

Berneslai Homes - Freedom of Information 2023/2024: Complaints

490	13/09/2023	1. Please provide the total number of social houses owned by your council.	
		As of 31st July 2023 - 17,999	
		2. In the past 12 months how many formal complaints have your council received relating to mould and damp in your social housing stock?	
		From 18th August 2022 to 18th August 2023 we have received 75 formal complaints about damp and mould.	
		2. i.) Please also provide the number of formal complaints over the last three years.	
		April 2022-March 2023	69
		April 2021-March 2022	12
		April 2020-March 2021	14
		3. How many homes have you inspected where there was damp or mould present in the past 12 months?	
		From 1st July 2022 to 21st August 2023: 138	
		3. i.) Please also provide the number of houses over the last three years	
		We do not hold a dataset for over the last three years.	
		4. How many of your council homes are estimated to have mould or damp issues at present? If an estimate is available how is this estimate arrived at?	
		Collecting this data would involve manually checking records, as such this would exceed the cost limit for FOIs in terms of staff time, making this question exempt under the Freedom of Information Act section 12(1).	

521	21/12/2023	1. Please can you provide the number of complaints the council has had regarding bed bug infestations in council housing between 1 November 2021 to 1 November 2023?	
		No complaints regarding bed bugs were obtained between 1 November 2021 and 1 November 2023.	
		2. How much has the council paid out on getting rid of bed bug infestations?	
		We do not hold figures for the cost of getting rid of bed bug infestations. Pest control in our council properties is the responsibility of the tenant, as is advised on the Berneslai Homes website under the frequently asked questions section: "What repairs is the tenant responsible for?"	

561	21/03/2024	1. The number of issues raised with social homes by the tenants residing in them in your local authority in each of the calendar years: 2019, 2020, 2021, 2022, 2023.	
		Berneslai Homes log complaints from our residents under categories that detail the reason for the complaint. For the below data we completed a search of our logged complaints under the following categories: standard of property, property condition, and void standard. a) 2019: 9 b) 2020: 2 c) 2021: 5 d) 2022: 5 e) 2023: 11	

563	26/03/2024	1. How many complaints were made about damp and mould in social housing in 2019,2020,2021,2022, 2023?	
		Prior to 2022 Berneslai Homes did not use a specific damp and mould complaints code for	

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		<p>logging on our management system, therefore we did not collect any data for damp and mould complaints in 2019, 2020 and 2021.</p> <p>o2022: 21 damp and mould complaints recorded.</p> <p>o2023: 97 damp and mould complaints recorded.</p>
		How much was spent on damp and mould issues in 2019,2020,2021,2022,2023?
		<p>Prior to the 2022-2023 financial year Berneslai Homes were not reporting costs for damp and mould, because any costs relating to damp and mould were not identified separately among our planned works. Therefore we do not have data reported for our spending specific to damp and mould in 2019, 2020, and 2021.</p> <p>Below we have provided costs for responsive damp and mould works that we hold from the 2022-2023 financial year, and current total for the 2023-2024 financial year as of 29th February 2024:</p> <p>o1st April 2022 to 31st March 2023: £281,128</p> <p>o1st April 2023 to 29th February 2024: £361,839</p>
567	02/04/2024	<p>1) If your council has a social housing stock, please tell me how many complaints you received from tenants in the calendar year 2023 relating to alleged paranormal activity at council house properties.</p> <p>Note: I would request, if practicable, that a search of logged complaints be carried out using the following keywords: ghost, poltergeist, haunted/haunting, supernatural, and paranormal. The results would need to be manually reviewed to eliminate any false positives.</p>
		<p>Berneslai Homes do not have any formal complaints from our tenants that relate to paranormal activity, or any of the provided search terms.</p>