

Responded To Request 13 Oct 2025

Information relating to Damp and Mould.

1. How many social homes are you responsible for?

1213

2. The number of reports or complaints received by the Housing Association for mould, damp, condensation in each of 2022, 2023, 2024?

Mould

2022 – 48 works orders raised to identify or tackle mould.

2023 – 74 works orders raised to identify or tackle mould.

2024 – 144 works orders raised to identify or tackle mould.

Damp

2022 – 16 works order raised to tackle dampness

2023 – 41 works orders raised to identify or tackle dampness.

2024 - 93 works orders raised to identify or tackle dampness.

Of the above the following has been raised for mould and dampness (duplicates likely)

2022 – 1

2023 - 11

2024 - 31

Condensation

2022 – 5 orders raised caused by condensation

2023- 6 orders raised caused by condensation

2024 – 5 orders raised caused by condensation

Note that we most of the mould and damp cases this year have been caused by condensation. We have not got accurate numbers for this from previous years due to how orders have been raised and recorded.

3. Please provide how these complaints are recorded e.g. damp, mould, condensation, or other general e.g. 'disrepair'

Reports of mould and damp are now recorded using an online portal, housing software, assigned budget expenditure and mould and damp spreadsheet. In previous years though this was recorded through our routine maintenance budget and works orders.

4. Provide, if recorded, the percentage per type of property e.g. detached, flat, tenement, semi-detached etc.

Not recorded.

5. For these complaints, what is the average response time (in days):

a) between the Initial report and the first visit/inspection?

b) from the first visit/investigation to resolved/job closed?

No information available for first inspection only from time reported to actual completion.

2022 – Mould – Average 7.17 days

2023 – Mould – Average 7.32 days

2024 – Mould - Average 8.24 days

2022 – Damp – Average 5.5 days

2023 – Damp – Average 7.3 days

2024 – Damp – Average 8.62 days

2022 – Condensation – Average 3.4 days

2023 – Condensation Average 6.83 days

2024 – Condensation – Average 10.08 days

6. What is your target/service levels for investigation reports of damp and mould? (please provide a policy document if you have one, or a link to an online document)

This varies depending on what is needed. Investigations are included within timescales for overall completion which includes work to tackle issues.

10 working days – standard reports where staff are assigned to investigate.

20 working days – where an external surveyor is required to investigate.

Repairs and Maintenance policy and Damp & Mould Policy show timescales

7. What number/percentage of visits are not completed within your target?

24.76% completed out with target. The main issue impacting this is receiving reports with recommendations in a timely manner to allow completion within our timescales. Some reports from outside agencies can take 2 months to be received.

8. For closed complaints, what is the primary outcome (if recorded) e.g:

- Advice given to tenant (such as ventilation/lifestyle)
- Cleaning or treatment of mould
- Repairs to the property
- Improvements required for heating system or ventilation

- Other (please specify)

For this timeframe requested this is not recorded.

9. Do you record repeat complaints?

Yes, we are pro-active with follow ups to tenants after work is completed. We also report to Scottish Housing Regulator previously through Right First Time indicator and now as a stand-alone indicator (indicator 31) from 01/04/2025.