

Review

On the determinations and recommendations from the Housing Ombudsman following an investigation into a complaint from a council resident regarding damp and mould.

Author: Seamus Doran

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1. Background Information

On the 15 April 2024 the Housing Ombudsman provided its recommendations following a complaint to them from a resident leaseholder who occupied a ground floor flat within a purpose-built block of four flats. The property had been purchased on 30 June 2021.

The Ombudsman determined that there was maladministration in the council's handling of:

- Reports of damp and mould at the property
- The resident's request for compensation

It also concluded that there was a service failure in the way that the complaint from the resident was handled by the council.

The Ombudsman ordered that compensation of £1,450 be paid to the resident for distress and inconvenience caused by failings related to handling of damp and mould, requests for compensation and complaint handling.

The Ombudsman made several other orders which related specifically to the case but also included an order for the council to carry out a review of its approach to damp and mould by the 8 July 2024.

The review needed to include as a minimum:

- An exploration of why the failings identified within this report occurred, including why it took as long as it did to conduct further investigations into the cause of damp and mould at the property.
- Identification of all other residents who may have been affected by similar issues, but not necessarily engaged with its complaint's procedure, for a period from July 2022 to present.

Following the review the council is required to produce a report setting out:

- The findings and learning from the review.
- Recommendation on how it intends to prevent similar failings from occurring in the future.
- The number of other residents who have experienced similar issues.
- The steps it proposes to take to provide redress at the earliest opportunity to the residents who have been similarly affected by the identified failings.
- Conduct a self-assessment against the recommendations made within the Ombudsman's Spotlight report on damp and mould.

The council was also ordered to provide a copy of the final report to its governing body and member responsible for complaints. The governing body needs to agree how it will provide oversight of the implementation of any recommendations made following the review. A copy of the report should be provided to the Ombudsman.

Prior to July 2022, the property was managed by the council's arm's length management organisation, Poole Housing Partnership (PHP).

2. The Review

The review group was made up of:

Seamus Doran – Head of BCP Homes

Stuart Brookes - Head of Assurance and Asset Management

The group looked at each part of the scope as set out by the Ombudsman.

An exploration of why the failings identified within this report occurred, including why it took as long as it did to conduct further investigations into the cause of damp and mould at the property.

Identification of all other residents who may have been affected by similar issues, but not necessarily engaged with its complaint's procedure, for a period from July 2022 to present.

The failings identified in the Ombudsman report were:

Handling of reports of damp and mould at the property:

Paragraph numbers relate to the Housing Ombudsman investigation report.

1. It took until the stage 2 complaint response on 26 August 2022 to identify that the council did not know the cause of the damp and mould. The failure to identify this sooner was not reasonable. (Paragraph 39).

The timeline for the investigation into the reports of damp and mould at the property is set out below.

6.8.21 - The issue of damp and mould in the property was first reported by the leaseholder. According to the council's records there had been no problems reported by the previous leaseholder about damp and mould to the property. The only record of any relevant information was in relation to a reference to damp and mould triage in 2017 but this may be related to old records held on the previous housing management system.

16.8.21- A surveyor visited the property and subsequently arranged for an independent surveyor to visit the property to carry out a damp inspection.

17.9.21- The independent surveyor from "Depest" visited the property.

22.9.21- Report from Depest was provided. It stated that there was no evidence of any fault with the damp proof course (DPC) or signs of salt or damp stains on the wall plaster. It was not possible to inspect all internal areas as there were considerable stored items in the flat.

An external inspection found that the brickwork and external pointing was in reasonable condition apart from a number of areas. The brickwork above the DPC had shifted but not thought to be ongoing. It was recommended that PHP sought clarification from a structural engineer on this matter.

Where the brickwork had moved there was a gap within the mortar joint where rainwater penetration could occur.

An inspection of the cavity wall found that there was insufficient insulation towards the base of the walls and considerable debris bridging the cavity. Sub floors within the property were also inspected.

