

Freedom Of Information Request Response



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| Ref No. | FOISA 2025-10 |
| Date Received | 21/01/2026 |
| Date Responded | 18/02/2026 |
| Title | Damp and mould statistics |

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| Request | <p>Dear Sir/madam,</p> <p>I am conducting academic research on the prevalence and management of damp and mould in rental housing in Scotland.</p> <p>Please provide the following for the last three years: 1st January 2022 - 31st December 2022 1st January 2023 - 31st December 2023 1st January 2024 - 31st December 2024</p> <ol style="list-style-type: none"> 1. How many social homes are you responsible for? 2. The number of reports or complaints received by the Housing Association for mould, damp, condensation in each of 2022, 2023, 2024? 3. Please provide how these complaints are recorded e.g. damp, mould, condensation, or other general e.g. 'disrepair' 4. Provide, if recorded, the percentage per type of property e.g. detached, flat, tenement, semi-detached etc. 5. For these complaints, what is the average response time (in days): <ol style="list-style-type: none"> a) between the Initial report and the first visit/inspection? b) from the first visit/investigation to resolved/job closed? 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) 7. What number/percentage of visits are not completed within your target? 8. For closed complaints, what is the primary outcome (if recorded) e.g: <ul style="list-style-type: none"> - Advice given to tenant (such as ventilation/lifestyle) - Cleaning or treatment of mould - Repairs to the property |
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| | <p>- Improvements required for heating system or ventilation - Other (please specify)</p> <p>9. Do you record repeat complaints?</p> <p>I am requesting aggregated figures only and do not require personal data about tenants or staff.</p> <p>Please provide answers in electronic form e.g. Excel, PDF, e-mail.</p> <p>Many thanks for our time and assistance.</p> <p>Kind regards,</p> |
| <p>Response</p> | <p>Hello,</p> <p>We acknowledge your request for information under the Freedom of Information Scotland Act (FOISA), made on 21st January 2026 where you requested information regarding damp and mould.</p> <p>As you will be aware disclosure of information held by a public authority under the FOISA is deemed to be a disclosure to the world at large for the purposes of the public interest.</p> <p>We can confirm we do hold information relating to your request</p> <p>1. How many social homes are you responsible for?</p> <p>2,500 approximately</p> <p>2. The number of reports or complaints received by the Housing Association for mould, damp, condensation in each of 2022, 2023, 2024?</p> <p>2022 – data not tracked out with complaints – 22 complaints referencing damp and mould 2023 – data not tracked out with complaints – 24 complaints referencing damp and mould 2024 – 98 recorded reports of damp and mould – 30 complaints referencing damp and mould</p> <p>3. Please provide how these complaints are recorded e.g. damp, mould, condensation, or other general e.g. 'disrepair'</p> <p>Condensation Penetrating Structural Other</p> <p>4. Provide, if recorded, the percentage per type of property e.g. detached, flat, tenement, semi-detached etc.</p> <p>Property type not part of information tracked against case</p> <p>5. For these complaints, what is the average response time (in days): a) between the Initial report and the first visit/inspection?</p> <p>Average of 3.5 Days between report and survey</p> |

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

29 working 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)

[Damp and Mould policy - Riverside](#)

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

10%

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

For tracked cases in 2024

- Advice given to tenant (such as ventilation/lifestyle)

63%

- Cleaning or treatment of mould

100%

- Repairs to the property

27%

The historic complaint records show the complaint outcome as Upheld, Partially Upheld or Not Upheld. Each case has individual notes where narrative is recorded on the investigation and follow ups i.e. repairs being organised.

9. Do you record repeat complaints?

Yes as of 2024 we record if a case has been active previously.

10% for 2024 data

This now completes our response to your FOI request. If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 days of the date of receipt of your original response and should be forwarded to:

foi@riverside.org.uk

However, if you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision via the following details:

Email

enquiries@itspublicknowledge.info

Post

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews

Fife
KY16 9DS

Telephone
01334 464 610

Kind regards,

FOI Team
The Riverside Group