Case Number	Freedom of Information Request	Status
FOI-32		Published

Request Details

Management of damp and mould in rental housing in Scotland

Dear Sir/madam,

I am conducting academic research on the prevalence and management of damp and mould in rental housing in Scotland.

Please provide the following for the last three years:
January 01 2022 - 31st December 2022
January 01 2023 - 31st December 2023
January 01 2024 - 31st December 2024

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):
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:

- 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)

9. Do you record repeat complaints?

I am requesting aggregated figures only and do not require personal data about tenants or staff.

Please provide answers in electronic form e.g. Excel, PDF, e-mail.

Many thanks for our time and assistance.

Kind regards,
Julia McDonald
University of the West of Scotland

26 Nov 2025 10:48:14 FOI complete

Dear Julia,

Further to your FOI request, please find our response below:

Information provided for the last two years only as not recorded for 2022.

01 January 2022 - 31 December 2022 – not available

01 January 2023 - 31 December 2023 – provided below

01 January 2024 - 31 December 2024 – provided below

1. How many social homes are you responsible for?

529

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

2022 – Information not recorded

2023 – 10 reports (3 weren't mould as only condensation was found on windows)

2024 – 40 reports (11 weren't mould as only condensation was found on windows)

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

36 as mould

14 as condensation

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?

2023 average is 1.5 working days

2024 average is 1 working day

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

2023 average is 35 days

2024 average is 44.5 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)

We visit the property within 1 working day (where access is provided by the tenant). It can take longer if the tenant is unavailable that quickly. The property is visited on the tenants first available day if within 1 working day isn't possible.

Link to Advice Leaflet on our website for Damp and Mould:

https://provanhallha.org.uk/data/Damp_&_Mould_Leaflet_2024_2024_04_10_12_16_18_000.pdf?v=1712747779

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

There have been 50 reports over the two years of 2023 & 2024. Of those 50, 6 (12%) were not visited within 1 working day. They were all due to the tenants request for a specific access appointment out with the first working day.

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

- Advice given to tenant (such as ventilation/lifestyle) – condensation advice leaflets are left with tenant at each visit.

- Cleaning or treatment of mould – this is cleaned when required by associations contractor using antifungal wash & stain block.

- Repairs to the property – when found to be required or if part of the cause. Repair examples are installing or replacing external fans, window vents & failed Double Glazed window units.

- Improvements required for heating system or ventilation – when found necessary radiators have been replaced with one of an increased size or additional radiators fitted if's a cold gable end room.

- Other (please specify) – None

9. Do you record repeat complaints? Yes

Kind regards

Heather Elder