The report recommended the following work be carried out:

- Replacement of the sub floor ventilators within the brickwork with larger sleeved versions.*
- Remove debris from the cavity wall.*
- Removal and replacement of insulation from the cavity wall.*
- Repointing to external walls.*

23.09.2021 – A works order was raised with PHP's contractor, MD, to replace the sub floor ventilation within the brickwork. Completed 29.11.21.

PHP instructed the Warmer Group to attend to fill the cavity with new insulation which they did in February 2022.

Repointing of the external walls was already included within programmed works.

9.11.2021 – a works order was raised for an inspection of the drainage at the front and side of the property prior to installation of Aco drainage channel on side elevation. Completed 14.12.21.

23.11.2021 – a works order was raised for an independent structural survey to look at the twisted DPC and drainage for collapse referred to in the previous independent surveyor's report. Completed 29.11.21.

29.11.2021 – The structural report found:

- Joints above the doors have weathered and require re-pointing.*
- Work to a vertical crack below a window and work to the DPC had been completed to a poor standard.*
- The area below the floor was dry*
- No evidence of significant movement of the foundations.*
- The cavity wall below ground level was acting as a retaining wall and increasing the thickness would help it act as a suitable retaining wall.*
- Concreting around a down pipe was poor and repairs should be carried out to ensure that it was not leaking.*

18.12.2021 – an inspection of the rainwater drain was completed, and a broken pipe was identified.

20.12.2021 – a works order was raised to carry out work to the chimney stack including re-pointing.

13.1.2022 – works order raised to repair shed roof. Completed 16.2.2022.

14.1.2022 – A works order was raised for PHP's contractor to carry out repairs to a section of pipe. Completed 15.2.2022. This appears to be linked to the last bullet point raised in the structural report completed on the 29.11.22.

25.1.2022 – The resident contacted PHP to ask for an update on the drainage, chimney, shed roof, pointing to the property and a hole at the side of the property.

28.1.2022 – a further works order was raised to remove decking to enable the drains to be repaired. It also required the replacement of 5 air bricks and to include a check and clearance of the cavity.

PHP wrote to the leaseholders in the block to consult with them on the work to the chimney stack by the 6 March.

26.4.2022 - resident contacted PHP to check on outcome of consultation as this was expected to end in March. She also chased repointing work.

3.5.2022 – PHP contacted the resident to provide an update on when the re-pointing would take place. This was to be part of a programme of works that would be carried out between now and the end of March 2023.

16.5.2022 – the resident contacted PHP to check on the progress of re-pointing.

24.6.2022 – the resident contacted PHP as the Maintenance manager had visited the flat on the 1 June, but there had been no further contact about the chimney or mould issue.

28.6.2022 – the resident contacted PHP for an update on the damp in the property.

29.06.2022 – another inspection of the cavity wall and property was completed. (This is the report that we were unable to provide to the Ombudsman.) The resident's complaint says that we completed an inspection that day and that she had been told that the previous work was sub-standard). Our stage 1 response acknowledged that the work carried out in July 2022 was to rectify this issue.

21.7.2022 – a voice mail was left with the resident to inform them that the work to the chimney had been delayed as it had been challenged by another leaseholder.

25.7.2022 – stage 1 complaint submitted regarding damp and mould and work not completed to the chimney stack.

4.8.2022 – stage 1 response to above. Stated that delays with removal of chimney were because other leaseholders had appealed about the work. The issues had now been resolved and the work could go ahead. The Head of Property who completed the stage 1 response also stated that he had visited the property and agreed that the previous works were not carried out to a satisfactory standard. A sub-contractor visited to remove the new insulation and to clear the cavity of any debris. They had also removed and refitted the

airbricks. The resident was advised that once the cavity had dried out, new insulation would be provided.

