

From: [REDACTED]
To: [REDACTED]
Subject: RE: Application form
Date: 13 October 2023 16:08:00
Attachments: [image001.png](#)
[image004.png](#)
[image005.jpg](#)
[image006.jpg](#)
[image007.jpg](#)
[image008.jpg](#)
[image003.png](#)
[image010.png](#)

Dear [REDACTED]

Thank you for contacting Environmental Standards Scotland (ESS), apologies I didn't see your email until after 12 noon today. I have left a voicemail with you however in addition, I would like to offer the following information in response to your concerns.

Within the representation you confirmed that your issue relates to dampness and other housing defects associated with the Council property you rent, and these issues are now affecting your family's health and wellbeing.

You advised that you have already been in touch with City of Edinburgh Council, however the problem persists and no action has been taken following a temporary roof repair. In view of the nature of the concerns you raise, I would suggest that you make further contact with your housing officer and also request assistance from the Environmental Health department at the Council, to inspect and assess the property against the repairing standards for rental properties.

Should you fail to receive an adequate response or action(s) from the Council, then I would recommend you progress with the Council's formal complaint procedure –[complaints-procedure-for-customer \(edinburgh.gov.uk\)](#). Following this, should you remain dissatisfied, the relevant oversight body for you to contact at this point would be the Scottish Public Services Ombudsman (SPSO). Unlike ESS, the SPSO can review individual cases and decisions made by public authorities and consider complaints of maladministration. The assessment and guidance team can be contacted using the following online form [Contact Form](#) or by telephone on 0800 377 7330. Please see the following website link for further information on this process [How to complain about a public service | SPSO](#).

I hope this response offers some assistance with your case, should you require any clarification on any of the above, or have any further concerns please do not hesitate to contact me.

Kind regards,

[REDACTED]

[REDACTED]
Senior Investigations Officer
[REDACTED]
