

59279

Request for the following recorded information held by the council relating to damp and mould in its own housing stock. The requested period covers the last 24 months: 15 December 2023 to 15 December 2025 (or the closest available data range if records are maintained differently, such as financial or calendar years).

The names of the estates, housing projects, streets, or specific areas/properties that received the highest volume of enquiries, reports, or formal complaints about damp and mould from residents (or organisations acting on their behalf). Please list the top 10 (or all if fewer than 10) with the number of enquiries/complaints for each.

We don't hold centrally collated data that ranks enquiries or complaints by estate, street, or project. Enquiries are logged at property level across multiple systems, and while volumes can be reported in aggregate, they are not routinely analysed or ranked geographically in the manner requested.

[Item 8.2 - Cyclical Assurance on Service Performance.pdf](#) - Appendix 6, tables 40, 41 and 43 provides a more detailed breakdown.

The names of the companies or contractors engaged by the council to resolve reported damp and mould issues during this period.

During the requested period, the council engaged a range of framework and term contractors to address damp, mould, and condensation-related works, including:

- In-house Preservation team.
- Framework contractors delivering ventilation, insulation and fabric repairs
- Specialist damp and timber treatment contractors appointed via council procurement frameworks

See [the contract register](#) on our external website.

The most commonly used solutions or treatments applied by these companies/contractors to address the root causes of damp and mould (e.g., installation of positive input ventilation, improved insulation, external wall repairs, etc.). Please provide a breakdown of the top 5 most common solutions and approximate numbers where available.

The most common interventions used to address root causes of damp, mould and condensation include:

- Improved mechanical ventilation (e.g. MEV, PIV, bathroom/kitchen extract upgrades)
- Fabric repairs to external walls, roofs, and rainwater goods
- Insulation improvements (where appropriate)
- Heating system checks, upgrades, or optimisation
- Tenant advice and guidance on heating, ventilation, and moisture management

Exact numerical breakdowns are not held in a single dataset.

How many of these damp and mould enquiries or complaints were resolved at Stage 1 of the complaints procedure.

Reporting period: 15 December 2023 to 15 December 2025.

320 Stage 1 complaints were received regarding damp.

How many damp and mould complaints resulted in escalation to or involvement by the Scottish Public Services Ombudsman (SPSO) to resolve the dispute.

Three complaints were escalated to SPSO.

How many damp and mould enquiries, complaints, or disrepair claims resulted in compensation payments to tenants.

The total monetary figure paid out in compensation related to damp and mould issues during this period.

Information below on rent abatements and compensation payments due to damp and mould.

Date	Type	Abatement	Abatement (£)	Compensation	Compensation (£)
2025/26	Damp & mould	5	£14,589.49	3	£2,687.16
2024/25	Damp & mould	15	£11,344.13	1	£5,346

In addition, a total of £11,340 in 2024 and £3,400 in 2025 was settled in cases where damp and mould was a factor.

Whether the council holds up-to-date Energy Performance Certificate (EPC) data (or equivalent Scottish assessments) for its entire housing stock.

The council holds EPC data for a significant proportion of its housing stock; however, EPC coverage is not complete for all properties and may be outdated in some cases due to age, tenancy changes or major alterations.

Please see attached.

If the answer above is no (or if EPC data is incomplete/outdated for some properties), how does the council assess the thermal performance or energy efficiency of properties when investigating and addressing damp and mould issues (e.g., alternative survey methods, fabric assessments, etc.).

Where EPC data is unavailable or outdated, thermal performance and energy efficiency are assessed through:

- Specialist damp, mould and condensation surveys
- Visual and intrusive fabric inspections
- Assessment of insulation levels, heating systems and ventilation provision
- Consideration of occupancy, lifestyle, and property design factors

These assessments allow informed decisions on appropriate remedial measures even in the absence of current EPC data.