

Berneslai Homes - Freedom of Information 2025-2026: Lettings

730	04/04/2025	<p>1. The total number of vacant council-owned homes in Barnsley over the last three years.</p> <table border="1"> <thead> <tr> <th>Financial Year</th><th>Number of empty properties during each financial year</th></tr> </thead> <tbody> <tr> <td>2022/23</td><td>929</td></tr> <tr> <td>2023/24</td><td>871</td></tr> <tr> <td>2024/25</td><td>805</td></tr> </tbody> </table> <p>Please note: a majority of these properties would have been re-let following the vacancy within each given year.</p> <p>2. A breakdown of the number of empty council homes by ward within Barnsley.</p> <table border="1"> <thead> <tr> <th>Council Ward</th><th>Number of empty properties*</th></tr> </thead> <tbody> <tr> <td>Central</td><td>75</td></tr> <tr> <td>Dearne</td><td>44</td></tr> <tr> <td>North area</td><td>71</td></tr> <tr> <td>North East</td><td>61</td></tr> <tr> <td>Pensitone</td><td>13</td></tr> <tr> <td>South area</td><td>72</td></tr> </tbody> </table> <p>*As of 29/04/25</p> <p>3. The total financial loss in rental income caused by empty properties over the past three years, including how long these properties have remained vacant.</p> <p>Berneslai Homes only hold data for rent loss as a cumulative for the year, not down to individual property levels.</p> <table border="1"> <thead> <tr> <th>Financial Year</th><th>Total rent loss from empty properties</th></tr> </thead> <tbody> <tr> <td>2022/23</td><td>£705,809.55</td></tr> <tr> <td>2023/24</td><td>£1,216,350</td></tr> <tr> <td>2024/25</td><td>£1,602,298</td></tr> </tbody> </table>	Financial Year	Number of empty properties during each financial year	2022/23	929	2023/24	871	2024/25	805	Council Ward	Number of empty properties*	Central	75	Dearne	44	North area	71	North East	61	Pensitone	13	South area	72	Financial Year	Total rent loss from empty properties	2022/23	£705,809.55	2023/24	£1,216,350	2024/25	£1,602,298
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739	30/04/2025	<p>1. The total number of lock-up domestic garages owned by your council.</p> <p>718</p> <p>2. The total number of these garages that are currently empty.</p> <p>269</p> <p>3. The total number that are currently let to council estate residents.</p> <p>195</p> <p>4. The total number that are let to non council estate residents.</p> <p>254</p>																														
753	05/06/2025	<p>How many units of social housing stock do you currently have?</p> <p>As of June 2025 Berneslai Homes manage a total of 17,869 social houses owned by Barnsley Council.</p>																														

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How many units of social housing stock did you own in the years 2019, 2020, 2021, 2022, 2023, 2024 and 2025?

Financial Year	Units of housing stock owned
2018/19	18,400
2019/20	18,329
2020/21	18,264
2022/23	18,095
2023/24	17,967
2024/25	17,904
2025*	17,869

*Data held for 2025 as of June 2025

How many of these social housing units are currently in rental arrears?

Data held as of May 2025: 7,076 total properties were in rental arrears.

How many of these social housing units were in rental arrears in the years 2019, 2020, 2021, 2022, 2023, 2024 and 2025?

Financial Year	Units of social housing in rental arrears
2018/19	7,081
2019/20	6,160
2020/21	7,158
2021/22	7,320
2022/23	8,060
2023/24	8,639
2024/25	6,869
2025*	7,076

*Data held for 2025 as of June 2025

What is the total value of these rental arrears?

Data held as of May 2025: the total value of rental arrears is £3,402,061

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What was the total value of these rental arrears in the years 2019, 2020, 2021, 2022, 2023, 2024 and 2025?

