

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

██████████@environmentalstandards.scot

ENVIRONMENTAL
Standards Scotland
Ìrean Àrainneachdail na h-Alba

████████████████████

05 January 2026

Dear ██████████,

Thank you for contacting Environmental Standards Scotland (ESS). Our role is to investigate public bodies compliance with environmental law, and the effectiveness of environmental law. When we receive an enquiry which we cannot investigate, we will always try to signpost people to an alternative source of help.

The concerns you raise regarding no drainage pipes and sewerage, chemical leaks in your property are not something that ESS is able to assist you with, however there are alternative organisations who might be able to assist you.

Firstly, I would recommend that you contact your local authorities' environmental health department as officers have the powers to investigate complaints of this nature. Please see the link below to Glasgow City Council's webpage regarding environmental health and their contact details.

[Environmental Health - Glasgow City Council](#)
[Report a Public Health Problem - Glasgow City Council](#)
Number – 0141 287 1059

If after contacting Glasgow City Council you feel dissatisfied with the response, action(s) or service provided then the appropriate oversight body to approach at this point is the Scottish Public Services Ombudsman (SPSO) - [Home | SPSO](#),

Environmental Standards Scotland Enquiries

enquiries@environmentalstandards.scot

Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HD
0808 1964000

I hope this response is helpful. Should you require further assistance, please do not hesitate to contact me.

Kind Regards

[REDACTED]

[REDACTED] (She/Her)
Senior Investigating Officer [REDACTED]

Environmental Standards Scotland Enquiries

enquiries@environmentalstandards.scot

Thistle House, 91 Haymarket Terrace, Edinburgh, EH12 5HD
0808 1964000