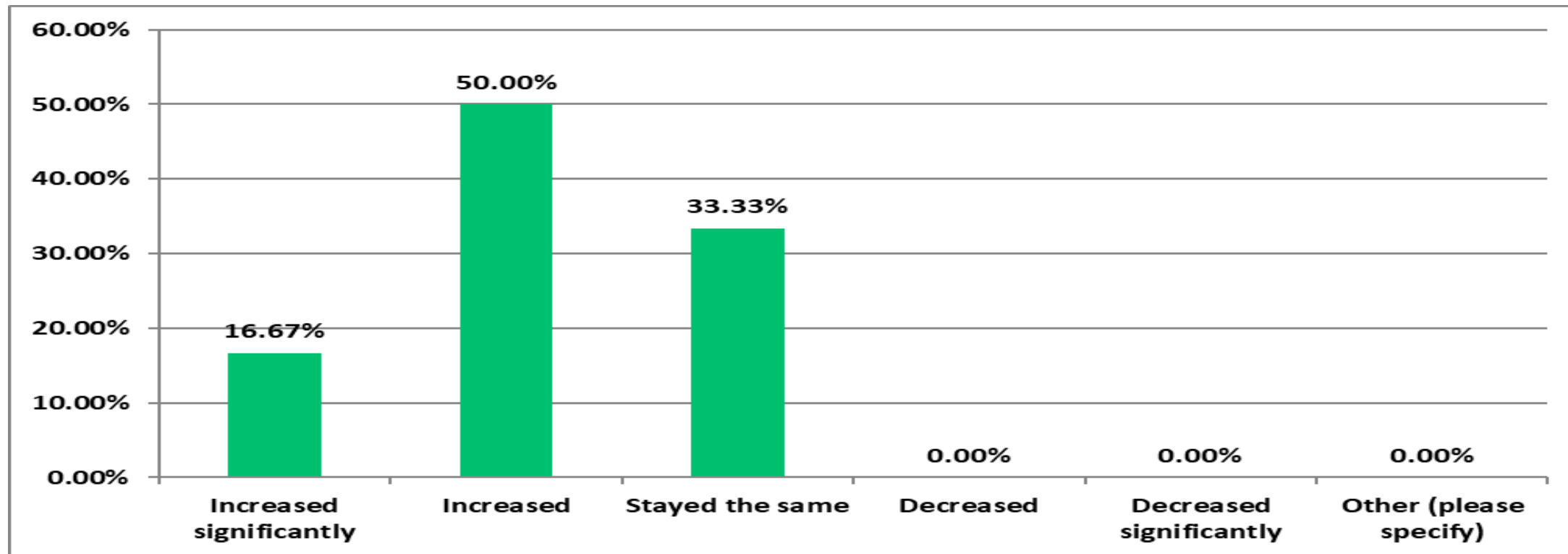
# Does the authority have a policy specific to dealing with claims?





