

Berneslai Homes - Freedom of Information 2025-2026: Repairs

743	16/05/2025	<p>How many heat pumps have been installed by the council in council owned social housing?</p> <table border="1" style="margin-left: 20px;"> <thead> <tr> <th style="background-color: #D3D3D3;">Financial Year</th> <th style="background-color: #D3D3D3;">Number of heat pump installations in council owned social housing</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2021/22</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">2022/23</td> <td style="text-align: center;">7</td> </tr> <tr> <td style="text-align: center;">2023/24</td> <td style="text-align: center;">27</td> </tr> <tr> <td style="text-align: center;">2024/2025</td> <td style="text-align: center;">14</td> </tr> </tbody> </table> <p>N.B. please be advised these totals are newly installed Air Source Heat Pumps only, and any replacements to heat pumps in situ are not included in the provided totals.</p>	Financial Year	Number of heat pump installations in council owned social housing	2021/22	0	2022/23	7	2023/24	27	2024/2025	14
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751	29/05/2025	<p>1. As of the date of this request (29/05/2025), how many individual residential units (flats, maisonettes, etc.) are owned or managed by the council? Of these, how many are located in buildings over 11 metres in height (or 5+ storeys)?</p> <p>As of 29/05/2025 there are 164 blocks of flats managed by Berneslai Homes with a total of 965 individual flats that fall within the scope of the Regulatory Reform (Fire Safety) Order 2005 as amended and Fire Safety (England) Regulations 2022 that require a Fire Risk Assessment. Three of these blocks of flats with a total of 166 individual flats are in excess of 11 metres in height (or 5+storeys).</p> <p>2. How many flat entrance doors are currently installed across your housing stock? How many of these are currently certified to at least FD30 standard (30 minutes fire resistance)?</p> <p>There are 965 flat entrance fire doors of which 440 are certified FD30 fire doors the remaining 525 flat entrance fire doors are classed as notional fire doors i.e. no certification but satisfied the standards applicable to fire door resistance at the time they were installed.</p> <p>3. How many communal fire doors (e.g. in corridors, stairwells, lobbies) exist across your housing properties? How many of these are currently certified to at least FD30 standard (30 minutes fire resistance)?</p> <p>There are 575 communal fire doors of which 100 are certified FD30 fire doors the remaining 475 communal fire doors are classed as notional fire doors i.e. no certification but satisfied the standards applicable to fire door resistance at the time they were installed.</p> <p>4. Since the Fire Safety (England) Regulations 2022 came into force on 23 January 2023, how many:</p> <p style="margin-left: 20px;">a. Flat entrance doors have been inspected? All the flat entrance fire doors are inspected and checked annually.</p> <p style="margin-left: 20px;">b. Communal fire doors have been inspected? The communal fire doors for the higher risk blocks of flats are inspected and checked quarterly. The communal fire doors for the other blocks of flats are inspected and checked annually.</p> <p style="margin-left: 20px;">c. How many doors were found to be non-compliant (e.g. missing self-closers, damage, inadequate certification)?</p>
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525 flat entrance fire doors are notional fire doors, and 475 communal fire doors are notional fire doors i.e. no certification. At the time of the last inspections it was identified that some self-closing devices had been removed from the flat entrance fire doors all of which have been re-instated, some flat entrance fire doors and communal fire doors were not closing effectively and correctly into the door frame rebates all of which have been adjusted or where adjustment was not effective a new self-closing device fitted.

d. Of those non-compliant doors, how many have since been replaced or repaired? Identified as still needing replacement to meet current standards?

None of the identified notional fire doors (no certification) have been replaced . Repairs were carried out to 51 doors i.e. refitting of self-closing devices, adjusting the doors to ensure they closed effectively into the door frames or replacing self-closing devices. There are 525 flat entrance notional fire doors still to replace and 475 communal notional fire doors still to replace.

5. Do you have a forward programme or procurement plan for fire door replacements in the next 1-3 years? If so:

a. How many doors are scheduled for replacement?

