



My Ref: FOI/4223
Your Ref:
Date: 08/04/2025
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

Your questions and my findings are as follows:-

- How many complaints did the council receive between January 2023 and December 2024 related to mould or damp within private and social housing?

NB: We do not differentiate between damp or mould – our system code is for 'Damp & mould'.

TENURE	2023	2024	Grand Total
Private Rented	131	145	276
Owner Occupied	11	9	20
Council House	7	4	11
Registered Provider/Other	5	3	8
(blank)	3	7	10
Grand Total	157	168	325

- How many (if any) of these complaints were recurring?

After considering your request I have decided to refuse it under Section 12(1) of the Freedom of Information Act. This is because it is estimated that the time taken to provide the information would exceed the appropriate limit of £450, equivalent to 18 hours of staff time.

Section 12(1) of the Freedom of Information Act is a provision which allows a public authority to refuse to comply with the request for information where the cost of compliance is estimated to exceed a set limit known as the appropriate limit.

Your request would require the analysis of individual cases to harvest the requested data.

However, we can confirm that there were 2 jobs in 2023 and 3 jobs in 2024 recorded as duplicates, so these may have been recurring jobs. The duplicates are included in the

above figures, but the tenure of these cannot be given as the data has to be suppressed due to small numbers (potential identification of the properties).

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

After considering your request I have decided to refuse it under Section 12(1) of the Freedom of Information Act. This is because it is estimated that the time taken to provide the information would exceed the appropriate limit of £450, equivalent to 18 hours of staff time.

Section 12(1) of the Freedom of Information Act is a provision which allows a public authority to refuse to comply with the request for information where the cost of compliance is estimated to exceed a set limit known as the appropriate limit.

Your request would require the analysis of individual cases to harvest the requested data.

However, we can confirm that there were 19 formal notices served in 2023 and fewer than 5 formal notices served in 2024. Again, the tenure of these cannot be given as the data has to be suppressed due to small numbers (potential identification of the properties).

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

Please refer to the table/comments on page one.

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

We are unable to offer a robust answer to this question. Not all cases of damp and mould are 'fixed' by the Council, and it is unclear as to whether your request refers to the issuing of a formal Notice, or if you are referring to works carried out in default.

If you have any queries about this letter, please contact Information Requests via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

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PO Box 634, Barnsley, South Yorkshire S70 9GG

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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