

Berneslai Homes - Freedom of Information 2024-2025: Complaints

615	08/07/2024	<p>1. In the financial years 21/22, 22/23 and 23/24, how many complaints about mould or damp did your council receive in relation to properties in your social housing stock?</p> <p>April 2021-March 2022: January 2022 to March 2022 - 12*</p> <p>April 2022-March 2023: 69</p> <p>April 2023-March 2024: 96</p> <p>*Prior to 2022 Berneslai Homes did not use a specific damp and mould complaints code for logging on our management system, therefore we did not collect any data for damp and mould complaints in 2021, therefore the provided total for complaints only accounts for those logged in 2022.</p> <p>2. In the same financial years, how much was spent by the council on remedial work on social housing which contained damp or mold?</p> <p>April 2021-March 2022:</p> <p>Prior to the 2022-2023 financial year Berneslai Homes were not reporting costs for damp and mould, so 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 2021/2022</p> <p>April 2022-March 2023: £281,128</p> <p>April 2023- March 2024: £445,640</p> <p>3. How many properties are in your council's social housing stock?</p> <p>As of 03/07/2024 Berneslai Homes are managing 17,963 properties on behalf of Barnsley Council.</p>
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