

59842

The total number of complaints, reports or enquiries recorded relating to damp and mould in residential properties.

The City of Edinburgh Council does not hold comprehensive, centrally recorded information for the period January 2020 to December 2023. Prior to the establishment of the Building Preservation (Damp, Mould, and Condensation) Team in January 2024, reports of damp and mould may have been logged through various departments or channels, making it difficult to provide an accurate consolidated figure for those years.

The Building Preservation Team was created to centralize and streamline the process of addressing damp and mould issues, leading to more consistent data collection. From January 2024, the information held primarily relates to damp and mould inspections completed, initiated by resident reports or proactive surveys.

- January 2024 – December 2025: 3,671 reports were received. This figure represents the total number of initial reports or enquiries logged with the Building Preservation Team that led to a formal inspection.

A yearly breakdown of these complaints covering the following calendar years: 2023, 2024 and 2025

- **2023:** The City of Edinburgh Council does not hold comprehensive, centrally recorded information for the period January 2020 to December 2023. As explained above, data collection practices were less centralised during this period.
- **2024:** 1,849 reports were received. This represents the total number of initial reports or enquiries logged with the Building Preservation Team that led to a formal inspection during the 2024 calendar year.
- **2025:** 1,822 reports received. This represents the total number of initial reports or enquiries logged with the Building Preservation Team that led to a formal inspection during the 2025 calendar year.

Where recorded, please confirm how many of these damp and mould complaints were linked to one or more of the following factors:

- a. heating use or lack of heating
- b. poor or inadequate insulation
- c. insufficient or inadequate ventilation

The City of Edinburgh Council's current recording practices do not specifically categorise, or extract complaint counts based on the factors listed (heating, insulation, ventilation). While inspectors may note these factors as potential contributing causes during individual property assessments, this information is not systematically recorded in a way that allows for aggregated reporting and statistical analysis. The inspection reports may contain narrative descriptions of these factors, but there is no standardised field or code used to quantify their contribution to damp and mould issues. Therefore, a separate or extractable complaint count linked to these factors is not available at this time. Future improvements to data collection may include incorporating these factors into a structured reporting system.

Where recorded, a breakdown of damp and mould complaints by room or area of the property, such as bedrooms, bathrooms, kitchens or living areas.

The City of Edinburgh Council's current recording practices do not provide a breakdown of damp and mould complaints by specific room or area of the property. As noted above, while

inspectors may note the location of damp and mould within a property during their assessment, this information is not systematically recorded in a way that allows for aggregated reporting. The inspection reports may contain narrative descriptions of the affected areas, but there is no standardized field or code used to categorize complaints by room type. Therefore, a separate or extractable complaint count based on room type is not available. As with Q3, future improvements to data collection may include incorporating this information into a structured reporting system to allow for better analysis of where damp and mould issues are most prevalent.

Where recorded, the total cost incurred by the council in relation to damp and mould cases in residential properties for each year listed above. This may include costs associated with inspections, remedial works, enforcement action or temporary mitigation measures. If this information is not held in a single figure, please confirm this.

The total amounts spent in relation to damp and mould cases in residential properties are as follows:

- **2023:** This figure is not available for 2023 as work carried out internally was specifically identified as being related to damp and mould.
- **2024:** £4,098,572. This figure represents the total expenditure related to damp and mould issues across the council's housing stock.
- **2025:** £4,141,125. This figure represents the total expenditure related to damp and mould issues across the council's housing stock.