



Request

I am writing to request information under the Freedom of Information Act 2000 regarding complaints and updates to the bathrooms of council-owned properties during the period 1st January 2024 to December 2024.

Please can you provide me with:

1. The number of complaints relating to bathrooms during the time frame
2. The type of complaint, for example, mould, leaks, not fit-for-purpose fixtures etc.
3. Whether those complaints have been resolved and the work carried out
4. Date of resolution (if applicable)

As well as:

- a. The number of works completed to bathrooms during the time frame (with or without complaints)
- b. The type of works completed, for example, maintenance, mould removal, refit

Response

We do not hold this information in a pre-existing format that would be readily available to review and obtain this information.

The information is stored within JADU and currently there are no reports set up to populate this level of information from the system.

We do not hold this information in a pre-existing format that would be readily available to review and obtain this information.

The information which is available is contained within the housing management system relating to individual SOR codes. As we utilise SOR codes which are made up of individual components, rather than one "bathroom" code, this would mean analysing each individual SOR code to check if this relates to bathroom work and looking through each works order raised to check the location is bathroom. This would need to be done as some of the individual components would also be relevant to kitchens or other rooms, and not specific to the information request.

In addition, this would exceed the 18 hours as defined in section 12 (1).

For example:

SPLBER01 - Plumber to attend and complete miscellaneous small works / leaks. This code to be used for all minor plumber repairs.

PLUMBER - MINOR REPAIRS state exact works, location, any associated work tickets in job description.

This is not specific to just a bathroom, in the period referred to by the requester we have raised, 6966 jobs of this type. Each would need review at around 5 minutes per job which would exceed 18 hours. Aside from this we have in excess of 30 other codes which may relate to works ordered to be completed within bathrooms but would require additional scrutiny and this also excludes populating the information in the forma requested.