

Damp and mould

What to expect from 6 October 2026

For Hillcrest Homes and Hillcrest Enterprises tenants

Damp and mould can affect your health and your home. New Scottish rules set timescales for investigations, written reports and starting repairs. Please report any concerns promptly.



Tell us early

Damp, mould or repeated condensation? Call us. You do not need to find the cause or clean it first.



We investigate

We will ask about the problem and your needs, then arrange access to check what is causing it.



You get a report

We will explain the findings, any repairs and timescales. Tell us if you prefer email or paper.

Phone Customer Service Team / Repairs

08000 324 888

Please report problems now

Tell us straight away about urgent concerns or worsening conditions.

Help us keep things moving

- Keep agreed appointments where possible.
- Tell us early if you cannot give access.
- Tell us how to contact you.
- Let us know if you need extra support.



We will keep you informed

If circumstances beyond our control cause a delay, we will explain why, give a revised timeframe and discuss any temporary measures needed.

Our main timescales

Working-day deadlines

10

working days

Finish investigation

From when Hillcrest becomes aware.

3

working days

Send your report

After the investigation concludes.

5

working days

Start repairs*

After the investigation concludes.

20

working days

Complete repairs**

From the date repair work starts.

*Start repairs where substantial damp or mould is identified.

**Complete necessary repairs within 20 working days of work starting. Hillcrest applies this target across social housing, private lets and mid-market rent.

After the repairs

We will arrange a follow-up inspection and a later call. Tell us if damp or mould returns; do not wait for us to call.

Need help with progress?

Contact us for an update or to raise a complaint. Ask about energy advice, language support or another format.