

Ref No: IR2330

10 July 2024

Dear [REDACTED]

ENVIRONMENTAL INFORMATION (SCOTLAND) REGULATIONS 2004 – RELEASE OF INFORMATION

Thank you for your request for information received 30 June 2024 where you asked for:

Under The Environmental Information (Scotland) Regulations 2004, I am writing to request information regarding pest infestations reported within properties managed by the Housing Association.

Please provide details on the following:

1. Number of Reports: The total number of pest infestation reports filed by residents of properties managed by the Housing Association over the last five years (2019-2023) Could this be broken down by year?
2. Types of Pests: As detailed a breakdown of these reports by the type of pests identified.
3. The total number of properties currently managed by the Housing Association.

Your information has been processed under the terms of the Environmental Information (Scotland) Regulations 2004. The information requested is provided below.

Year	Ants	Bees	Beetles	Birds	Flies	Insects	Mice	Rats	Wasps	Grand Total
2019	4	1			3		1	1	7	17
2020	3	1	1	1	2			1	4	13
2021	2				4		2	7	19	34
2022	4		1		1	2	5	4	7	24
2023	4				5		5	4	14	32
Grand Total	17	2	2	1	15	2	13	17	51	120

- Please note that these are reports where we have engaged a pest control contractor to take action. In our tenant handbook pest control within the home is a tenant's responsibility. A pest control contractor would normally only be engaged if it is a significant infestation affecting a block or communal area. [-EildonTenant-Handbook-1.pdf](#).

- At 31 March 2024 we had 2993 properties in management.

Please note that this response constitutes full release under the Environmental Information (Scotland) Regulations 2004.

Your Right to Seek a Review

If you have made a request and are unhappy with the response from us (or have not had a response), you have the right to request a review from us. You can do this by writing to:

Date Protection & Information Officer
Eildon Housing
Dunsdale Road
Selkirk
TD7 5EB

or email: InfoRequests@Eildon.org.uk

Please note:

- Your request must be in writing
- You have 40 working days upon receipt of this letter to ask for a review
- You will receive a full response to your review request within 20 working days of its receipt
- Please quote the reference number above in any future communications.

Appealing to the Commissioner

If you have already been through the two steps of making your request and requesting a review and are still not happy, you can appeal to the Scottish Information Commissioner (SIC). You must submit your complaint to the SIC within 6 months of receiving our review response.

You can request an appeal by accessing the **Online Appeal Service** on the SIC's website. This is the best way to make an appeal, it provides help in real time and collects exactly what the SIC needs so they can investigate your case quickly. The SIC's website is:
www.itspublicknowledge.info/appeal

If you don't wish to appeal online, you can contact the SIC. Your appeal must be in a format that can be kept for future use e.g. in writing, by email, or a recording on an audio or video tape.

Send your appeal by email

You should send your email to: enquiries@itspublicknowledge.info

Send your appeal by post

Office of the Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

If you need help making an appeal you can contact the Commissioner's Office:

E-mail: enquiries@itspublicknowledge.info

Telephone: 01334 464610

You can find further information on making an appeal on the Commissioner's website:

www.itspublicknowledge.info

Further information about your rights and accessing information is available on our website here

[Freedom of Information | Eildon Housing](#)

Yours sincerely,

Emma Craig

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Business Support Officer