



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI788765836

Thank you for your request for information relating to Damp and Mould complaints in Residential Properties.

You have requested the following information:

Q1. The total number of complaints, reports or enquiries recorded relating to damp and mould in residential properties.

Q2. A yearly breakdown of these complaints covering the following calendar years:

2023

2024

2025

Q3. Where recorded, please confirm how many of these damp and mould complaints were linked to one or more of the following factors:

- a. heating use or lack of heating**
- b. poor or inadequate insulation**
- c. insufficient or inadequate ventilation**

Q4. Where recorded, a breakdown of damp and mould complaints by room or area of the property, such as bedrooms, bathrooms, kitchens or living areas.

Q5. Where recorded, the total cost incurred by the council in relation to damp and mould cases in residential properties for each year listed above. This may include costs associated with inspections, remedial works, enforcement action or temporary mitigation measures. If

this information is not held in a single figure, please confirm this.

For the avoidance of doubt, this request relates only to residential properties. Please exclude any data relating to commercial premises, public buildings or non residential properties.

We do not hold information to the level requested and therefore advising you as per Section 1(1) of the Act. This is not recorded as complaints, reports and enquiries regarding damp and mould are logged as general disrepair cases and we are therefore unable to provide the specific figures requested.

To assist, general poor condition (disrepair) data is published on our website at:
<https://www.coventry.gov.uk/housing-enforcement/hmo-enforcement-action/2>

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