

Date: 04 May 2021

FREEDOM OF INFORMATION REQUEST 1574

I write further to your email dated 07 April 2020.

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

Your request:

1. The following details of complaints made by residential tenants of properties owned and leased by the council (properties known as 'council houses') for the years 2017 - 2021 (as up to date as possible for 2021) in relation to structural issues, maintenance issues and environmental issues (see definitions below for guidance).
 - The date the complaint was made.
 - The description of the complaint or issue. ie "Mould" or "Broken Fridge".
 - The outcome of the complaint (ie 'Solved', 'Pending' or 'Not Resolved').
 - The date the outcome was reached/finalised.
 - If a complaint was resolved, please provide a brief description of how ie "Fridge Replaced".
 - If a complaint is "pending". please provide a brief description as to why ie "Parts on order".

Definitions:

'Structural Issues' encompasses such cases as:

- Repairs being required on doors, carpets, fittings, windows, locks etc.
- Replacements being required on doors, carpets, fittings, windows, locks etc.
- A ceiling or wall partially or fully collapsing.
- A ceiling or wall in need of repair or maintenance.

'Maintenance Issues' encompasses such cases as:

- Issues with the central heating or other heating systems within a property
- Issues with the electrics, plumbing or gas systems within a property.
- Repairs being required to the electrics, plumbing or gas systems within a property.
- Repairs to any white-goods and kitchen appliances provided by the council within the property ie fridge and oven.

'Environmental Issues' encompasses such cases as:

- The presence of different kinds of mould within a property.
- The presence of damp within in a property.
- The presence of other types of biological matter that would not typically be found in a property. For example: plants growing within walls, moss forming or mushrooms spawning.
- The presence of insects and animals within in a property such as ants, cockroaches or rats.

- The presence of asbestos within a property.

Our response:

I can confirm that we hold the information you have requested from 2018 onwards, we do not hold information prior to this. However, complying with this request would exceed the cost limit of £450. Where we estimate that complying with a request will cost in excess of £450 or 18 hours of officer time we will refuse this request under section 12 of the FOIA.

In this case, we do not record the details requested in an easily accessible manner as such each case requires investigation. Given the number of cases, the total time needed to find all the information from each of cases is estimated to exceed 18 hours.

When applying section 12, the Council has a duty to advise customers of ways to reduce the scope of the request to bring it within the cost limit. In this instance, we could provide the information requested except where a description has been requested, such as details of the complaint or how it was resolved or why it is pending.

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