Financial Year	Total value of rental arrears (£)
2018/19	1,306,171
2019/20	1,603,024
2020/21	1,865,193
2021/22	2,388,975
2022/23	2,636,279
2023/24	2,979,945
2024/25	3,109,141
2025*	3,402,061

*Data held for 2025 as of June 2025

771	28/07/2025	<p><u>Primary questions</u></p> <p>1. Total number of garages currently owned or managed by the council</p> <p>As of 11/08/25 Berneslai Homes manage 1493 Garage and Garage Plots* on behalf of Barnsley Council.</p> <p>*Garage Plots are bases which the tenant rents and has to erect their own garage.</p> <p>2. Total number of garage blocks</p> <p>720 garages are part of Block Built Garage Sites and 773 garage plots.</p> <p>3. Number of garages currently tenanted</p> <p>As of 11/08/25 there are 976 tenanted garages and garage plots.</p> <p>4. Number of garages currently vacant</p> <p>At present there are 517* garage and garage plots vacant.</p> <p>*Please be advised that not all of the 517 are awaiting allocation. Some sites are awaiting demolition or repurposing, and allocations are not made on these sites pending full review.</p> <p>5. Average monthly rental price for a garage</p> <p>Garage: £7.34 p/w when occupied (£29.36 p/m over a 48 week charge)</p> <p>Garage plot: £1.63 p/w when occupied (£5.44 p/m over a 48 week charge)</p> <p>6. Number of garages considered unlettable or in disrepair</p> <p>Berneslai Homes are unable to answer this question at present as we are reviewing garages and garage plots.</p> <p>7. Whether garage management is handled internally or outsourced (if outsourced, please name the third party)</p>
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We manage the allocation, income collection and management of garage sites and plots internally. In terms of maintenance, the Property Services Repairs Team (internal partner) deal with two thirds of the borough and Wates look after one third of the borough and will manage repairs to garages/plots that land under their area.

8. Estimated annual revenue lost due to vacant garages

Based on 232 empty garages (not including plots) at £29.36 p/m – estimated annual revenue loss is £81,738.

Please note as above, due to the review of garages and plots, Berneslai Homes cannot confirm that all empty garages are awaiting reallocation.

9. Average duration garages sit vacant before being re-let

We aim to re-allocate every Garage/ Gare plot as timely as possible. They are allocated in line with our lettings policy and waiting list. At present some sites are under review for demolition or repurposing, meaning allocations for specific sites are on hold. Due to the review of garage sites, generating a report to provide this figure will not be possible.

Secondary questions (optional, if readily available)

10. Garage occupancy rates for the past 3 years

Not readily available on our systems

11. Breakdown of void reasons (e.g. disrepair, access issues, planning constraints)

Not readily available on our systems

12. Lettings policy or eligibility criteria for tenants (e.g. can anyone rent them?)

This is a summary of our policy:

The current policy is that garages or plots are allocated in priority order and then in date order, when allocating garages or garage plots we look at applications in the highest priority category first and only move on to lower priorities if there is no suitable applicants left.

Priority One - Any current garage or garage site tenant who we wish to move to another plot for management reasons e.g. Demolition.

Priority Two - Current council house tenants in date order of application.

Priority Three – anyone who is not a Barnsley Council tenant, in date order of application

Priority Four - Current garage or site tenants wanting additional garage/site. Transfers from one garage to another

Any applicant who has a garage or garage site tenancy and who wishes to transfer to another site must make a new application and will be considered in line with the above priority scheme.

13. Number of people currently on a waiting list for garages (if one exists)

There are 429 applicants registered for a garage plot and 942 applicants registered for a garage. Please be advised we have not undertaken a review of the register in the last 12 months and these figures may be greater than the actual list, typically following an annual review these figures would decrease over 40%.

14. Software/system used to manage garage lettings

NEC

15. Total rental income from garages in the last financial year

The 24/25 garage rental income was £217,509

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16. Any plans to sell, redevelop, or repurpose parts of the garage portfolio in the next 3 years

There are no specific plans at this stage, however, the review of garages and garage plots is ongoing.