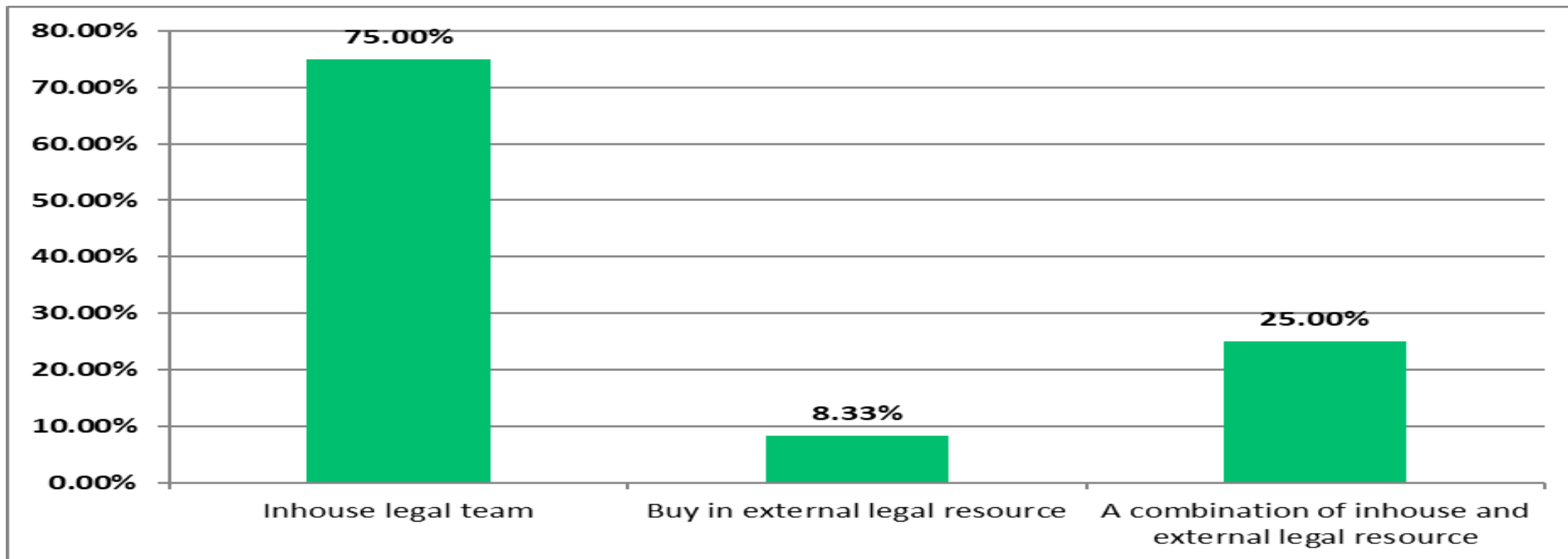


# Where a tenant has lodged a claim, has gaining access to a property become an issue?



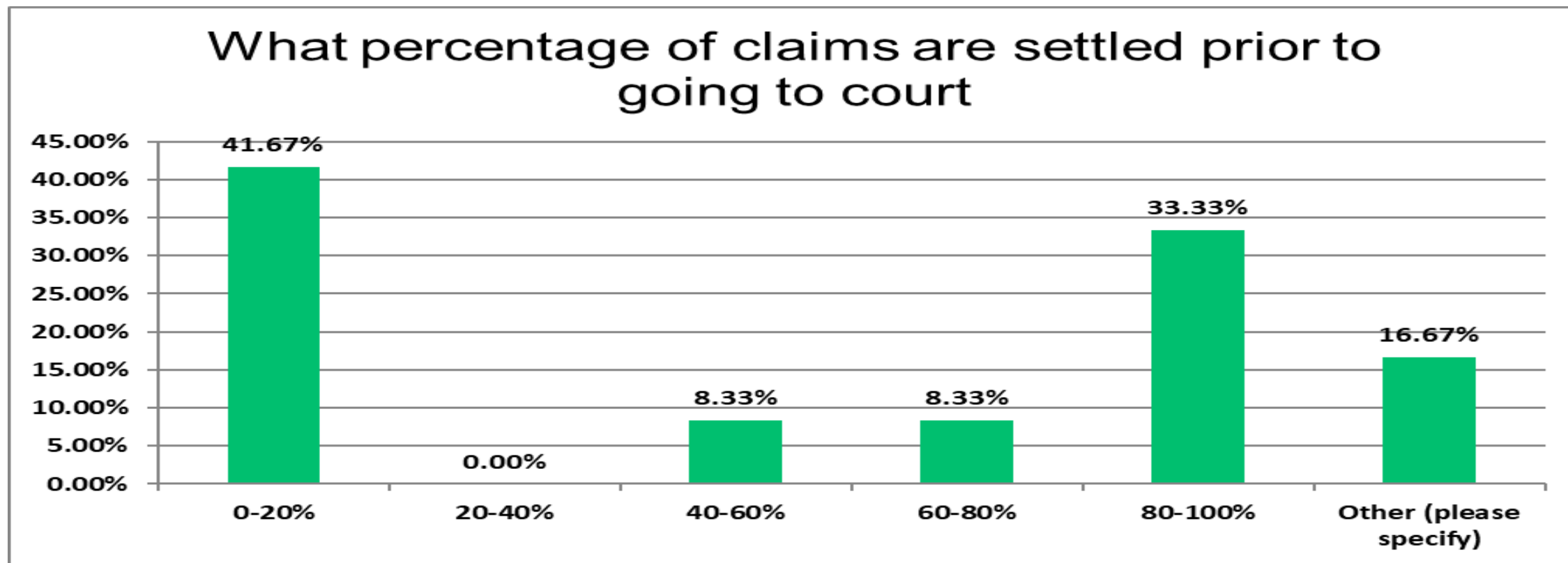


# What legal resource is being used to deal with the claims?



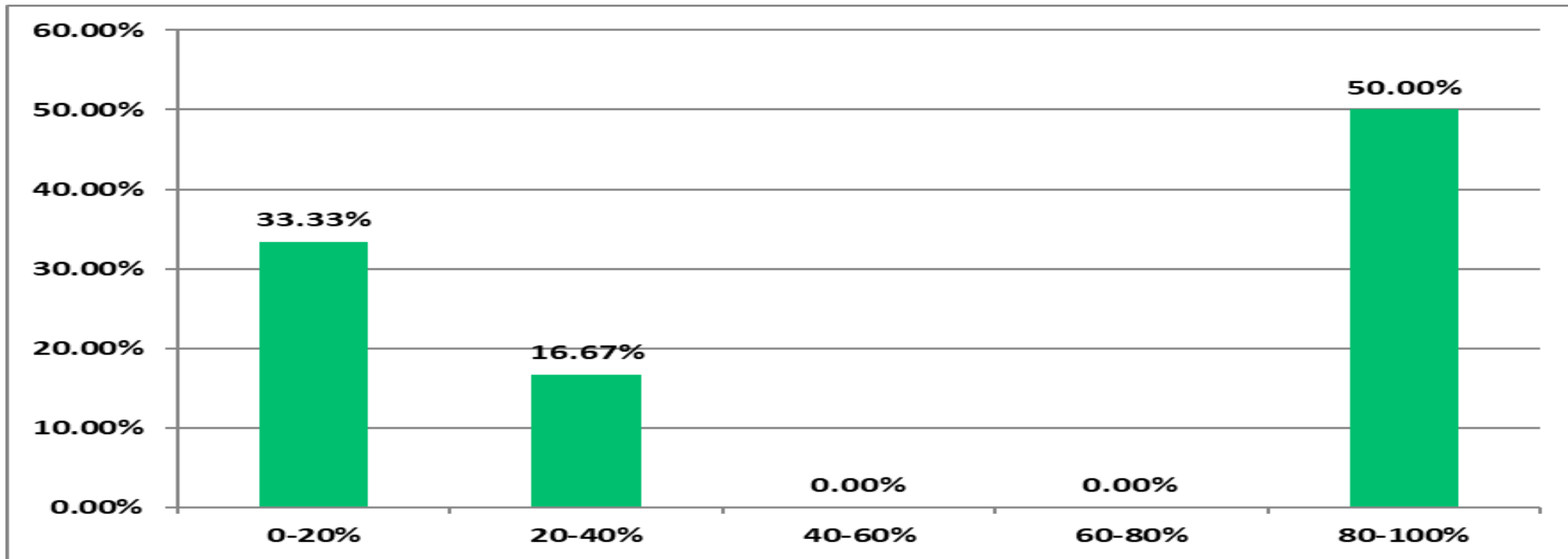


# What percentage of claims are settled prior to going to court



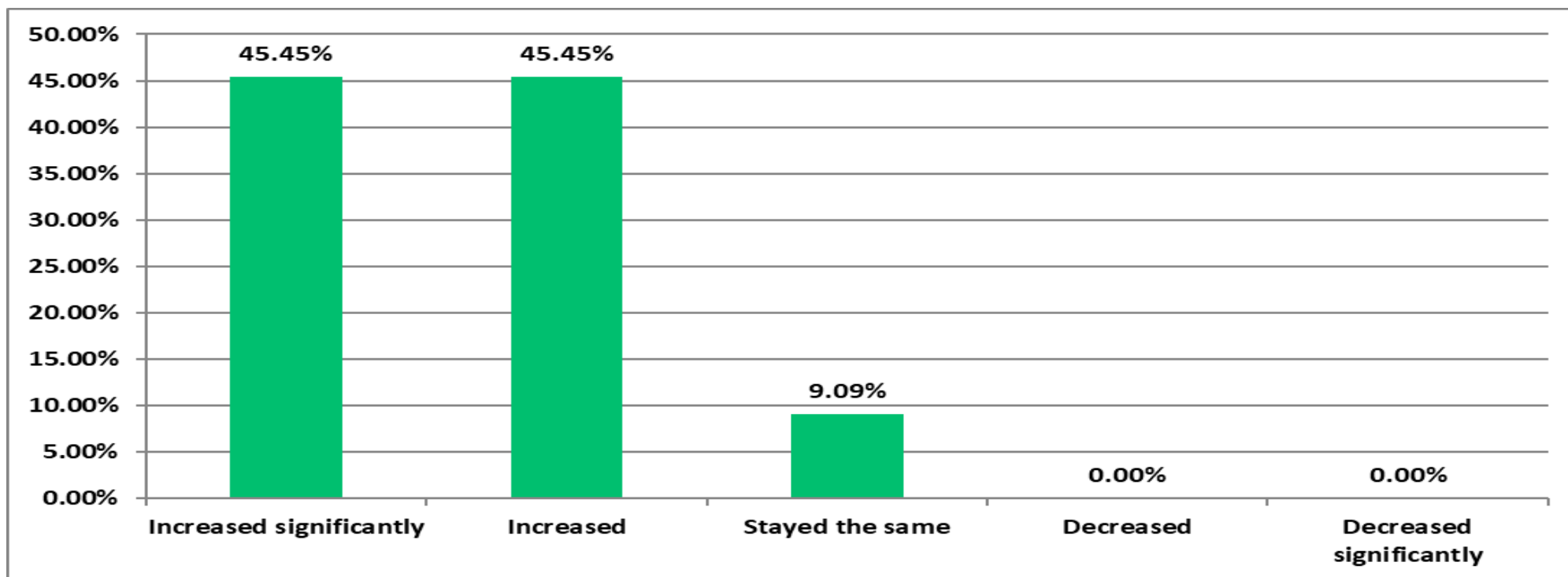


