

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: EIR-17-1203 - Housing Stock
Date: 27 September 2017 15:41:00
Attachments: [Further Information - Right to Review & Appeal.pdf](#)

Dear [REDACTED]

Please accept our sincerest apologies for the delay in responding to your clarified information request of 18 August 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

1. How many properties are you responsible for? I can confirm the request relates to the council housing stock and any housing stock under the responsibility/management of the council.

21,988.

2. If you have outsourced your social housing provision to another body or bodies, what is/are the name and contact details of the body or bodies?

None have been outsourced to any other body.

3. What percentage of your housing stock has cavity wall insulation been installed into?

58.6% have cavity wall insulation fitted.

4. What percentage of your housing stock has external wall insulation been installed onto?

7%.

5. How many disrepair claims have been made by tenants, house holders in the past 5 years due to poor property condition?

ACC does not record this level of detail in connection with repair requests and therefore ACC is unable to provide you with information on **the number of disrepair claims made by tenants, house holders in the past 5 years due to poor property condition** as it is not held by the Council.

In order to comply with its obligations under the terms of Regulation 10(4)(a) - Information Not Held - of the EIRs, ACC hereby gives notice that this information is not held by it. ACC is required by Regulation 10(1)(b) of the EIRs to inform you as to why in all the circumstances of the case, the public interest in maintaining this exception outweighs the public interest in disclosing this information to you. ACC is satisfied that it does not hold this information and considers that, as there is no information held, the public interest lies with the exception.

6. How many disrepair claims have been made by tenants, house holders in the past 5 years due to cavity wall insulation?

ACC does not record this level of detail in connection with repair requests and therefore ACC is unable to provide you with information on **the number of disrepair claims made by tenants, house holders in the past 5 years due to cavity wall insulation** as it is not held by the Council.

In order to comply with its obligations under the terms of Regulation 10(4)(a) - Information Not Held - of the EIRs, ACC hereby gives notice that this information is not held by it. ACC is required

by Regulation 10(1)(b) of the EIRs to inform you as to why in all the circumstances of the case, the public interest in maintaining this exception outweighs the public interest in disclosing this information to you. ACC is satisfied that it does not hold this information and considers that, as there is no information held, the public interest lies with the exception.

7. How many disrepair claims have been made by tenants, house holders in the past 5 years due to external wall insulation?

ACC does not record this level of detail in connection with repair requests and therefore ACC is unable to provide you with information on **the number of disrepair claims made by tenants, house holders in the past 5 years due to external wall insulation** as it is not held by the Council.

In order to comply with its obligations under the terms of Regulation 10(4)(a) - Information Not Held - of the EIRs, ACC hereby gives notice that this information is not held by it. ACC is required by Regulation 10(1)(b) of the EIRs to inform you as to why in all the circumstances of the case, the public interest in maintaining this exception outweighs the public interest in disclosing this information to you. ACC is satisfied that it does not hold this information and considers that, as there is no information held, the public interest lies with the exception.

8. How many damp, condensation and mould complaints have been made by tenants, house holders since 1st January 2012, by year?

ACC is unable to provide you with information on **the specific number of damp, condensation and mould complaints made by tenants, house holders since 1st January 2012 by year** as it is excepted from disclosure. In order to comply with its obligations under the terms of Regulation 13 of the EIRs, ACC hereby gives notice that we are refusing your request under the terms of Regulation 10(4)(b) – Manifestly Unreasonable - of the EIRs.

In making this decision ACC considered the following points:

There is no standard wording for this type of complaint therefore it would be difficult to ask a report from our system that would provide an accurate result. As a result it would be necessary to review many thousands of inspections and orders to establish a true figure. This would mean spending a disproportionate amount of time trying to establish a figure. Spending the time to provide this information would impact negatively on officers being able to provide a repair service to council tenants and sending information out to owners for mutual repairs in a timely manner.

Under our duty to advise and assist, we would like to advise that we have identified 4,644 properties where ACC's budget code has been used for condensation treatments. Please see below:

1.1.2012 – 31.12.2012	551
1.1.2013 – 31.12.2013	560
1.1.2014 – 31.12.2014	848
1.1.2015 – 31.12.2015	1081
1.1.2016 – 31.12.2016	1604

ACC recognises that there is a public interest in maintaining a level of transparency around the

way it deals with these sorts of complaints and, to this end, has provided the information above in relation to condensation treatments. However, in this instance, ACC is of the view that the public interest in maintaining the manifestly unreasonable exception outweighs this general public interest, given the time required by officers to provide the information.

9. What is the value of financial settlements made to claimants since 1st January 2012, by year?

Please see below:

Calendar Year	Total Value
2012	£0
2013	£750.86
2014	£14,498.80
2015	£480.00
2016	£5,448.40

ACC cannot report on condensation specifically as the information is not recorded in this way.

ACC is unable to provide you with information on **the value of financial settlements specifically for condensation** as it is not held by the Council. In order to comply with its obligations under the terms of Regulation 10(4)(a) - Information Not Held - of the EIRs, ACC hereby gives notice that this information is not held by it. ACC is required by Regulation 10(1)(b) of the EIRs to inform you as to why in all the circumstances of the case, the public interest in maintaining this exception outweighs the public interest in disclosing this information to you. ACC is satisfied that it does not hold this information and considers that, as there is no information held, the public interest lies with the exception.

Under advice and assistance, we would like to advise that the number of claims relating to the above settlements is as follows:

Calendar Year	No of Claims
2012	9
2013	<5
2014	5
2015	<5
2016	8

Please note that ACC is unable to provide figures where the number of claims is less than 5, as providing the exact figure, together with the figures above for Question 9 and any other information already in the public domain, may allow individuals to be identified.

10. How many cavity insulation extractions have you undertaken or have been undertaken on your behalf since 1st January 2012, by year?

2012/2013/2014 = 0

2015 = 30

2016 = 166

2017 = 6

11. Do you have a current cavity extraction project/s being undertaken?

No.

12. Do you have a current external wall insulation scheme/s being undertaken?

Yes.

13. Do you have a current cavity wall insulation scheme/s being undertaken?

No.

We hope this helps with your request.

Yours sincerely,

Anna Buchan
Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice that we are refusing your request under Section 39(2) of FOISA (Freedom of Information (Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

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