



Information Governance Team

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI704128406**

Thank you for your request for information relating to mould complaints in housing.

You have requested the following information:

- 1. How many complaints did the council receive between January 2023 and December 2024 related to mould or damp within private and social housing?**
- 2. How many (if any) of these complaints were recurring?**

For Questions 1 and 2, we hold the information which you have asked for, but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

We estimate that because the information is held in a nonreportable format which would require an officer to manually review each record to determine what information is held and collate the relevant data. This has been estimated that it would exceed the 18 hour limit under the Act to complete. This part of your request has been refused under section 12(2) of the Act.

- 3. How many mould or damp incidents reported between January 2023 and December 2024 were classified as making the property uninhabitable?**

2023 2024: One Private housing
2024-2025: One Private housing

For the above questions, can you please split this by calendar year for 2023 and 2024 as well as by social and private housing?

4. How many properties are currently known to be dealing with damp or mould issues that haven't been fixed by the council?

We confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. We do not hold this data. To assist, the Council does not routinely fix damp and mould. We would serve notice on the landlord and require them to take appropriate action.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance