

59278 Social Rental Housing

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

Please provide the following for the last three years:

January 01 2022 - 31st December 2022

January 01 2023 - 31st December 2023

January 01 2024 - 31st December 2024

How many social homes are you responsible for?

19,158

The number of reports and complaints are received by the council of mould, damp, condensation in each of 2022, 2023, 2024 relating to social housing managed by your organisation?

Data is not held for the periods 2022 and 2023, as the Building Preservation (Damp, Mould and Condensation) Team was not established until January 2024.

In the period, 01/01/2024 to 31/12/2024, 1,849 damp and mould inspections were completed.

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

Reports are recorded using the following primary systems:

- Two central systems are used to book and manage Preservation Surveys and Works Orders. These systems support scheduling, resource allocation and progress tracking for surveyors and contractors.
- We also have a dedicated internal system used to record and monitor each reported case of damp and mould from initial tenant report through to completion. This includes key milestones such as survey dates, treatment start and completion dates, follow-up inspections, and tenant satisfaction outcomes.

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

The City of Edinburgh Council does not routinely record damp, mould or condensation reports by property type in a way that allows reliable extraction of percentage breakdowns.

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

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

6 days

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

42 days

What are 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).

The City of Edinburgh Council has agreed the following service Key Performance Indicators (KPIs) and is working towards compliance with Awaab's Law timescales if brought in next year:

Survey to Report Submission: 10 days

Treatments Completed: 60 days

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

The City of Edinburgh Council is currently reporting that 6% of visits are not completed within target timescales.

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)

Outcomes may include all of the following, depending on the circumstances of the case:

- Advice provided to tenants (e.g. ventilation and lifestyle guidance)
- Cleaning or treatment of mould
- Repairs to the property
- Improvements to heating systems or ventilation

All tenants receive a copy of the 'Guide to Reducing Condensation, Damp and Mould in Your Home', which is attached to the survey report and is also available on the Council's website.

Do you record repeat complaints?

Yes. Repeat complaints are recorded and monitored through the dedicated internal system, described in response to Q3 above.