**WBCIR:19404**

1. **The number of complaints relating to bathrooms during the time frame**

19

1. **The type of complaint, for example, mould, leaks, not fit-for-purpose fixtures etc.**

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| --- | --- |
| Fixture repair / replacement | 4 |
| Leaks | 7 |
| Delayed works/ repair | 6 |
| Void works | 1 |
| Mould and damp | 5 |
| Contractor damage | 2 |
| Standard of works | 1 |

*Please note that complaints may have had multiple reasons so they will not match to the number of complaints received.*

1. **Whether those complaints have been resolved and the work carried out**

All complaints have been resolved and works carried out

1. **Date of resolution (if applicable)**

Unable to provide this information

1. **The number of works completed to bathrooms during the time frame (with or without complaints)**

Bathrooms completed during Jan 2024 to Dec 2024: 14 during this period.

1. **The type of works completed, for example, maintenance, mould removal, refit**

The type of works done are:

* Strip out existing
* Renew all pipework
* New bathroom suit
* New tiles around bath. If the bathroom suffers from mould we would look to fit plastic decorative sheets instead of tiles.
* New electric shower if specified
* New altro flooring
* Decoration throughout
* New extractors