All the notional fire doors, both flat entrance fire doors and communal fire doors are on a planned programme of works to be replaced with FD30 fire doors.

b. What is the estimated timeline or completion target?

The immediate priority is the replacement of the notional communal fire doors in the three high rise schemes (the flat doors were replaced with FD30 doors before the Building Safety Act came into force) of which everything is being prepared for application to the Building Safety Regulator for their approval, the plan is to complete this within the current financial year. Once these works are complete, the plan is to replace the remaining flat and communal notional fire doors which is anticipated could take up to five years.

N.B. The data provided for this request only refers to blocks of flats within the scope of the Regulatory Reform (Fire Safety) Order and Fire Safety (England) Regulations 2022. There are other blocks of flats managed by Berneslai Homes that have a ground floor dwelling and a first-floor dwelling, but they have their own independent external entrance (i.e. no communal area), therefore these flat entrance doors aren't required to be fire doors.

764 10/07/2025 • 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.

Calendar year	Number of Damp and Mould repair requests submitted to Berneslai Homes
2022	1260
2023	4079
2024	654

N.B. please be advised due to system limitations, the provided figures are based on key word searches on our system for Damp or Mould as mentioned in descriptions for works.

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• **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.**

This data is not recorded by Berneslai Homes, we can only report figures from start to end of works, as provided below.

• **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.**

Calendar year	Average time (in days) for Berneslai Homes to complete Damp or Mould related repairs
2022	17.4
2023	21.3
2024	9.1

• **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.**

Between 1st January 2022 and 1st January 2025, the total number of complaints which Berneslai Homes has logged that refers to damp and mould is 235.

769 22/07/2025

1. What is the total number of council housing (including ALMO tenant households) in the local authority area, excluding voids?

As of 19/08/2025 Berneslai Homes manage 17,625 properties on behalf of Barnsley Council.

2. How many ALMO tenant households are currently awaiting repair work on their council homes, as logged with the council (excluding voids)?

As of 19/08/2025 5,067 properties are awaiting repair works. Out of this number, 1,128 properties are scheduled for planned repairs within the target timeframe. The remaining 3,939 properties are listed for responsive repairs, which have been issued to contractor partners for works to be completed within the target timeframe.

3. Of the figure in question 2, how many are logged as emergency repairs?

Of the 5,067 properties awaiting repair works, 1,443 households are on record for emergency repairs, which are 24-hour repairs. Works have been completed and orders due to be closed down.

4. Of the figure in question 2, how many households have been waiting more than 28 days/a month (including those covered by questions 5 and 6)?

Of the 5,067 properties awaiting repair works, 896 households have been waiting more than 28 days.

5. Of the figure in question 2, how many households have been waiting more than six months (including those covered by question 6)?

Of the 5,067 properties awaiting repair works, 35 households have been waiting more than a year.

6. Of the figure in question 2, how many households have been waiting more than a year?

Of the 5,067 properties awaiting repair works, 35 households have been waiting more than a year.

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7. How many void council housing units are currently awaiting repair work?

As of 19/08/2025 Berneslai Homes has 264 routine and major works voids.

8. Please list the required repairs for the households covered by question 5, in detail if available. Please identify any which are logged as emergency repairs.

We have provided the information requested from the 478 households as per question 5. Please be advised there will be a higher number than in the figures provided above, as households may have more than one repair.

Attached you will find a full list of repairs which have exceeded 6 months of wait time. Please be advised none of the repairs within this timeframe are emergency repairs.

792 29/08/2025

1. The total amount of money allocated by your council in the 2024/25 financial year specifically for remediation, repairs, or prevention of damp and mould issues in council-owned housing, including any budget or resource set aside in preparation for compliance with Awaab's Law.

The allocated budget Berneslai Homes had in place for Damp, Mould, and Disrepair in 2024/25 was £434,411.

