



Glasgow City Council

**Economy, Housing, Transport and Regeneration
City Policy Committee**

**Report by George Gillespie, Executive Director of
Neighbourhoods, Regeneration and Sustainability**

Contact: Jennifer Sheddan

Ext: 78465

Item 4

30th September 2025

**Update on Dampness, Condensation and Mould and its Impact on the
Housing Stock**

Purpose of Report:

To provide a further update on how Glasgow responds to reports of dampness, condensation and mould within the social and private housing sectors.

Recommendations:

Committee is asked to:-

1. consider the contents of this report.

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☒ consulted: Yes ☐ No ☒

PLEASE NOTE THE FOLLOWING:

Any Ordnance Survey mapping included within this Report is provided by Glasgow City Council under licence from the Ordnance Survey in order to fulfil its public function to make available Council-held public domain information. Persons viewing this mapping should contact Ordnance Survey Copyright for advice where they wish to licence Ordnance Survey mapping/map data for their own use. The OS web site can be found at <http://www.ordnancesurvey.co.uk> "

If accessing this Report via the Internet, please note that any mapping is for illustrative purposes only and is not true to any marked scale

1. Introduction

- 1.1 The purpose of this paper is to provide members with an update on partners' activities in Glasgow since the previous report to the [Economy, Housing, Transport and Regeneration Committee in October 2024](#)
- 1.2 The aim of the previous report was to identify the scale of the problem within the city's housing stock and improve current reporting mechanisms to ensure that all complaints are being recorded, investigated and outcomes monitored.
- 1.3 Procedures are in place to ensure that all complaints received by council services regarding dampness, condensation, and mould are referred to Neighbourhoods, Regeneration and Sustainability (NRS) Environmental Health.
- 1.4 Officers from NRS Housing Services and Environmental Health were asked to report back to committee in 12 months' time to update Members on a number of identified actions which are covered within the following sections of this report.

2. Recording and Monitoring of Complaints

- 2.1 NRS Housing Services Private Sector and Private Rented Sector Hub teams forward any complaints received, concerning dampness and mould, directly to NRS Environmental Health Public Health team in line with the referral process which is in place. All complaints are recorded and investigated by the Public Health team.
- 2.2 Table 1 below, provides information on the number of service requests received by Environmental Health over the last five years. The number of service requests specifically highlighting condensation and mould are shown in column (ii) and those highlighting dampness and water ingress are shown in column (iv).

Year	Number of Service Requests <u>highlighting</u> condensation or mould	Percentage of Condensation /mould service requests vs the total number of received	Number of Water/Rain/Dampness service requests received	Percentage of Water/Rain/Dampness service requests vs the total number received	Total number of service requests received for all service types by Public Health	Number of Statutory Notices Served for Dampness related issues
(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)
2021	118	2.1%	1065	19.3%	5507	159
2022	111	1.8%	1181	19.2%	6133	166
2023	186	2.6%	1436	20%	7179	174
2024	282	3.9%	1340	18.3%	7306	169
2025*	172	2.9%	867	14.9%	5838	101

Table 1- The number of service requests received by Environmental Health (Public Health) in relation to dampness and water penetration complaints across all tenures.

*(1st January 2025 to 28th August 2025)

- 2.3 The percentage of dampness related service requests compared to all service requests, as shown in column (v), has remained broadly the same. The trend in requests mentioning condensation and/or mould as an issue has been higher in the past 2 years as shown in column (ii). Officers believe the main reason for this is that residents are more likely to report these issues now due to increased awareness and the reporting of high-profile cases in recent years which have outlined the dangers and health risks of dampness and mould. Although most of the complaints received are not serious in nature, it is acknowledged that these can still have a negative impact on a person's health and wellbeing.
- 2.4 The decrease in the number of Water/Rain/Dampness service requests received in 2024, as shown in column (iv), is reflected in the reduction of Statutory Notices served for Dampness related issues, from the previous year as shown in column (vii). Due to the high number of service requests received the public health team provide a reactive service. Figures for service requests and the number of notices served will fluctuate from year to year. There is not always a particular reason for these variations, although changing weather conditions is likely to play a role.
- 2.5 Environmental Health investigate each service request and take formal action where required in terms of Section 80 of the Environmental Protection Act 1990, where a statutory nuisance exists or is likely to occur/recur, or undertake emergency remedial works, such as repairing a burst pipe that

has caused flooding, under Section 87(3) of the Civic Government (Scotland) Act 1982.

