

56144 Damp and Mould Repair Requests

Please provide me with the following information:

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.

We are unable to provide the information requested for 2022 and 2023 as it is not held by the Council. Damp/mould improvement actions were noted, but no case counts were recorded in this period.

In 2024 there were 2,048 requests submitted.

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.

10 days for each year.

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.

45 days for each year.

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.

In 2024, there were 436 such complaints recorded.