

Nicola Hesketh
Project and Information Co Ordinator

Our Ref: FOI4843/NH/02
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[Name redacted]

11th December 2017

Dear [Name redacted]

Freedom of Information – Request for Information

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

Details of Your Request

1

i) Number of complaints received by your housing department, from tenants, in relation to serious issues of disrepair in housing under your local authorities control.

ii) Number of complaints received by your housing department, from tenants, in relation to nuisance issues namely of pest, infestation and mould in housing under your local authorities control.

iii) Summary details of the nature of the complaints from tenants living in housing under your local authorities control including date of first complaint.

iv) Of those social homes where complaints have been received please state whether or not a HHSRS (Housing Health and Safety Rating System) assessment was carried out and when the assessment was carried out.

v) Of those where a HHSRS assessment took place - summary details of the results - including any follow up action requested. Please include the category given in assessment, i.e. Category 1 or 2 for hazards.

2)

i) The number of enforcement notices given by your local council relating to serious issues of disrepair for housing under your local authorities control.

ii) The number of enforcement notices given by your local council relating to nuisance issues namely of pest, infestation and mould for housing under your local authorities control.

3)

ii) The number of private prosecutions brought under the Environmental Health Act that have been pursued by complainants relating to serious issues of disrepair, and nuisance issues namely of pest, infestation and mould for housing under your local authorities control.

ii) The total amount paid out in compensation that relates to serious issues of disrepair and nuisance issues namely of pest, infestation and mould in housing under your local authorities control.

iii) A breakdown of compensation costs between legal fees, damages paid and cost of repair for compensation paid out in relation to serious issues of disrepair and nuisance issues, namely pest, infestation and mould for housing under your local authorities control.

iv) Summary details of judgements in relation to compensation paid.

4)

i) Number of social homes deemed to be unfit for habitation because of serious issues of disrepair or nuisance pest control or mould issues.

Could all information be provided for the last 3 years and where possible in an Excel format.

The response to your request as follows:

Information below for the past 3 years:

1)

i) Number of complaints received by your housing department, from tenants, in relation to serious issues of disrepair in housing under your local authorities control. **None**

ii) Number of complaints received by your housing department, from tenants, in relation to nuisance issues namely of pest, infestation and mould in housing under your local authorities control.

Year	Infestation	Damp/Mould
2015/2016	1 (fleas)	7
2016/2017	0	9

iii) Summary details of the nature of the complaints from tenants living in housing under your local authorities control including date of first complaint.

Working with our Complaints Review Panel we are able to identify any common themes and address accordingly. In the majority of cases the issue of damp and condensation is the result of individual lifestyle. When this is proved to be the case, staff will offer advice and assistance to customers along with supporting literature on how they can mitigate risks of condensation and damp. Customers are given a condensation leaflet and can also access valuable information and top tips on the website at www.tamworth.gov.uk. When this is not the cause, we will endeavour to work with Oaks Preservation to reduce the time taken to diagnose a damp/condensation issue.

iv) Of those social homes where complaints have been received please state whether or not a HHSRS (Housing Health and Safety Rating System) assessment was carried out and when the assessment was carried out. **No HHSRS assessment carried out**

v) Of those where a HHSRS assessment took place - summary details of the results - including any follow up action requested. Please include the category given in assessment, i.e. Category 1 or 2 for hazards. **Not applicable as iv above**

2)

i) The number of enforcement notices given by your local council relating to serious issues of disrepair for housing under your local authorities control. **None**

ii) The number of enforcement notices given by your local council relating to nuisance issues namely of pest, infestation and mould for housing under your local authorities control. **None**

3)

ii) The number of private prosecutions brought under the Environmental Health Act that have been pursued by complainants relating to serious issues of disrepair, and nuisance issues namely of pest, infestation and mould for housing under your local authorities control. **None**

ii) The total amount paid out in compensation that relates to serious issues of disrepair and nuisance issues namely of pest, infestation and mould in housing under your local authorities control. **None**

iii) A breakdown of compensation costs between legal fees, damages paid and cost of repair for compensation paid out in relation to serious issues of disrepair and nuisance issues, namely pest, infestation and mould for housing under your local authorities control. **None**

iv) Summary details of judgements in relation to compensation paid. **N/a**

4)

i) Number of social homes deemed to be unfit for habitation because of serious issues of disrepair or nuisance pest control or mould issues. **None**

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Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh
Project and Information Coordinator