

Request for Information

Ref: 00116 FOI

Freedom of Information (Scotland) Act 2002

Questions

A request was received about the following:

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?*

SBHA response was:

Financial Year	Stock Number as at 31st March	Nbr of Reports of D/M/C	How Recorded	Property Type Flat	Property Type 4 in a Block	Property Type Detached	Property type terrace	Property type semi detached	Garage
2022-23	5618	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2023-24	5644	649	Damp & Mould	218	173	2	136	119	1
2024-25	5677	515	Damp & Mould	153	155	1	118	86	2

Financial Year	Average Total Response Time	Average time from Report to Inspection	Average time from Inspection to Resolution	Policy Timescales	Inspections Not Within Target	Works Not Within Target	Outcome
2022-23	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2023-24	43 days	13 days	30 days	25 days	49%	54%	n/a
2024-25	28 days	6 days	22 days	25 days	40%	34%	n/a

Please note information we collect is by financial year.
Information for 2022-23 was not held in a different format and not accessible in the format requested.
The primary outcome is now recorded in 25-26 but not prior to that.
Repeat complaints are now recorded in 25-26 but not prior to that.

Please note that this response constitutes full release under the Freedom of Information (Scotland) Act 2002.

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