

██████████
Senior Investigations Officer
Environmental Standards Scotland
Ìrean Àrainneachdail na h-Alba

ENVIRONMENTAL
Standards Scotland
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██████████@environmentalstandards.scot

██████████
██████████@sky.com
██████████

Subject: Case Reference IESS.25.019 consideration of issues relating to housing conditions.

Dear ██████████,

Thank you again for submitting a representation form to ESS. Unfortunately, I have been unable to reach you on your telephone so please find below a written response to your concerns.

Within your representation form you have confirmed that your concerns relate to disrepair issues associated to Council property in Dunblane, and these issues are now affecting your family's health and wellbeing.

You advise that you have been in contact with Stirling Council on numerous occasions, however the issues remain and no action has been taken by the Council. The outcome you are seeking for is the relocation to another property.

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 – [Make a complaint | Stirling Council](#).

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

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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 however 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]

[REDACTED]

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