

13 March 2024

Our Ref: FOI 309

Request

We received your request on 14 February 2024 for the following information:

How many complaints and repair requests have been made to the Housing Executive in relation to damp and mould in North Belfast, South Belfast, East Belfast and West Belfast from January 1, 2023 to December 31, 2023, broken down by area and type of property e.g. one bedroom, two bedroom etc.

How many of these complaints and repair requests have now been resolved.

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

Our response

1: Total Repair Requests for Damp & Mould 1/1/23 – 31/12/23 by Belfast Parliamentary Constituency & NIHE Property by bedroom Size

Parliamentary Constituency	Bedroom Size					Grand Total
	1	2	3	4	5	
BELFAST EAST	110	526	325	40		1,001
BELFAST NORTH	150	655	597	101	14	1,517
BELFAST SOUTH	60	459	215	50	4	788
BELFAST WEST	149	448	526	86	21	1,230
Grand Total	469	2,088	1,663	277	39	4,536

41% of the total reports for Damp & Mould in the Belfast Constituencies for period 1/1/23 – 31/12/23 have been completed.

2: Complaints received within requested timeframe,

The Housing Executive has received **13** first stage formal complaints during the period of 1st January 2023 to 31st December 2023 in relation to damp/mould. We do not record the details of the number of bedrooms in a property on our complaints system.

These have been broken down by the requested areas as follows –

Parliamentary Constituency	No of Complaints
North Belfast	4
West Belfast	1
South & East Belfast	8

(Please note South & East Belfast fall under the same area and are combined on our complaints system/structure)

Of the above complaints received, I can advise that 12 have been responded to and 1 was withdrawn*.

**Please note that all formal complaints provide signposting should the complainant remain dissatisfied with their response.*

The Housing Executive has received **2** final stage formal complaints during the period of 1st January 2023 to 31st December 2023 in relation to damp/mould. We do not record the details of the number of bedrooms in a property on our complaints system.

These have been broken down by the requested areas as follows:

Parliamentary Constituency	No of Complaints
North Belfast	0
West Belfast	0
South & East Belfast	2

(Please note South & East Belfast fall under the same area and are combined on our complaints system/structure)

Of the above complaints received, I can advise that both have been responded to*.

**Please note that all formal complaints provide signposting should the complainant remain dissatisfied with their response.*

This concludes our response.