- 2.6 Environmental Health frequently carry out the necessary repair works in default, where owners have failed to do so within the prescribed timescales and where the costs are not prohibitive. In most other cases, officers will provide advice and guidance to residents where there is no obvious cause for condensation dampness within the home.
- 2.7 Environmental Health have made changes to their service request module on the Uniform database which allows officers to record the tenure of each service request under investigation. Issues with recording, due to the manual nature of this data collection and insufficient data collected since the database was updated, means that officers do not yet have an accurate picture of the tenure breakdown relating to each request type for the previous 12 months. Going forward the aim is now to ensure that any service request data provided will be accurately recorded.
- 2.8 Housing Services continue to work with the Service Development team to progress changes to the current Housing modules on the Uniform System to improve the recording of enquiries and reported outcomes.
- 2.9 Since the report in 2024, Housing Services have received 13 direct complaints /service enquiries from members of the public which reference damp/mould/water ingress. In total, 16 enquiries have been referred to Environmental Health for further investigation into the cause of the water penetration/dampness/mould. All of these were in relation to private sector properties.
- 2.10 In the past year, Housing and Environmental Health Officers have jointly worked together on 5 enquiries, 4 of which were received in the past 2 months. All of these cases are currently ongoing, either due to the complex nature of the reported problems, or where the Private Landlord has failed to comply with requests for repairs to be undertaken. This has resulted in joint actions by officers in different teams, resulting in the service of enforcement notices, in order to get the landlord to comply with their legal requirements.

3. Awareness campaign

- 3.1 An updated information leaflet [“A Guide to Dampness”](#) is now available on the Glasgow City Council website. Owners/residents are also signposted to the Under One Roof website where they can obtain more in-depth technical information.

- 3.2 A [newsletter](#) was issued to all Private Landlords in Glasgow, in March 2025 highlighting issues with dampness and mould. Private landlords and tenants have both been provided with guidance and advice and contact details for reporting dampness and condensation/mould complaints.
- 3.3 A training session for local authority officers dealing with damp/ mould complaints has been facilitated by the Royal Environmental Health Institute of Scotland (REHIS) and this was attended by officers from Glasgow City Council as well as other local authorities. In addition, training has been provided by SHARE on this subject for Housing officers and other technical staff within the Social Housing sector.
- 3.4 Officers also have access to established strategic working groups such as the REHIS Public Health and Housing and also the Scottish Housing Network forums where more complex dampness problems can be discussed and good practice can be shared.
- 3.5 The Society of Chief Environmental Health Officers has highlighted a need for national guidance to be published by the Scottish Government/Public Health Scotland on dampness/mould and work on this is still ongoing.

4. Systems in place for Registered Social Landlords (RSL)

- 4.1 In December 2022, the Scottish Housing Regulator wrote to all Registered Social Landlords (RSLs) to ascertain what procedures they had in place to ensure that their tenants' homes are not impacted by mould and dampness and that appropriate systems were in place to identify and deal with reported cases, timeously and effectively.
- 4.2 Last year, officers from NRS Housing Services and Environmental Health jointly wrote to all of Glasgow's RSLs to request information on the systems which have been put in place to identify and deal with reported cases of dampness and mould. Officers can now report that all of the RSLs in Glasgow have policies/procedures in place for addressing dampness/condensation dampness within their housing stock.
- 4.3 Social housing residents in Scotland will be given greater protection against issues of disrepair in their homes, such as damp and mould, through the introduction of Awaab's Law for Scotland. The Scottish Government intends to introduce amendments to the Housing (Scotland) Bill that will broaden Ministers' powers to impose timeframes on social landlords to investigate disrepair and commence repairs, through regulation.

