

## Berneslai Homes - Freedom of Information 2023/2024: Complaints

<b>490</b>	<b>13/09/2023</b>	<p><b>1. Please provide the total number of social houses owned by your council.</b></p> <p>As of 31st July 2023 - 17,999</p>						
		<p><b>2. In the past 12 months how many formal complaints have your council received relating to mould and damp in your social housing stock?</b></p> <p>From 18th August 2022 to 18th August 2023 we have received 75 formal complaints about damp and mould.</p>						
		<p><b>2. i.) Please also provide the number of formal complaints over the last three years.</b></p> <table border="1" style="width: 100%;"> <tr> <td>April 2022-March 2023</td> <td style="text-align: center;">69</td> </tr> <tr> <td>April 2021-March 2022</td> <td style="text-align: center;">12</td> </tr> <tr> <td>April 2020-March 2021</td> <td style="text-align: center;">14</td> </tr> </table>	April 2022-March 2023	69	April 2021-March 2022	12	April 2020-March 2021	14
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		<p><b>3. How many homes have you inspected where there was damp or mould present in the past 12 months?</b></p> <p>From 1st July 2022 to 21st August 2023: 138</p>						
		<p><b>3. i.) Please also provide the number of houses over the last three years</b></p> <p>We do not hold a dataset for over the last three years.</p>						
		<p><b>4. How many of your council homes are estimated to have mould or damp issues at present? If an estimate is available how is this estimate arrived at?</b></p> <p>Collecting this data would involve manually checking records, as such this would exceed the cost limit for FOIs in terms of staff time, making this question exempt under the Freedom of Information Act section 12(1).</p>						