# What percentage of claims are decided in the councils favour?

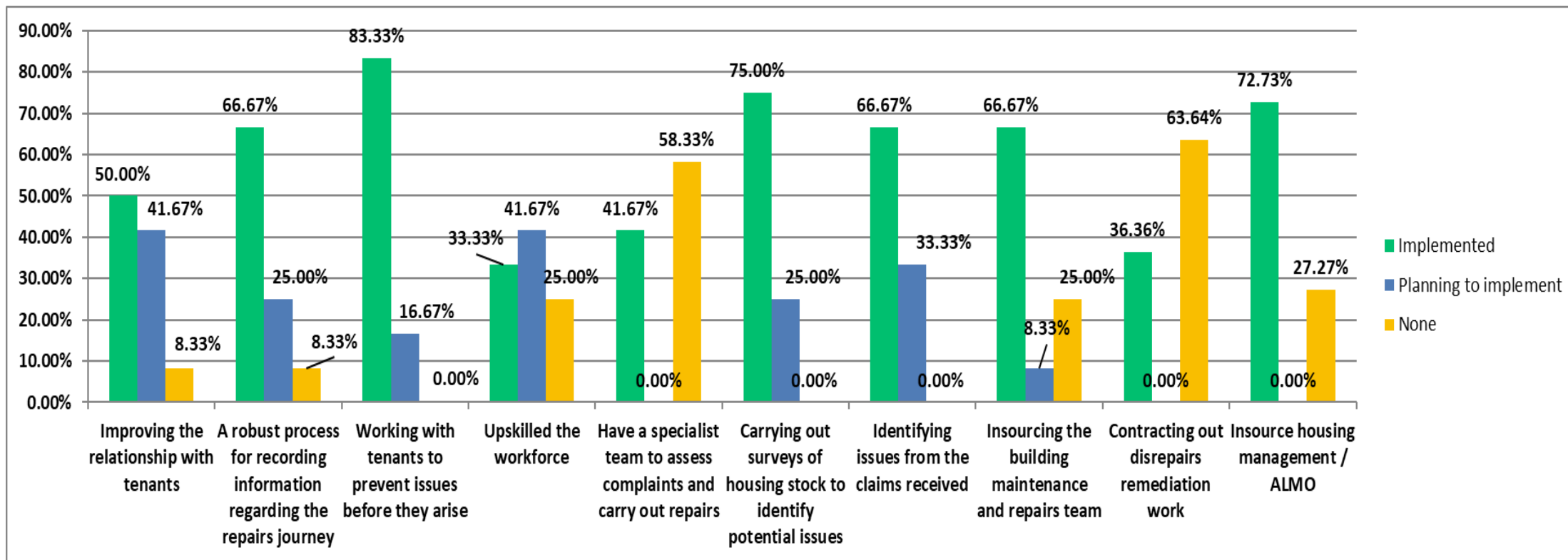




# How has the cost to the council of disrepair claims changed in the last 12 months?



# Measures to mitigate the impact of disrepair claims



# Conclusions

- **91.66%** report disrepair claims have increased or significantly increased
- **90.91%** attribute the increase to law firms direct marketing to tenants
- **50%** of authorities have a policy for dealing with claims
- **66.67%** report that following a disrepair claim difficulty gaining access has increased or significantly increased
- **90.90%** report that the cost of disrepair claims has increased or significantly increased
- Local authorities are adopting a range of measures to mitigate the number of claims