10.8.2022 – resident contacted the council after receiving the stage 1 response. She stated that she had been told on the 23.9.21 that she could redecorate and put down a new floor. She stated that the council should cover the damage caused to her possessions. She was happy with all other aspects of her complaint and ongoing works to put it right.

26.8.22 – second stage response sent to the resident. It stated that the advice given to her at the time was correct given the work that was carried out following the survey. It stated that the work that had been originally carried out had not been satisfactory but that this had now been remedied. The resident was advised to make a claim through the council's insurers.

1.9.22 – Resident contacted the council to say that she was not happy with the response received. She felt that the damp was caused by its contractors' negligence.

6.10.2022 – Resident contacted the council to ask for an update on the damp and mould.

21.10.2022 – Resident contacted the council as unhappy with not having a callback.

21.10.2022 – order raised for new soak away.

31.10.2022 – Resident contacted the council asking for an update on roofing works and chimney works.

24.11.2022 – the council contacted the resident to state that the other leaseholder had not been in contact about the work. Agreed to remove the scaffolding.

5.12.2022 – resident contacted the council about the roofing works.

12.12.2022 – a call was made to the resident to provide an update on the work to the chimney.

Feb 2023 – assistance offered with extractor fans and clean.

5.2.2023 – Resident in flat B contacted the council to query a charge for insulation during 2021/22. This work had been undertaken by Warmer Homes to rectify previous bad workmanship. The resident said that the work had not been completed and that there was no insulation in the cavity. This was causing issues with condensation and mould growth.

11.4.2023 – Resident called to chase up repairs to the chimney.

13.4.2023 – Resident called to ask when tv aerial would be refitted following removal of the chimney stack.

22.5.2023 – resident made a formal complaint regarding the outstanding pointing work and joining strips.

5.6.2023 – A stage 1 formal complaint response was sent to the resident regarding the outstanding work to pointing and joining strip. Completion of this work had been delayed because scaffolding to repair the chimney stack was still in place. She was advised that the contractor had been in contact with her to advise when the work was to be completed. She was also advised that another contractor would contact her to arrange for a survey of her home to set out options.

6.6.2023 – works order for survey to be carried out by Depest to determine the cause of damp in the property.

26.6.2023 – the survey was completed and found:

- No high readings of moisture in the property or staining to the plaster.
- Pointing that appeared to have been completed 3 to 4 weeks before the survey appeared visually to be in good condition.
- Insulation material had been installed 3-4 times as a result of complications and cavities were believed to be clear.
- Kitchen had no extractor fan.
- Extractor fan in bathroom was of an old design.

It recommended that:

- A mechanical ventilation unit be installed above the front door to improve ventilation and help alleviate condensation.
- The cavity wall insulation should be inspected.
- The drainage should be inspected as the resident stated that it had not been completed.

11.8.2023 – resident complained that there was still beading in the cavity and that the air bricks were not sleeved.

17.8.2023 – surveyor responded to state that the beading had been removed but that some will remain around windows and doors. The surveyor also stated that new telescopic airbricks were due to be fitted.

18.8.2023 – the council's contractors, Onpoint, provided an update on the work at the property. They advised that new gutters and downpipes had been fitted, it had been fully re-pointed, liquid DPC injected, drains sleeved up to the property and cavities extracted and re-filled. There was no instruction that the cavity be left unfilled for up to 2 years to dry and was refilled as the last job. The contractor felt that installation of new doors and windows installed by the resident may have resulted in some gaps in the new insulation.

1.9.2023 – telephone call from resident to say that all the work had not been completed. She also provided details of jobs that were outstanding.

31.10.2023 – order raised for PIV unit to be installed.

11.11.2023 – order raised for cavity wall to be filled with new insulation.

1.12.2023 – telephone call from resident to say that the work had not been done yet but it is not clear what she was referring to.

2.5.2024 – a further independent survey was carried out.

