

30 May 2025



Subject: Freedom of Information (Scotland) Act 2002 – Release of Information  
Request: Reports/Complaints of Damp and Mould (2019–2024)

Thank you for your request dated 27 May 2025, submitted under the Freedom of Information (Scotland) Act 2002. You asked for:

“The number of reports or complaints received by the housing association relating to damp and/or mould in tenant properties, broken down by year, for each of the last five calendar years (2019–2024).”

We have now considered your request and are pleased to provide the following information.

#### Information Provided

Due to an upgrade of our Customer Relationship Management (CRM) system, we are only able to provide data from 2022 onwards. Records from 2019 to 2021 are stored within our previous CRM system. Accessing this older data would require system reactivation and manual retrieval, which may incur a cost. Should you wish to proceed, we would be happy to provide an estimate.

#### Mould-Related Reports

- 2022:17 cases reported
- 2023:46 cases reported
- 2024:54 cases reported

Please note that no formal complaints specifically relating to damp or mould were recorded during this period.

#### Publication of FOI Responses

In the interest of transparency and accountability, Ore Valley Housing Association publishes all Freedom of Information requests and responses on our website. Your personal information will not be disclosed. You may view our disclosure log at:

[www.orevalleyha.org.uk/page/disclosure-log](http://www.orevalleyha.org.uk/page/disclosure-log)



Ore Valley Housing Association is Registered Social Landlord with Charitable Status  
Financial Conduct Authority Reg. No. 2382 R(s): Scottish Housing Regulator Reg. No. HCB 236  
Letting Agent Register No. LARN 1908019  
Scottish Charity Number SC 031773  
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### Right to Request a Review

If you are dissatisfied with our response, you have the right to request a review. Your request must be submitted in a recordable format (email, letter, audio, etc.) within 40 working days of receiving this letter.

### Contact for review requests:

Freedom of Information  
Ore Valley Housing Association  
114-116 Station Road  
Cardenden  
Fife, KY5 0BW  
☎01592 721 917  
✉[foi@orevalleyha.org.uk](mailto:foi@orevalleyha.org.uk)

We will respond to your review request within 20 working days of receipt. Please quote your reference number in future correspondence.

### Appeal to the Scottish Information Commissioner

If you remain dissatisfied after the review, you may appeal to the Scottish Information Commissioner. Appeals must be submitted within six months of the review response.

### Online (recommended):

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

### Or by email/post:

✉[enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)  
✉Office of the Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews, Fife  
KY16 9DS  
☎01334 464610

Further information on FOISA and your rights is available at:

✉[www.orevalleyha.org.uk/page/freedom-of-information](http://www.orevalleyha.org.uk/page/freedom-of-information)

Yours sincerely,

Steffy Smith  
Corporate Support Advisor  
Ore Valley Housing Association