

(1) Please can you provide the number of complaints the council has had regarding:

- i. damp
- ii. mould
- iii. housing disrepair

between 1 November 2021 to 1 November 2023?

- i. Damp = 323
- ii. Mould = 181
- ii. Housing disrepair = 80

(2) How much has the council paid out on repairs as a result of each of the issues listed above?

We do not hold the information that you have requested in an easily retrievable format. Section 12 of the Freedom of Information Act 2000 (FoIA) relieves a public authority from the obligation to comply with a request for information where the estimated time required to locate, review and extract the information exceeds a certain threshold set out in Regulations.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (SI 2004/3244) set out the rules in relation to the cost limit (otherwise called the "appropriate limit"). These Regulations are published by the Office of Public Sector Information (OPSI) and are viewable on their web site from this link: http://www.opsi.gov.uk/si/si2004/uksi_20043244_en.pdf

The Regulations set out the cost limit for Government departments and for other public authorities. For local government, Regulation 3 states that the cost limit is £450 and Regulation 4(4) states that the prescribed hourly rate is £25. Regulation 4(4) further provides that where the local authority estimates the time taken to gather the information would exceed this limit (which based on the prescribed hourly rate, equates to 18 officer hours), it may refuse the request under section 12 of FoIA.

I am satisfied the cost limit applies to your request and will explain why this is the case. This information is not readily available. It would require an officer to manually search through all 584 complaints in an attempt to find the information required. They would need to search the complaint, then search for any work carried out against that complaint, which could also include follow up work at a later date, then extract the cost which relates to the complaint. This would take several weeks for an officer to complete.