

35785

Please provide me the number of complaints the City of Edinburgh Council has received over the last five years (from January 1, 2016 to December 31, 2021) about mould and damp in council homes.

The number of complaints of mould and damp each year.

2016 - 177  
2017 - 1000  
2018 - 693  
2019 - 633  
2020 - 215  
2021 - 730

Please note a QCO inspection may take place before a damp survey report is requested, it is not possible to extract from the QCO inspection requests those specifically for damp.

The number of times those complaints resulted in investigators visiting properties for issues relating to mould and damp.

2016 - 177  
2017 - 1000  
2018 - 693  
2019 - 633  
2020 - 215  
2021 - 730

The number of times the complaints about mould and damp were dealt with and repairs were made to the property.

2016 - 148  
2017 - 1000  
2018 - 654  
2019 - 476  
2020 - 215  
2021 - 301

If possible, would you be able to specify what kind of repairs have been carried out to deal with mould and damp issues.

Unfortunately, we are unable to provide you with the information you requested as the time and expense involved in complying with this request falls into the category of a "manifestly unreasonable" request.

For each year there are the following number of records:

2016 - 539  
2017 - 2906  
2018 - 2089  
2019 - 1804  
2020 - 779  
2021 - 1245  
Total - 9362

Each record would need to be assessed and the information extracted and collated for a response. It is estimated that this task would take 10 minutes for each damp survey report and 2 minutes for other records. Therefore, it is estimated that it would take 1,872 hours to complete.

Providing the information could only be done by diverting a disproportionate quantity of the Council's resources away from other essential core operations, with a significant negative impact on the Council's ability to carry out its functions.