

Request reference	2025/11/01
Date received	19 November 2025
Date responded	16 December 2025
Legislation applied	Freedom of Information (Scotland) Act 2002 Environmental Information (Scotland) Regulations 2004
Exemption(s) applied	Freedom of Information (Scotland) Act 2002, Section 39(2) – the information requested was environmental information for the purposes of the Environmental Information (Scotland) Regulations 2004

Request/Response
<p>1. <i>How many social homes are you responsible for?</i> 853 properties</p> <p>2. <i>The number of reports or complaints received by the Housing Association for mould, damp, condensation in each of 2022, 2023, 2024?</i> 2022-26 reports 2023-33 reports 2024- 79 reports</p> <p>3. <i>Please provide how these complaints are recorded e.g. damp, mould, condensation, or other general e.g. 'disrepair'</i> <i>Generally, these are reported as being “dampness” by tenants. We would record them as condensation dampness, penetrating dampness and rising damp although rising damp is an unusual cause of dampness.</i> <i>The breakdown by year is as follows</i> 2022- 81% condensation 19% penetrating 2023- 66% condensation 34% penetrating 2024-94% condensation 6% penetrating</p> <p>4. <i>Provide, if recorded, the percentage per type of property e.g. detached, flat, tenement, semi-detached etc.</i> 2022- 4% detached, 11% end terrace, 35% tenement flats 8% Mid terrace, 38% Semi detached , 4% Cottage flat 2023-18% End terrace, 24% tenement flats, 12% cottage flats, 27% Mid terrace, 18% semi detached. 2024- 11% end terrace, 25% tenement flats, Mid terrace 20%, 38% semi detached , 5% cottage flats</p> <p>5. <i>For these complaints, what is the average response time (in days):</i> <i>a) between the Initial report and the first visit/inspection?</i> <i>b) from the first visit/investigation to resolved/job closed?</i> 2022- 4.96 to first visit. 12.88 days report to completion. This is skewed because of</p>

*one report which took 106 days because of access issues.
2023-0.70 days to first visit. 10.4 days report to completion.
2024-3.48 days to first visit 8.9 days report to completion*

*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)*

2 days from report of dampness.

See policy: www.pineview.org.uk/policies/