2. Within the stage 2 response the council said that we would continue to investigate the cause of damp and mould at the property, but it took until June 2023 to conduct another damp survey. This timeframe of almost a year after the stage 2 response was not appropriate. (Paragraph 40)

As set out above this response was sent to the resident on the 26.8.2022. This stated that further work to the cavities and air bricks had been completed and that the property continues to be monitored to see if this has a positive impact on the damp and mould. The response stated the council was yet to identify the cause of the problems and that further surveys, checks and monitoring will be needed.

3. It took the until February 2023 to offer the resident assistance with mould cleaning inside the property. It also took until May 2023 to offer a ventilation system to help with the management of humidity. It is unclear whether it has completed this work, and the evidence shows the resident has continued to provide the council with further humidity readings from the property and photographs showing staining on the walls. (Paragraph 41)

The property was a leasehold property, and leaseholders are normally responsible for any repairs and improvements carried out to the interior of the property. An order was raised for the installation of a PV unit which was completed in May 2024.

The survey carried out on the 2 May 2024 found:

- *No physical evidence of damp and mould and there were no significant damp readings.*
- *No surface condensation to external wall surfaces.*
- *Consistency of surface temperatures across external wall surfaces indicating a consistency to the coverage of cavity wall insulation.*
- *Humidity levels at the time of the visit did not indicate any risk of surface condensation occurring to external wall surfaces.*
- *With adequate heating and ventilation during colder months the risk of condensation can be managed effectively. If there are any cold spots due to ineffective coverage of insulation then these would be prone to condensation and mould growth.*
- *A further examination of the external walls in the colder weather will identify any cold spots.*
- *External repointing appears adequate. Some minor areas where it has come loose but these are not a cause of damp or water ingress.*

- *Mortar use on subsills appears to be off a standard mix and not a stronger sand to cement ratio. This was not in poor condition but will deteriorate faster and will require repointing sooner.*
- *There was a leak in the roof space believed to be due to retrofitted through roof vents. No evidence of water leaks to the top of the external walls. Damp readings of the external walls of the first floor flat did not show significant damp.*
- *The structural engineers report from 29.11.2021 identified no significant structural defects but noted general repairs which appeared to have been completed. Some work to re-pointing is starting to deteriorate and some cracked masonry has not been attended to, these are non-structural and can be seen to at the next period of planned maintenance.*
- *Pointing to a concrete lintel and brickwork to a side entrance to the garden requires repointing.*
- *There was no structural movement around the damp proof course.*
- *No inspection was made of the interior of the cavity walls.*
- *It was not possible to look at the adequacy of the wall vents. Limited access was gained to the sub-floor in the kitchen. The area appeared well ventilated and sub-floor timbers were in reasonable condition. There was no evidence of the sub floor contributing to dampness within the property.*
- *The new Aco type slot drain need to be adapted to prevent ponding.*
- *Leak to main roof at the rear requires closer inspection and repair as appropriate.*
- *Replacement lead flashing to the chimney to the part wall needs adjusting.*
- *Further measurements to determine the risk of condensation need to be carried out during periods of cold damp weather.*
- *A further CCTV drainage inspection and water test should confirm that the drains are in good order.*
- *The movement of the brickwork around the DPC needs to be monitored.*

Orders have been raised for the following works:

- *Rake out and repoint brickwork around the side access gate.*
- *A CCTV drainage survey and water test of all below ground drains to confirm all repairs have been completed and all are working properly.*
- *Extend step in concrete path length of the raised channel drain to avoid water pooling in this area.*

- *Re-dress lead flashing around chimney and inspect rear roof slope for leak and complete any minor repairs required while on site.*
4. The council did initially conduct a survey and inspections of the property to establish the cause of the damp and mould, it is unclear whether it has completed all the work recommended by its surveyor. (Paragraph 42)

The initial survey on the 22.9.2021 recommended the following works:

- *Replacement of the sub floor ventilators within the brickwork with larger sleeved versions.*
- *Remove debris from the cavity wall.*
- *Removal and replacement of insulation from the cavity wall.*
- *Repointing to external walls.*

This work has now been completed.