- 4.4 The regulations will build on provisions already in the Bill on strengthening tenants' rights and Scotland's existing legal protections for social tenants such as the Scottish Housing Quality Standard and the Right to Repair Scheme. The Scottish Government has also advised that they are committed to and will consider how to implement Awaab's Law for private tenants, using existing powers, after engagement with the private rented sector.
- 4.5 The Scottish Housing Regulator (SHR) has introduced new tenant and resident safety indicators including fire and electrical safety and three new indicators on damp and mould which will be included within the next Annual Return on the Charter (ARC). The ARC is a regulatory requirement for Registered Social Landlords (RSLs) in Scotland to report their performance against the standards set by the Scottish Housing Regulator (SHR) to demonstrate good service provision for tenants. The ARC allows the SHR to monitor RSLs' performance, compare it with other RSLs, and make the information publicly available for tenants and service users to see how their landlord is performing.
- 4.6 This is the first time that the SHR will collect indicators on social landlords' performance in responding to reports of damp and mould. As this is a complex area they have advised that they will use the first submission of this data in May 2026 to review the usefulness of the new indicators.
- 4.7 Social landlords are required to collect data for the new indicators from 1st April 2025 and the first ARC submission, using these new indicators, will be due by 31st May 2026.

5. Smart Home Technology and Home Retrofitting

- 5.1 Officers reported in 2024 that smart technology, in particular environmental sensors to monitor specific indicators such as temperature and humidity have been adopted by many RSLs as part of their everyday tools for addressing mould/damp within their housing stock.
- 5.2 Whilst the sensors have highlighted a number of positive outcomes, to have these operating in significant numbers of properties, simultaneously, would be cost prohibitive for most RSLs to implement across their housing stock. Therefore, a more targeted approach is more likely to be adopted.
- 5.3 Officers from NRS Housing Services recently met with the Glasgow City Region Smart & Connected Social Places Programme team which focuses on four core projects covering connected digital transformation in Social Housing and Health & Social Care. The programme is hoping to roll out smart sensor technology to create healthier living environments and optimize housing management for the social housing sector within the

Glasgow region. Officers will monitor progress and feed into their project by sharing data/lessons learned from earlier partnership work with RSLs and the use of environmental sensors.

- 5.4 Officers also reported in 2024 that the application of electric wallpaper, making use of infra-red technology was proving successful in eradicating mould and dampness from properties. Two Glasgow RSLs are still piloting this technology within their own tenement stock and have yet to publish a report on their full findings. The outcomes of these pilots will be included in a future Retrofit report to the Council.
- 5.5 Following on from the publication of the [Glasgow City Region Home Retrofit Strategy and Action Plan 2025-2028](#), the Glasgow City Region Cabinet has approved the development of a feasibility study for a large scale, regional Home Energy Retrofit Programme. The aim is to create jobs, improve the quality of housing, and deliver on a shared commitment to net zero carbon emissions. The Cabinet is planning the delivery of a large scale home energy efficiency retrofit programme that will bring all properties up to Energy Performance Certificate C.
- 5.6 Retrofitting and providing a new clean energy heat source for every home that needs it will contribute to UK Government and Scottish Government commitments to achieve net zero carbon emissions, give greater energy security, lower household energy bills, warmer homes and better health outcomes through reduced fuel poverty. It is estimated that the cost of delivering home energy efficiency and clean energy sources for these properties will run into billions of pounds.
- 5.7 NRS Housing Services Housing Retrofit Team is finalising a Housing Retrofit Position Statement that draws together key learning to date and sets out a delivery framework for home retrofit in the city as far as can currently be determined. The paper will highlight five early actions (which can happen now without fundamental system change) and six supporting actions (that need to be developed in parallel to continue to increase home retrofit). . Recommendations include prioritising low-risk, energy efficiency measures, and providing enhanced advice and support for homeowners. The Housing Retrofit Position Statement will be presented to the Net Zero & Climate Progress Monitoring Committee on 11 November 2025 as part of the annual housing retrofit update.

