

# Subject Access Request

## 2024-25:

Total of **23 SAR** received in 24/25, busiest for the process.

**17 SAR** logged 25/26.

**9 SAR cases** for 26/27 to date.

**5 SAR cases** are being worked on currently, as of 28/07/26

Current ongoing requests – 2 property disrepair, 2 relating to ASB reports, 1 relating to shared ownership management fee.

## Costs

Overall spend for 2024-25 was **£19,415** inc VAT.

With more than half of this being attributed to a single large disclosure.

Spend for 2025-26 is **£6,701** inc VAT

Spend for 2026-27 to date is **£6,408** inc VAT

## Breakdown

| Log No | Information Requested                                                                 |
|--------|---------------------------------------------------------------------------------------|
| 001    | All information                                                                       |
| 002    | Not progressed                                                                        |
| 003    | All information                                                                       |
| 004    | Not progressed                                                                        |
| 005    | All information                                                                       |
| 006    | Letters relating to a recharge                                                        |
| 007    | Documents relating to a court case that led to an eviction*                           |
| 008    | Not progressed                                                                        |
| 009    | All information                                                                       |
| 010    | All information (high contact case)                                                   |
| 011    | Disrepair-related information                                                         |
| 012    | Repair information and correspondence / complaints related to it                      |
| 013    | All video footage relating to ASB case                                                |
| 014    | Jobs raised, complaints                                                               |
| 015    | Information relating to previous employee                                             |
| 016    | Not progressed                                                                        |
| 017    | Phone call with staff member, associated notes and call logs                          |
| 018    | Phone call with staff member                                                          |
| 019    | Information relating to dispute with neighbour                                        |
| 020    | Not progressed                                                                        |
| 021    | Not progressed                                                                        |
| 022    | All information held                                                                  |
| 023    | All information held                                                                  |
| 024    | Property disrepair information                                                        |
| 026    | Property disrepair information                                                        |
| 027    | All information on housing management systems                                         |
| 028    | All information we held, including any resident information used during RESI transfer |

Shaded rows are new cases since last steering group report.

## Data Breaches

**14** logged data breaches in 24/25

**2** cases self-referred to the ICO.

**6** cases logged for 25/26.

**0** cases self-referred to the ICO.

**2** cases logged for 26/27.

**0** cases self-referred to the ICO.