

Sent to: [REDACTED]

Ref No: IR2339

19 November 2024

Dear [REDACTED],

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

Thank you for your request for information received by Eildon Housing Association on 01 November 2024, you requested:

- For each of the last five financial years, the number of complaints with regard to the condition of social housing properties?

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

Formal Complaints	Amount
2019-2020	4
2020-2021	2
2021-2022	4
2022-2023	0
2023-2024	0
Total	10

Informal Complaints	Amount
2019-2020	0
2020-2021	0
2021-2022	11
2022-2023	6
2023-2024	3
Total	20

- Please be advised that we used the search criteria of “condition”, “property condition” and “standard” for both formal frontline complaints and informal contacts through our monthly Transactional Satisfaction Surveys.

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

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
<https://www.eildon.org.uk/about-us/company-information-and-reports/access-to-information/>

Yours sincerely,
Emma Craig
Business Support Officer