Berneslai Homes - Freedom of Information 2024-2025: Complaints

615	08/07/2024	**1. In the financial years 21/22, 22/23 and 23/24, how many complaints about mould or damp did your council receive in relation to properties in your social housing stock?** **April 2021-March 2022:** January 2022 to March 2022 - 12* **April 2022-March 2023:** 69 **April 2023-March 2024:** 96 *Prior to 2022 Berneslai Homes did not use a specific damp and mould complaints code for logging on our management system, therefore we did not collect any data for damp and mould complaints in 2021, therefore the provided total for complaints only accounts for those logged in 2022. **2. In the same financial years, how much was spent by the council on remedial work on social housing which contained damp or mold?** **April 2021-March 2022:** Prior to the 2022-2023 financial year Berneslai Homes were not reporting costs for damp and mould, so any costs relating to damp and mould were not identified separately among our planned works. Therefore we do not have data reported for our spending specific to damp and mould in 2021/2022 **April 2022-March 2023:** £281,128 **April 2023- March 2024:** £445,640 **3. How many properties are in your council's social housing stock?** As of 03/07/2024 Berneslai Homes are managing 17,963 properties on behalf of Barnsley Council.

709	13/02/2025	**•The number of complaints relating to bathrooms during the time frame (1st January 2024 to 31st December 2024)** **•The type of complaint, for example, mould, leaks, not fit-for-purpose fixtures etc.** **•Whether those complaints have been resolved and the work carried out** **•Date of resolution (if applicable)** We advise that we do not have a specific logging code for complaints that relate to bathrooms; therefore, we have completed a keyword search for all complaints within the provided timeframe which mention “bathroom”. We have completed manual checks in each of those complaint files to retrieve works carried out, as we are unable to link specific complaints to specific jobs on our IT system.

		For this request we provided an attachment containing data we hold for these complaints, which includes: date of complaint, type of complaint (complaint code used by Berneslai Homes), works carried out, and date of work. This attachment can be provided upon request.

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· **The total number of damp and mould complaints received by the council in the past three years, broken down by year (from January 1, 2022, to March 21, 2025).**

Please be advised that Berneslai Homes reports their data by financial year, therefore all provided data is broken down by financial year.

All data provided for this request relates only to Formal complaints linked to Damp and Mould, as handled under Berneslai Homes' Complaint Policy.

Financial Year	Number of Damp & Mould Complaints
2021-2022	4*
2022-2023	71
2023-2024	89
2024-2025	94

*N.B. Data provided for 2021-2022 is only partial data, as this is when the specific logging code used for Damp and Mould Complaints on our systems was first brought in to use.

· **How many of these complaints have been resolved within that period?**

All complaints from the above reported financial years have been resolved.

· **The timeframe within which these complaints have been resolved, including the average time taken to address and resolve a damp or mould complaint.**

Please be advised that the below averages only relate to the timeframe of the complaint resolution for Damp and Mould complaints, and data is not held to state the timeframe Damp and Mould itself has been resolved.

Financial Year	Average time taken to resolve Damp & Mould
2021-2022	11.5 days
2022-2023	17.6 days
2023-2024	22.9 days
2024-2025	22.5 days