



Please provide me with the following information:

1. Council Contact details (name/email)

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2. The number of repair requests submitted by tenants of council owned housing that relate specifically to issues of damp or mould between 1st January 2022 and 1st January 2025. Please provide figures for 2022, 2023 and 2024.

Count of Requests specifically relating to Damp and Mould.

1<sup>st</sup> Jan 22 – 31<sup>st</sup> Dec 22 – 1103  
1<sup>st</sup> Jan 23 – 31<sup>st</sup> Dec 23 - 3515  
1<sup>st</sup> Jan 24 – 31<sup>st</sup> Dec 24 - 3481

3.

4. The average amount of time taken (in days) between an initial repair request being submitted - relating specifically to issues of damp or mould - and investigation by the council (or council sub-contractors) between 1st January 2022 and 1st January 2025. Please provide figures for 2022, 2023 and 2024.

The Average amount of time (in days) between a Damp and Mould Job being submitted and assigned for investigation.

1<sup>st</sup> Jan 22 – 31<sup>st</sup> Dec 22 – 0.04 days  
1<sup>st</sup> Jan 23 – 31<sup>st</sup> Dec 23 – 0.03 days  
1<sup>st</sup> Jan 24 – 31<sup>st</sup> Dec 24 – 0.02 days

5. The average amount of time taken (in days) for the council (or council sub-contractors) to complete a repair for damp or mould between 1st January 2022 and 1st January 2025. Please provide figures for 2022, 2023 and 2024.

The Average amount of time (in days) to complete a repair relating to Damp and Mould from when it is submitted.

1<sup>st</sup> Jan 22 – 31<sup>st</sup> Dec 22 – 35.28 days  
1<sup>st</sup> Jan 23 – 31<sup>st</sup> Dec 23 – 8.62 days  
1<sup>st</sup> Jan 24 – 31<sup>st</sup> Dec 24 – 14.21 days

6. The total number of complaints received by tenants of council owned housing, relating to repairs for damp and mould i.e. because repairs have not been completed or repairs have not been completed to a suitable standard.

### Stage 1 Complaints

1<sup>st</sup> Jan 2022 – 31<sup>st</sup> Dec 2022- 70 complaints  
1<sup>st</sup> Jan 2023-31<sup>st</sup> Dec 2023- 119 complaint  
1<sup>st</sup> Jan 2024- 31<sup>st</sup> March 2024- 70 complaints

### Stage 2 Complaints

1<sup>st</sup> Jan 2022 – 31<sup>st</sup> Dec 2022- 3  
1<sup>st</sup> Jan 2023-31<sup>st</sup> Dec 2023- 1  
1<sup>st</sup> Jan 2024- 31<sup>st</sup> March 2024- 1  
1<sup>st</sup> Jan 2024- 31<sup>st</sup> December 2024- 10