



REQUEST 18661

I would be grateful if you could provide the most recent data available (ideally covering the last 12 months, or the most recent reporting period you hold) relating to damp and mould complaints within your housing remit. Specifically:

1. The total number of damp and/or mould complaints recorded.
2. A monthly breakdown of these complaints (if available).

3. The average time taken to investigate and resolve such complaints.
4. The longest time taken to fully resolve a complaint in the period.
5. The number of cases that:
 - a. Were investigated within 10 working days.

RESPONSE

1. The total number of damp and/or mould complaints recorded.

Stage 1 – 39

Stage 2 – 12

Please note that complaints at stage 2 will have been counted at stage 1.

- 2.

Monthly breakdown		
Month	Stage 1	Stage 2
Oct-24	3	0
Nov-24	4	1
Dec-24	6	0
Jan-25	3	1
Feb-25	6	2
Mar-25	5	2
Apr-25	1	3
May-25	2	0
Jun-25	1	0
Jul-25	3	2
Aug-25	3	1
Sep-25	2	0
Total	39	12

3. The average time taken to investigate and resolve such complaints.
Stage 1 – 37.21 days
Stage 2 – 48.92 days
4. The longest time taken 132 days to fully resolve a complaint in the period.
5. The number of cases that:
 - a. Were investigated within 10 working days. Stage 1, 28 were completed in time, this includes any that were placed on hold for 10 days or less.

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| <ul style="list-style-type: none">b. Were made safe or resolved within 5 working days (where significant hazards were identified).c. Exceeded these timeframes. <p>6. The number or proportion of complaints still open or unresolved.</p> <p>7. Any categorisation of hazard severity used (e.g. emergency, significant hazard, minor).</p> | <ul style="list-style-type: none">b. Were made safe or resolved within 5 working days (where significant hazards were identified).- 27c. Exceeded these timeframes – 3 <p>6. The number or proportion of complaints still open or unresolved. Stage 1 – 2, Stage 2 – 3</p> <p>7. Any categorisation of hazard severity used (e.g. emergency, significant hazard, minor). Not classified on complaints reports</p> |
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