

**(CCC) Complaints relating to mouldy/damp rented homes**

Please can you provide the following data for an FOI request for your local authority:

- The number of complaints relating to mouldy/damp rented homes received in each of the past five calendar years including this year so far.
- The number of claims relating to mouldy/damp rented homes received in each of the past five calendar years including this year so far.
- The number of these claims which were successful each year
- Total amount paid out on claims relating to mouldy/damp rented homes in each of the past five calendar years including this year so far
- The proportion of these claims received directly from tenants and the proportion which came through a third party of claims firm.

**Response**

	Claims	Successful	Complaints
2016/17	0	0	
2017/18	0	0	
2018/19	0	0	
2019/20	2	0	5
2020/21	2	0	3
2021/22	1	0	4

\*Please note, that successful claims do not include cases which may have been settled out of court without prejudice. As there are no successful claims accounted for there are no costs to disclose. Due to a change in CCC complaints system it is not possible to breakdown types of complaints before 2019/20 and it is deemed that the level of work this would require would be disproportionate.

Further queries on this matter should be directed to [foi@cambridge.gov.uk](mailto:foi@cambridge.gov.uk)