5. The council failed to monitor whether the work it initially completed resolved the damp and mould issues. This meant that the resident had to tell it of the worsening conditions and escalate this via a complaint. It is unclear when the council was made aware of the returning damp and mould, the evidence shows that it would have known no later than July 2022. Once it was aware that the work had failed to resolve the damp and mould issues in August 2022, it failed to act quickly to identify the complex case at an early stage and took a further 12 months to complete another damp survey at the property. (Paragraph 43)

There had been contact from the resident from August 2022 and the Depest survey carried out on the 26.6.2023. This contact was primarily regarding the delay to works on the chimney. The second stage response sent on the 26.8.2022 stated that further surveys, checks and monitoring will be needed.

6. The resident has said that she relied on the council telling her its initial work would resolve the damp and mould issues and redecorated her property. It is accepted that the resident would have been caused some distress in finding out the damp and mould had returned after she had installed new flooring and further by the council's delay in conducting further investigations into the cause.

The resident stated that she had been told on the 23.9.21 that she could redecorate and put down a new floor. She stated that the council should cover the damage caused to her possessions. She was happy with all other aspects of her complaint and ongoing works to put it right.

A second stage response was sent to the resident. It stated that the advice given to her at the time was correct given the work that was carried out following the survey. It stated that the work that had been originally carried out had not been satisfactory but that this had now been remedied. The resident was advised to make a claim through the council's insurers.

The Ombudsman found that the action in dealing with the damp and mould were not appropriate and amounted to maladministration.

Handling of the request for compensation:

1. Within the resident's complaint from 21 July 2022, she told the council about her needing to replace flooring due to damage as the previous work it completed to the property was "sub-standard". While the council accepted the previous work was not completed to a satisfactory standard it continued to provide the resident with its insurer's details in its stage 1 and 2 responses. *(Paragraph 46)*
2. It is accepted that the council's redress policy, applicable at that time, explained that claims relating to damage, or loss should be directed to its insurer. However, when considering the circumstances of the case, the council could have adopted a more flexible approach to acknowledge the distress and inconvenience caused to the resident in finding out its previous work was not completed satisfactorily. *(Paragraph 47)*
3. It is also noted that within the insurer's response from November 2023 it said the council had given environmental and lifestyle reasons as the main cause of mould within the property. While it is not in the Service's jurisdiction to comment on the merits of an insurance claim, what the insurer has said has been considered here and the comments made by the council were not in line with what its damp surveys found at that time. This was not appropriate. *(Paragraph 48)*

The surveys that have been carried out to the property have not identified a specific cause of the problems of damp and mould. There were several defects raised as a result of the surveys and work arranged to carry out necessary repairs. Unfortunately, the initial work was not completed to the required standard. The advice given to the council's insurers that the problem of damp and mould were due to the resident's lifestyle has been changed. The council has confirmed to its insurers that it cannot confirm the cause of damp and mould in the property or confirm that it is attributable to the occupant's lifestyle.

Complaint handling:

1. The resident raised her complaint on 21 July 2022 and the council provided its stage 1 response on 4 August 2022. It partially upheld the resident's complaint at that time and appropriately apologised for the stress and inconvenience caused. *(Paragraph 50)*
2. The council appropriately treated the resident's contact from 15 August 2022 as an escalation request and issued its stage 2 response on 26 August 2022. However, its stage 2 response did not say it upheld the resident's complaint. Instead, it said that despite the correction work the damp and mould issue continued, which it said meant the "not satisfactory" work did not contribute to the damp and mould issues. *(Paragraph 51)*
3. It was clear that the resident's complaint was about the council's initial work not resolving the damp issues, when it told her it would. However, the council's response did not appropriately address this or explain why it was not "partially" upholding her complaint. The council's failure to explain its decision on the complaint within its stage 2 response has left the resident feeling it did not "partially" uphold her complaint. This was not appropriate. *(Paragraph 52)*

Other residents affected by similar issues

Four other residents have engaged in the complaints process regarding damp and mould issues.

