

FOI REF:	15799
RESPONSE SENT:	6/8/2025

Request

To whom it may concern,

I am writing to you under the Freedom of Information Act 2000 to request the following information from Winchester City Council. Please provide me with the following information:

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.

Provide 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.

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.

Provide 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. (repeated)

The average amount of time taken 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. (Repeated)

The total number of complaints received from tenants of council owned housing, relating to repairs for damp and mould ie. because repairs have not been completed or repairs have not been completed to a suitable standard between 1st January 2022 and 1st January 2025. Please provide figures for 2022, 2023 and 2024.

Response

We cannot accurately report on specifics around damp and mould related repairs prior to the implementation of our damp and mould policy in December 2024. This is because damp and mould works were reported in line with our reactive repairs procedures and not specifically categorised as damp and mould works.



I can provide the data you have requested since December 2024 which is as follows

December 2024 to June 2025

Number of repair requests 417

Average time from report to investigation (surveys) 12days

Average time from report to completion of repair 6days (not all repairs are surveyed)

Total Number of complaints (Dee)

January 22 – December 22 6

January 23 – December 23 17

January 24 – December 24 15

