



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
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Leicestershire
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Telephone: 01530 454763

Date: 10 November 2020

FREEDOM OF INFORMATION REQUEST 1354

I write further to your email dated 03 October 2020.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

1. How many tenants (residents in homes for which you have responsibility for maintenance) did you have between Jan 2019 - Jan 2020?

At January 2020 we had 5,210 tenants (includes joint tenants).

2. How many complaints/enquiries did you receive relating to mould or damp from your tenants between Jan 2019 - Jan 2020?

Eight.

3. How long on average did it take to resolve these enquiries/complaints?

The average time to resolve the eight enquiries/complaints was 5.25 days.

However, please note we measure complaints performance by the number of days to resolve via email (respond). In most cases, the date responded is the same as the date resolved, one case was resolved via email 4 days before work was resolved.

In normal conditions we measure whether responses were made within 10 working days (this was increased to 20 working days during the height of the pandemic disruption). For the the eight enquiries/complaints referenced 100% were resolved within 10 days.

4. What was the total estimated costs of responding to the requests?

Information not held. This work is handled as part of day to day business and not recorded separately.

The supply of information in response to a freedom of information request does not confer the right to re-use the information. UK copyright law allows information supplied for the purposes of private study and non-commercial research to be used without permission. Information supplied can also be re-used for the purposes of news reporting except for in the case of photographs.

GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion 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 accessicoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer