

Ref No: **IR2355**

8 July 2025

Dear [REDACTED],

## **FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 – RELEASE OF INFORMATION**

Thank you for your request for information received 19 June 2025 where you asked for:

Under FOI, please provide the following for the aggregate figure for the past 4 years for social housing:

1. Number of complaints of damp, and the number of complaints which led to remediation
2. Number of complaints of mould, and the number of complaints which led to remediation
3. Number of damp remediations
4. Number of mould remediations

Under FOI, please also provide the below information for housing associations broken down by financial year, 2021/22, 2022/23, 2023/24, 2024/25, 2025/26 to date:

1. Number of complaints of damp, and the number of complaints which led to remediation
2. Number of complaints of mould, and the number of complaints which led to remediation
3. Number of damp remediations
4. Number of mould remediations

Your information has been processed under the terms of the Freedom of Information (Scotland) Act 2002. The information requested is provided below.

Please note that customers often mention both damp and mould and we don't record cases on our system as one or the other, therefore we have not differentiated these in our response.

### **Aggregate data**

1. We received 938 contacts from customers that mentioned either damp and or mould over the past four years. Our data shows that our tenants often refer to damp and mould when reporting issues and as such separating contact reports into damp or mould isn't meaningful as this would mean many contacts about a single issue would be double counted.

2. For data prior to 2025/26 we are unable to link contacts about damp and mould to works orders raised to remediate damp and mould, although contacts were investigated and work organised to remediate issues if required.

### **Breakdown by financial year**

1. The number of damp and or mould contact reports received annually is as follows;

No of tenant contacts containing damp and/or mould in 2021/22	386
No of tenant contacts containing damp and/or mould in 2022/23	493
No of tenant contacts containing damp and/or mould in 2023/24	704
No of tenant contacts containing damp and/or mould in 2024//25	445
No of tenant contacts containing damp and/or mould in 2025/26	49 Year to date

2. For data prior to 2025/26 we are unable to link contacts about damp and mould to works orders raised to remediate damp and mould, although contacts were investigated and work organised to remediate issues if required.
3. Since 1 April 2025 we have undertaken remediation in 15 cases to date, with 9 specialist damp surveys being commissioned.

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

### **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](mailto: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](http://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](mailto: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](mailto:enquiries@itspublicknowledge.info)

Telephone: 01334 464610

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

[www.itspublicknowledge.info](http://www.itspublicknowledge.info)

Further information about your rights and accessing information is available on our website here: <https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/>

Yours sincerely,



Annie Forsyth  
Business Support Co-ordinator