6. Future Actions

- 6.1 Raising awareness and signposting will continue to be a key action for the Council to ensure that owners, tenants and other stakeholders know who to contact for advice and receive help with dampness and mould issues.
- 6.2 Further training will be arranged for all staff carrying out dampness inspections and closer joint working between NRS Housing and Environmental Services will ensure that the most appropriate action is taken where serious or complex cases are identified.
- 6.3 Further investigation and checks will be carried out of the data due to the higher incidence of reported condensation/ mould complaints in 2024 to ensure that that this is not linked to higher incidents of disrepair or other property defects. If the trend carries forward into this year and beyond then officers will need to consider an appropriate course of action.
- 6.4 Officers will continue to explore how the data recorded can be better utilised.
- 6.5 Officers will continue to monitor the progress of digital transformation and smart technology and report back the findings to committee of pilots that are currently underway.
- 6.6 Officers will continue to monitor trends in data to determine if there are common indicators which could enable targeted intervention to tackle the main causes of dampness in the housing stock and to monitor what tenure is most affected by dampness.
- 6.7 Officers will monitor the reported outcomes from ARC submissions once they are published by the Scottish Housing Regulator next year and will engage with any RSL to help them find solutions where they are experiencing dampness/mould issues within their housing stock and to tackle problems being caused by adjoining private properties. Statutory action will be taken where there are no alternative options available.
- 6.8 Council Officers will continue to monitor progress on wider guidance from Scottish Government/Public Health Scotland and contribute to discussions as necessary.
- 6.9 Officers will monitor the progress of Glasgow City Region's Retrofit plans and contribute to the delivery of the proposed large scale home energy efficiency retrofit programme.
- 6.10 Officers will look at how we can take forward the recommendations within the Housing Retrofit Position Statement, to prioritise low-risk, energy efficiency measures and provide enhanced advice and support for

homeowners in order to achieve improved outcomes for dampness and mould complaints.

7 Policy and Resource Implications

Resource Implications:

<i>Financial:</i>	Any funding required will be met from existing budgets.
<i>Legal:</i>	None
<i>Personnel:</i>	Staff input will be met from existing resources.
<i>Procurement:</i>	Works and services would be met from existing frameworks.

Council Strategic Plan

The measures outlined in the report will contribute towards the following all 4 Grand Challenges:-

Grand Challenge 1 – Mission 3-Improve the health and wellbeing of our local communities.

Grand Challenge 2 – Mission 2 -Support the growth of an innovative, resilient & net zero carbon economy.

Grand Challenge 3 – Mission 2 – Become a net zero carbon city by 2030

Grand Challenge 4 – Mission 1 – Create safe, clean and thriving neighbourhoods

Equality and Socio-Economic Impacts:

<i>Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.</i>	Tackling damp and mould in homes aligns with strategic outcomes of Glasgow's Housing Strategy 2023 - 2028, which has been subject to an EQIA .
---	--

<i>What are the potential equality impacts as a result of this report?</i>	The Council's approach to improving the housing stock will improve living standards and bring associated benefits to many residents.
--	--

<i>Please highlight if the policy/proposal will help address socio-economic disadvantage.</i>	Yes. Council intervention where required will improve the standard of accommodation for residents in the city.
---	--

Climate Impacts:

<i>Does the proposal support any Climate Plan actions? Please specify:</i>	Encouraging retrofit of existing housing to higher EPC rating (Action No.39) Upgrade insulation and heating of all building stock in the city (Action 41)
--	--

<i>What are the potential climate impacts as a result of this proposal?</i>	Maintaining the current housing stock for longer is likely to lead to less need for demolition and newbuild over the medium to longer term.
---	---

<i>Will the proposal contribute to Glasgow's net zero carbon target?</i>	Yes. Improving the insulation and heating in existing housing stock will contribute to carbon savings.
--	--

Privacy and Data Protection Impacts:	This report has no impact upon privacy and data protection.
---	---

8 Recommendations

Committee is asked to:-

1. consider the contents of this report.