

21 January 2026
Our ref: 16397474

Thank you for your request received on 21 January 2026, for the following information:

Q1. The total number of complaints, reports or enquiries recorded relating to damp and mould in residential properties.

Q2. A yearly breakdown of these complaints covering the following calendar years:

2023

2024

2025

Q3. Where recorded, please confirm how many of these damp and mould complaints were linked to one or more of the following factors:

- a. heating use or lack of heating**
- b. poor or inadequate insulation**
- c. insufficient or inadequate ventilation**

Q4. Where recorded, a breakdown of damp and mould complaints by room or area of the property, such as bedrooms, bathrooms, kitchens or living areas.

Q5. Where recorded, the total cost incurred by the council in relation to damp and mould cases in residential properties for each year listed above. This may include costs associated with inspections, remedial works, enforcement action or temporary mitigation measures. If this information is not held in a single figure, please confirm this.

We have processed this request under the Freedom of Information Act 2000.

Response

I am writing to inform you that we have searched our records and the information you requested is not held by London Borough of Barnet.

Housing services (including homelessness, allocations, housing repairs, etc.) are provided by Barnet Homes, an Arm's Length Management Organisation (ALMO) responsible for managing housing stock and associated services on the council's behalf. They are a public authority under Freedom of Information Act 2000 and so you may make a FOI request to them.

Their contact details are:

Email: talktous@barnethomes.org

Post: The Data Controller

Barnet Homes

2 Bristol Avenue,

Colindale,

London NW9 4EW

Please make your request directly to Barnet Homes.

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct

marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Records & Information Management Service, Assurance Group, London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.