17. Number of people employed internally to manage the garages

There are no roles within Berneslai Homes with the sole function of garage and garage site management. Different teams manage the various aspects. I.e. Lettings manage allocation, Income manage collection, Neighbourhood Team manage any tenancy or estate issues.

18. Average response time to an inbound garage enquiry

We do not monitor this specifically to garage sites. We aim to answer 70% of non-priority phone calls within 5 minutes. Our standard target response time for e-mail enquiries is 5 working days. We have a garage plot and garage site application form and our target is to assess the application and confirm with the applicant within 6 weeks of receiving the e-form.

798	08/09/2025	<p>1. How many people are currently in each of your council's priority Bands for council and housing association allocation (eg. Number of people in Band A, B, C, D, etc)?</p> <p>Please find this data included in the table below for Bands 1-4 (as of 06/10/2025)</p> <p>Please be advised that prior to the BMBC Lettings Policy 2024 Berneslai Homes operated with 5 bandings. Band 5 was designated to applicants out of district with no local connection.</p> <p>2. For each of your council's priority bands, how many people were allocated housing in the following financial years (1 April-31 March*): 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24, 2024-25?</p> <p>Please find the data we hold included in the table below.</p> <p>3. How many people were in each of your council's priority Bands at the end of the financial year in: 2018-2019, 2019-2020, 2020-2021, 2021-2022, 2022-2023, 2023-2024, and 2024-25?</p> <p>Please be advised this data is not held for all provided financial years. Please find our held data from archived reports included in the table below.</p> <p>4. Do you have a quota/policy for housing allocations from each priority Band and, if so, please could you provide it?</p> <p>Please be advised the Barnsley Council Lettings Policy 2024 does not operate a quota system.</p> <p>The criteria for priority bands (1 to 4) used by Berneslai Homes is publicly available in our lettings policy published on the Berneslai Homes website:</p> <p>Lettings Policy</p>																						
		<table border="1"><thead><tr><th></th><th>Urgent/ highest priority housing need (e.g. Band A or 1)</th><th>High priority housing need (e.g. Band B or 2)</th><th>Medium priority/ identified housing need (e.g. Band C or 3)</th><th>Low priority/ no housing need (e.g. Band D or 4)</th></tr></thead><tbody><tr><td>Name of Band (e.g. 1, 2, A, B)</td><td>Band 1</td><td>Band 2</td><td>Band 3</td><td>Band 4</td></tr><tr><td>2018-19</td><td>234</td><td>571</td><td>190</td><td>336</td></tr><tr><td>Total number of allocations</td><td></td><td></td><td></td><td></td></tr></tbody></table>		Urgent/ highest priority housing need (e.g. Band A or 1)	High priority housing need (e.g. Band B or 2)	Medium priority/ identified housing need (e.g. Band C or 3)	Low priority/ no housing need (e.g. Band D or 4)	Name of Band (e.g. 1, 2, A, B)	Band 1	Band 2	Band 3	Band 4	2018-19	234	571	190	336	Total number of allocations						
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2018-19				
Number in band at end of financial year	Data not available	Data not available	Data not available	Data not available
2019-20				
Total number of allocations	295	560	169	310
2019-20				
Number in band at end of financial year	Data not available	Data not available	Data not available	Data not available
2020-21				
Total number of allocations	442	378	135	203
2020-21				
Number in band at end of financial year	Data not available	Data not available	Data not available	Data not available
2021-22				
Total number of allocations	527	346	77	154
2021-22				
Number in band at end of financial year	346	994	855	Data not available
2022-23				
Total number of allocations	392	174	49	134
2022-23				
Number in band at end of financial year	346	994	885	Data not available
2023-24				
Total number of allocations	452	173	29	70
2023-24				
Number in band at end of financial year	176	776	782	4005
2024-25				
Total number of allocations	411	234	46	51
2024-25				
Number in band at end of financial year	126	891	670	2573
2025				
Total number of allocations so far**				
This financial year**	175	165	33	25
2025				
Current number in band	117	722	587	2190

810	15/09/2025	For the period April 2023 to September 2025 , please provide the number of housing allocations made in the Monk Bretton and Cundy Cross areas, broken down as follows:
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1. The total number of allocations to applicants in **Band 3**.
2. The total number of allocations to applicants in **Band 4**.
3. If possible, please present the data separately for Monk Bretton and Cundy Cross.

