

59312

Mould and Damp Complaints and Treatment Costs. Request for data on the following from January 2020 to December 2025 (or the most recent date for which data is held), broken down by month and year:

Reports: The total number of complaints and/or reports received regarding mould and/or damp in residential properties, broken down by month and year

The Council does not hold recorded information for the period January 2020 to December 2023. The Building Preservation (Damp, Mould, and Condensation) Team was established in January 2024, and data relating to damp and mould reports is only held from that date onwards.

From January 2024, the information held relates to damp and mould inspections completed.

2024 - Total reports received: 1,849

2025 - Total reports received: 1,591

Please see the attached for a monthly breakdown.

Expenditure: The total cost incurred by the council in relation to works, treatment, remediation, inspection, or mitigation of mould and/or damp in residential properties, broken down by month and year, in GBP (£)

Please see the attached noting the following:

- Subcontractor spend shown is for those invoices that provided a work order reference. It will therefore exclude invoices where the description was missing/unclear.
- This may not capture all costs where, for example, work has been carried out as part of dampness work but has been claimed under a different work order.
- Internal staff costs used for Dec 25 are currently an estimate based on the Nov 25 payroll costs (payroll data is not due to be available for Dec 25 at the time of collating the data).

Resolution Times: Where recorded in existing systems, the average number of calendar days between the date a mould and/or damp report was first logged and the date the case was closed or marked as resolved, broken down by month and year — or, if averages are not already held, the date each report or case was first logged and the date it was closed or marked as resolved, aggregated by month and year.

The Council currently reports an average resolution time of 42 calendar days from the date a dampness issue is reported by a tenant to the completion of treatment works. Due to the nature of dampness investigations and remedial works, resolution times are not held in a format that enables accurate reporting by month, as individual cases may span more than one calendar month.