



Reference: FOI3140

Request:

I would like to request the following under the Freedom of Information Act.

1. How many tenants (residents in homes for which you have responsibility for maintenance) did you have between Jan 2019 - Jan 2020?

16,173

2. How many complaints/enquiries did you receive relating to mould or damp from your tenants between Jan 2019 - Jan 2020?

It is not possible to identify the total number of enquiries relating to damp or mould as the repairs management system does not record/report in that way. The Authority deals with over 80,000 repair queries per year. To respond to this would require searching each repair query to confirm if they related to damp or mould.

Therefore, this part of the request is refused under s12 (1) Freedom of Information Act 2000, since the cost of complying would exceed the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

In assessing the cost of complying, the costs attributable to officer time involved in complying have been considered. Such costs are limited to £450.00 under the Regulations, which equates to eighteen hours of officer time.

The following are the number of corporate complaints received in relation to Damp/Mould ONLY.

Corporate Complaints categorized as "Damp" or "Mould" between Jan 2019 and Jan 20 = 5

3. How long on average did it take to resolve these enquiries/complaints?

information not held

4. What was the estimated total cost of responding to these requests between Jan 2019 - Jan 2020?

information not held