Area	Band 3 Allocations	Band 4 Allocations
Monk Bretton	1	1*
Cundy Cross	0	0

**Please note this let was made prior to the 2024 Policy change*

824	22/09/2025	<p>Can BerneSlai Homes provide a report outlining how many BerneSlai Homes tenants are currently experiencing nuisance neighbours or ASB.</p> <p>Please be advised that BerneSlai Homes does not keep a separate record of reporters for ASB. Our information held is regarding alleged perpetrators, therefore we cannot accurately report a total number of tenants experiencing nuisance neighbours or ASB due to this information not being held centrally.</p> <p>Can BerneSlai Homes provide a report outlining the number of tenants who request managed moves alongside the number of tenants who are rejected.</p> <p>Please be advised this data was only centrally recorded from April 2024 onwards.</p> <table border="1"> <thead> <tr> <th>Financial Year</th><th>Managed moves - resulting in a move</th><th>Managed moves – withdrawn or no longer required</th></tr> </thead> <tbody> <tr> <td>2024/25</td><td>6</td><td>4</td></tr> <tr> <td>2025/26*</td><td>16</td><td>5**</td></tr> </tbody> </table> <p><i>*Data as of 30/09/2025</i></p> <p><i>**Please be advised some moves accounted for in this total may be pending</i></p>	Financial Year	Managed moves - resulting in a move	Managed moves – withdrawn or no longer required	2024/25	6	4	2025/26*	16	5**
Financial Year	Managed moves - resulting in a move	Managed moves – withdrawn or no longer required									
2024/25	6	4									
2025/26*	16	5**									

826	30/09/2025	<ol style="list-style-type: none"> 1. The average time (in days) the households currently in the highest priority band on the council's social housing register have been in that specific priority band for (thus excluding any time they may have previously spent in other bands) <p>171 days</p> <ol style="list-style-type: none"> 2. The number of households included in the question 1 data <p>116 households</p> <ol style="list-style-type: none"> 3. The question 1 figure excluding backdated households <p>171 days*</p> <ol style="list-style-type: none"> 4. The number of households included in the question 3 data (i.e. excluding backdated households) <p>116 households*</p>
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5. The average time (in days) the households currently in the second-highest priority band on the council's social housing register have been in that specific priority band for (thus excluding any time they may have previously spent in other bands)

483 days

6. The number of households included in the question 5 data

717 households

7. The question 5 figure excluding backdated households

483 days*

8. The number of households included in the question 7 data (i.e. excluding backdated households)

717 households*

9. Among households in the highest priority band who were rehoused in financial year 2024/25 (and thus left the social housing register), the average time (in days) they had been in the highest priority band for at the time they were rehoused

153 days

10. The number of households included in the question 9 data

421 households

11. The question 9 figure excluding backdated households

153 days*

12. The number of households included in the question 11 data (i.e. excluding backdated households)

421 households*

13. Among households in the second-highest priority band who were rehoused in financial year 2024/25 (and thus left the social housing register), the average time (in days) they had been in the second-highest priority band for at the time they were rehoused

421 days

14. The number of households included in the question 13 data

241 households

15. The question 13 figure excluding backdated households

421 days*

16. The number of households included in the question 15 data (i.e. excluding backdated households)

241 households*

**N.B. Please be advised Berneslai Homes do not artificially backdate priority, therefore all data for questions "excluding" backdated households is the same as data provided for the total wait time and total number of households.*