

FOI number: **HBC_FOI_20200629**
Date FOI Received: **3/11/2020**
Department: **Asset Management**
Title: **Maintenance and Damp housing tenants Jan 2019 - Jan 2020**
Description: **Maintenance and Damp housing tenants**

Request: (As Redacted sent by requestor)

1. How many tenants (residents in homes for which you have responsibility for maintenance) did you have between Jan 2019 - Jan 2020?
2. How many complaints/enquiries did you receive relating to mould or damp from your tenants between Jan 2019 - Jan 2020?
3. How long on average did it take to resolve these enquiries/complaints?
4. What was the estimated total cost of responding to these requests between Jan 2019 - Jan 2020?

Response: (Response as Redacted sent by service)

1. How many tenants (residents in homes for which you have responsibility for maintenance) did you have between Jan 2019 - Jan 2020?
 - 44
2. How many complaints/enquiries did you receive relating to mould or damp from your tenants between Jan 2019 - Jan 2020?
 - None
3. How long on average did it take to resolve these enquiries/complaints?
 - N/A
4. What was the estimated total cost of responding to these requests between Jan 2019 - Jan 2020?
 - N/A

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 01625 545700

Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services