

59520 Prevalence and Management of Damp and Mould in Rental Housing

I am conducting academic research on the prevalence and management of damp and mould in rental housing in Scotland. Please let me know if you require any clarification on the questions below.

Environmental Health Department:

Please provide the following for the last three years:

1st January 2022 - 31st December 2022

1st January 2023 - 31st December 2023

1st January 2024 - 31st December 2024

The number of reports/complaints received by the council of mould, damp, condensation in each of 2022, 2023, 2024 relating to private rental housing.

2022 – 1 Complaint received.

2023 – 1 Complaint received.

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

These reports are recorded as “Private Rented Property” complaints, which includes any complaints in relation to property standards.

Provide, if recorded, the percentage per type of property e.g. detached, flat, tenement, semi-detached etc.

This information is not recorded, and so cannot be provided.

For these reports, what is the average response time (in days):

a) between the initial report and the first visit/inspection?

3 days

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

4 days

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)

Target first response time is within 5 working days.

There is no specific policy document or online link.

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

0%

For closed reports, 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)

The outcome of both complaints was advice provided, but no further enforcement was taken. In one case no evidence was found, and in the other case the level of damp was found to be very low, treatable by cleaning and ventilation only. Advice was provided to both the landlord and tenant; there have been no further complaints from either case.

a) How many enforcement actions have you taken under Housing (Scotland) Act 2006 related to damp/mould in each of the years 2022, 2023, 2024?

As per Q7, zero enforcement actions – advice only provided.

b) How many uses has there been of the Repairing Standard in private rental complaints in those years?

In terms of damp, mould or condensation – as above, the repairing standard was not breached and so it was not required in either case.

However, more generally the Private Rented Sector (PRS) Enforcement team do not record “use of the repairing standard”, however it, alongside the tolerable standard, is applicable to every complaint received in relation to private rented property standards, as well as every private rented property which is not a short-term let. I can advise the PRS Enforcement team received a total of 395 complaints in relation private property standards over the requested time period, and a total of 5,535 complaints excluding short-term lets over the same period.

Is there any other relevant data on why timescales are not met such as staff vacancies or job cuts in particular departments?

Timescales were met in both cases.