



Reference: FOI-241

Request:

1. How many social housing properties run by the council are currently considered “unfit for human habitation” in your authority?

North Tyneside Council has no properties currently categorised as unfit for human habitation.

2. Between 14 June 2017 and 14 November 2022, how many complaints has the local authority received from council tenants relating to mould?

31 Corporate complaints have been received since August 2019. Information is not held prior to this date as the Authority's complaints data does not have a specific category for "mould" prior to this date.

3. Of those households that put in a complaint, how many were home to children under-18?

13 of the 31 complaints were from a tenant whose household is recorded as having household member(s) under the age of 18 at the time of the complaint.

4. Of those households that put in a complaint, how many put in multiple complaints?

3 of the above complaints had more than 1 complaint.

5. What action was taken in response to each of the complaints?

The table below details the number of each type of action taken in response to these complaints:

Cavity Wall Insulation (repaired or replaced)	4
PAU (Positive Air Unit) Installed	12
Warm Wall Applied	15
Minor Works carried out	3
Air Brick Installed	8
Major Works	1
Pointing	1
Plastering works	1
UPVC Renewed	1
Extraction Unit installed	4
Loft Insulation renewed	4
New Radiators	1
Anti-fungal Wash	1

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Renew sub-floor	1
Damp Proof Course	1
Renew External render	1
Roof Repair	1

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