CORNWALL HOUSING

Reference Number: FOI KFY450G4-101008224533

Response provided under: Freedom of Information Act 2000

Original request:

Please provide the following information for the financial years 2023/24, 2024/25 and 2025/26:

1. The total number of formal housing disrepair complaints or reports logged by tenants
2. A breakdown of these reports by primary category of disrepair (e.g. damp and mould, structural defects/leaks, heating/boiler failures, electrical issues, or pest infestations etc.)
3. The total number of households/tenants who were required to be temporarily or permanently rehomed or moved into alternative accommodation (such as hotels, temporary council properties, or emergency housing) due to the severity of the disrepair or health hazards in their homes.
4. The total number of housing disrepair legal claims filed against the council by tenants/former tenants, and the total amount paid out in compensation

Response:

Please see attached excel spreadsheet covering Q1, Q2 and Q4.

Q3.

7 households were required to be moved, all in 2024-2025 with one household refusing to move.

Information provided by: Cornwall Housing Ltd

Date of response: 04.11.2026