Berneslai Homes and Barnsley Council have invested in setting up a dedicated Damp, Mould and Disrepairs Team. The team structure and resource is currently being reviewed to address the Awaab's Law requirements. Investment has been and continues to be made in damp and mould training for technical and non-technical staff, also running surgeries in the community for our tenants. Berneslai Homes have been investing in upgrading our housing management system with a dedicated Damp and Mould module.

2. The total amount spent in the previous two financial years (2023/24 and 2024/25) on remediation, repairs, or prevention of damp and mould issues in council-owned housing (the same purpose of spend as in question 1).

We are unable to report this total, because in previous years remediation works for damp and mould was not specifically segregated and was included as part of other budgets.

3. The total number of damp and mould inspections completed in 2023/24 and 2024/25.

We are unable to report this total because Damp and Mould Inspections were not historically separated out and were completed with all other Maintenance Inspections.

4. The council's target number of damp and mould inspections for the entirety of 2025/26 financial year. If no formal target has been set, please confirm.

There is no target number for inspections completed, only that all reports that require an inspection have one carried out. However moving forward this will be an internal performance target aligned to Awaab's Law and managing within the timescales set out.

5. If available, please provide a short description of how the 2025/26 budget allocation for damp and mould remediation to comply with Awaab's Law will be used (e.g. new staffing, inspections, repairs, new technology, tenant support, or other measures).

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The budget allocation for damp and mould remediation under Awaab's Law will be used to strengthen inspection and response processes, including categorising hazards for faster resolution, expanding staffing with a dedicated Damp, Mould & Disrepair Team, and upgrading the IT system for better diagnostics and tracking. It also supports tenant engagement, legal compliance, and staff training to ensure empathetic and effective service delivery, all governed by a structured checklist to meet the October 2025 implementation deadline.

804 12/09/2025

Asbestos works at Bradley Avenue, Wombwell (contractors, notifications, compliance)

I am requesting information relating to asbestos removal or disturbance works undertaken this week at a property on Bradley Avenue, Wombwell (BMBC/Berneslai Homes stock).

Please provide:

Contracting & instruction - The name(s) of the contractor(s) instructed for this job (surveys and removal) and the route of appointment (framework/lot and contract reference).

The instructed contractor for these works was:
Rilmac Holdings Ltd.

The client/asset owner for the address (BMBC, Berneslai Homes, or other).

Berneslai Homes manages the property on behalf of Barnsley Council.

Legal notifications & approvals

Not required.

Confirmation whether the works were licensed asbestos work and, if so, a copy (or redacted copy) of the ASB5 notification (Regulation 9) submitted to HSE, including date/time of submission. If non-licensed or NNLW, your internal determination/minutes/risk assessment stating why.

Works completed were non-licensed*, we have provided a redacted copy of the relevant work sheets.

Please be advised redactions have been applied considering Section 31(1)(a) of the Freedom of Information Act (2000), concerning the prevention and detection of crime as in relation to properties managed by Berneslai Homes, as properties may be vulnerable to squatting, vandalism, or stripping of materials. We have removed all direct reference to this property, and specific actions undertaken in relation to this property.

* Non-licensed asbestos work refers to tasks involving asbestos-containing materials (ACMs) that pose a lower risk of fibre release and therefore do not require a licence from the Health and Safety Executive (HSE).

Any BMBC/Berneslai notifications given to neighbouring residents (letters, leaflets, emails, door-knocks) and the dates issued.

No notifications were issued, as this was not required.

Method & risk control

The contractor's Plan of Work / Method Statement (RAMS), including enclosure details, negative pressure units, transit routes, and waste handling.

The risk assessment for the address, including control measures for neighbours and passers-by. Any site inspections undertaken by BMBC/Berneslai (dates, officers, findings).

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[A document attachment was provided to help form the response to this question, upon request this document can be provided]

We have provided in the attached PDF all relevant documents including:

- o The contractor's Plan of Work
- o All documents containing risk assessments, and control measures
- o All relevant documents from these works – please be advised we have redacted specifics in relation to the property, findings, and resulting actions in accordance with Section 31(1)(a) of the Freedom of Information Act regarding the prevention and detection of crime.

