



States of  
Guernsey

## Freedom of Information Request

**Date of receipt:** 24 November 2022

**Date of response:** 21 December 2022

### Freedom of Information request regarding formal complaints from social housing tenants, regarding mould or damp

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#### **Request:**

“How many formal complaints of mould and/or damp in the last five years have the States of Guernsey received from tenants in social housing? If you could break it down year by year, that would be ideal.”

#### **Response provided by the Committee *for* Employment & Social Security:**

Formal complaints relating to States owned social housing are logged by the Office *of the* Committee *for* Employment & Social Security, and generally involve circumstances in which an issue is persistent or requires further investigation or remedial works following previous attempts to resolve the issue. There have been three formal complaints made by Housing tenants regarding mould or damp in the last five years.

One formal complaint of mould and damp was received in January 2018. At the time, the property had been visited by a Housing Inspector prior to submission of the formal complaint and steps were already in place to resolve the problem.

Another formal complaint of damp was received in January 2022. The property in question had been fully refurbished - including insulation work - in 2004, and further work had been carried out to assist with the ventilation of the property since that time. Following receipt of the complaint, a more robust ventilation system was investigated, and significant work was done to the property, particularly in the kitchen and loft areas. This successfully resolved the issues reported by the tenant.

The third formal complaint of mould and damp was received in November 2022. Housing officers are currently in the process of investigating and dealing with this matter.

One case of damp and mould was brought to the attention of the Guernsey Housing Association (GHA) in the last five years. This report, made in 2019, was from someone on the Partial Ownership Scheme but was not submitted as a formal complaint. The GHA was made aware of this case when the partial owner submitted a request for service by the maintenance team. GHA staff worked with the partial owner to resolve the issue, to the extent that their involvement was possible given the partial ownership status.

Please note the above does not include cases of mould or damp that are reported by tenants and dealt with by Housing or the GHA in the normal way and which are not escalated by tenants through the complaints procedure. All work orders on Housing properties are carefully logged, but in instances where issues were resolved and did not reach the formal complaint stage, it is not possible, without significant manual intervention, to access a breakdown of how many work orders related to a specific issue, such as damp or mould.