Air monitoring & clearance Air monitoring records (personal/static), four-stage clearance results, and the Certificate of Reoccupation (if applicable).

Air monitoring and four-stage clearance procedures are not legally required for non-licensed work under the Control of Asbestos Regulations 2012.

Waste disposal Copies of hazardous waste consignment notes relating to the removal, including dates/weights/carrier and disposal site.

We have provided in the attached all note from our contractors regarding the process of hazardous waste removal. Please be advised we have redacted specifics in relation to the property, findings, and resulting actions in accordance with Section 31(1)(a) of the Freedom of Information Act regarding the prevention and detection of crime.

Policy & guidance Current BMBC/Berneslai policy or standard operating procedure for managing asbestos works in tenanted or residential streets, including requirements for neighbour communications and site controls.

Please find attached Berneslai Homes' Asbestos Policy.

Oversight of Asbestos Contractor Performance and Costs

I am seeking information relating to the oversight of asbestos contractors working on BMBC housing stock managed by Berneslai Homes.

Please provide, for the period 1 April 2020 to present:

Any reports, audits, or monitoring documents held by BMBC relating to asbestos contractors' performance on Berneslai Homes stock.

Berneslai Homes does not hold this information; we require contractors to hold an accredited quality management system, with requirements to undertake audits of 5% of completed works.

A summary of any incidents reported to BMBC where asbestos contractors caused damage to properties. Correspondence or records between BMBC and Berneslai Homes regarding contractor accountability, recharging for damage, or failures to recharge.

Berneslai Homes does not hold this information, costs of rectifying any damages would be picked up by the contractor.

The total annual cost to BMBC (directly or via Berneslai Homes) of remedial works following asbestos inspections/surveys/removals where no recharge was made.

Berneslai Homes does not hold this information, costs of rectifying any damages would be picked up by the contractor.

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Any guidance or contractual requirements issued by BMBC to Berneslai Homes concerning asbestos contractor management and damage recharging

Berneslai Homes is obligated to:

- Manage asbestos risks in accordance with national legislation and BMBC's standards.
- Report performance and compliance regularly to BMBC.
- Support BMBC's statutory duties under the Building Safety Act.
- Maintain transparency and accountability in contractor management and service delivery.

Contractor-Caused Damage During Asbestos Inspections

I am seeking information on incidents where asbestos contractors, surveyors, or associated firms appointed by Berneslai Homes have caused damage to council housing stock during inspections, surveys, or removals.

Specifically, for the period 1 April 2020 to present, please provide:

A record/log of all reported incidents where asbestos contractors caused property damage during inspections, surveys, or removals.

For each incident:

- The date and property reference/address (street only, no tenant details).**
- The nature of the damage. The estimated/actual cost of remedial works.**
- Whether the cost was recharged to the contractor or absorbed by Berneslai Homes.**
- The total value of all costs absorbed by Berneslai Homes rather than recharged to contractors, broken down by year.**

Berneslai Homes does not maintain a centralised internal log of asbestos-related incidents. Any issues identified are addressed directly by the appointed contractor at the time they are raised, in accordance with our operational procedures and contractual arrangements. Where necessary, remedial actions are recorded within project documentation or contractor reports, but these are not collated into a standalone internal log.

Any policy, procedure, or contractual clause governing when contractor-caused damage should be recharged.

Cost of rectifying any damages would be picked up by the contractor, as per standard contractor management.

Copies of any insurance claims submitted by Berneslai Homes in relation to such incidents.

None held by Berneslai Homes – tenants would claim direct to BMBC insurance, if not rectified by contractor.

865 12/11/2025

Your questions and my findings are as follows:-

1. Has your organisation developed a specific policy or implementation plan for Awaab's Law?

Yes, Berneslai Homes has a damp and mould policy in place, this policy available on the [Berneslai Homes website](#).

2. Are damp, mould, and ventilation repairs handled in-house or by external contractors and if so, who? If external, please confirm the delivery route (e.g. framework, DPS,

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or term contract).

Damp, mould, and ventilation works are delivered by two contractors (Property Services Repairs Team and Wates, a commercial sector partner)

Both contractors have been procured by BMBC Procurement through a Property Repairs and Improvement Partnership (PRIP) Framework route. PRIP contract is a framework used in Barnsley to manage repairs and maintenance of the Council's housing stock. It involves a partnership between Barnsley Metropolitan Borough Council (BMBC), managed by Berneslai Homes with two contractors (Property Services Repairs Team, and Wates - a commercial sector partner)

3. What is your organisation's definition of "make safe" for damp & mould in emergency cases?

Emergency make safe repairs are to be addressed within 24 hours of being reported. Make safe means that the main priority is to eliminate/reduce the mould risk to the customer. The risk is assessed taking in consideration customers' vulnerabilities, the type of mould and the extent of the mould spread in the property. Relevant safety repairs are to be started within 5 working days under Awaab's Law.

4. How many damp and mould cases have you had within the last 12 months?

PRE-AWAAB'S LAW (Oct 2024 - 26th Oct 2025)

Month	Damp and mould Washes raised during month	Damp and Mould inspections raised during month
Oct-24	445	111
Nov-24	428	107
Dec-24	295	74
Jan-25	531	129
Feb-25	411	99
Mar-25	348	81
Apr-25	271	54
May-25	212	30
Jun-25	120	20
Jul-25	120	36
Aug-25	111	25
Sep-25	158	40
Oct-25	178	44

*Data up to 26th October 2025

POST-AWAAB'S LAW (27th Oct 2025 - 27th Nov 2025)

Damp and Mould Post-Awaab's Law (27th Oct 25)	Total Cases
Emergency Hazard - Mould Wash Treatments	38
Significant Hazard - Damp and Mould Inspections	528

5. What are your achieved response times (in hours/days) for "make safe" and preventative repairs?

Emergency make safe: Within 24 hours of report.

Follow up repairs: Within 7-25 working days for non-emergency cases.

6. What are the standard operating hours for your repairs contact centre or call handling service,

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and is this provided in-house or externally?

Operating hours: The delivery of the repair hotline is under BMBC and their In-house contact centre team. The Repairs Hotline includes out-of-hours emergency service and availability 24/7.

7. Has any staff training or awareness activity been introduced in response to Awaab's Law?

Yes, the following training and awareness activities has been shared or undertaken by Berneslai Homes:

Briefing sessions for surveyors and repairs teams on statutory timeframes and compliance requirements.
Updated triage process and emergency escalation guidance.

Ongoing Damp & Mould Task Group meetings to monitor performance and share learning.

Full day Awaab's Law workshop with key leads across Property Services, Neighbourhood, Customer Services and Customer Experience, Contractor Delivery Partners.

Damp and Mould Workshops for our customers during the Damp and Mould Awareness Week
Reviewed and updated the BH Damp, Mould and Condensation Website information.

Awareness with the NHS Health in the Community team including on how to report damp and mould.

Ongoing online Awaab's Law Webinars to help with the continuous professional development, and sharing best practice.

Damp and Mould Training is now mandatory training for all BH New Starters.

876 26/11/2025

1. The total number of reports received by the council of damp, mould, and condensation issues in council-owned homes since 1 January 2021.

a. If you hold yearly data, please provide a breakdown by calendar year

Calendar Year	Number of Damp and Mould repairs requests submitted to
2021	1958
2022	1260
2023	4079
2024	654
2025	3018 (Data up to 26th October 2025)

N.B. please be advised due to system limitations, the provided figures are based on key word searches on our system for Damp or Mould.

2. The total number of council-owned homes managed by the council (or, if exact current data is not available, the most recent figure)

The current total number properties managed by Berneslai Homes is 17,778 (as of 16th December 2025)