One other resident at Flat 40, SC, has escalated their complaint to the Housing Ombudsman. The council has responded to the resident dealing with the issues raised but it is not clear what areas the resident remains dissatisfied with. Not all of the issues related to damp and mould.

The resident at 12 BD was happy with their response to the stage 1 complaint.

The resident at 70A PG has had all work completed. However, the resident remains dissatisfied with the situation and has instructed solicitors. The resident has also referred the complaint to the Housing Ombudsman.

A resident at 7B CC has also been in contact with the Housing Ombudsman regarding several issues one of which is damp and mould.

Reports have been provided on repairs undertaken to deal with damp and mould since July 2022 in complex cases involving more than 5 works orders. These reports set out what work has been completed and what remains outstanding. It does not set out whether or not the issue has been resolved.

Existing procedure

The council's approach to damp and mould changed in 2023 in line with good practice.

Training on damp and mould has been provided to housing officers and surveyors so that issues can be identified proactively when visiting properties for other reasons.

Other staff accessing properties such as gas engineers are also trained to identify any issues and report these for action.

The council is also consolidating its repairs delivery. From the 1.8.24, repairs will be completed by the council's inhouse team across Bournemouth and Poole and works orders raised on one IT system.

A detailed questionnaire is completed with all residents who report incidents of damp and mould. They will receive a rapid response visit where further diagnosis can be undertaken, a mould wash and minor repairs completed. Surveyors will carry out subsequent visits to all properties to determine the underlying cause of the issues if required.

Potential support needs are also identified at this stage and referrals made to the council's Your Money or Tenancy Sustainment teams.

While the rapid response visits will still be undertaken by a contractor in Poole the works orders will be raised on the single IT system. This provides an opportunity for work to be tracked more easily.

Calls are then made to residents to residents 12 weeks after the rapid response visit and a satisfaction survey is completed.

3. Findings

The findings of the review are as follows:

1. The initial response to the reports of damp and mould were appropriate. A surveyor visited and arranged for an independent survey. This recommended work to be carried out and works orders were arranged.
2. The resident was told on the 23.9.2021 that the work that had been completed would rectify the issues with damp and mould in the property. This work was subsequently found to be of a poor standard and had to be redone. In the second stage complaint response on the 26.8.2022, the resident was advised that even when redone the damp and mould persisted which would indicate that these works were not the cause of the issue.
3. The resident was not told at the beginning of the investigation into the damp and mould issues that the cause could not easily be identified.
4. No independent surveys were carried out to see if the works that had been completed had rectified the problems of damp and mould. It is unclear what the outcome of visits and conversations with the resident were in relation to the presence of damp and mould and not about the pointing to the external walls. It was clear from the initial independent survey completed on the 22 September 2021 that there were no signs of a fault with the damp proof course and there were no signs of salt or damp stained wall plaster.
5. The details of this complex case have not been recorded in one single area making it difficult to monitor and see what remained outstanding.
6. There does not appear to be adequate information provided to the resident about the work that was to be undertaken and when it would be done, for example planned work for pointing.
7. The case notes and surveys indicated defects to the building. While it was difficult to determine if these were exact causes of the damp and mould issues, the council informed its insurance team that the issues were due to the resident's lifestyle.
8. It has been difficult to determine what work from surveys had been undertaken and completed. This is partly due to the descriptions on works orders and works being arranged thorough planned maintenance.
9. While the resident was advised to deal with the council's insurers regarding compensation for damage to possessions, no consideration was given to compensation for inconvenience caused.
10. The second stage response to the resident on the 26.8.2022 did not make it clear whether the complaint was being upheld or not.
11. The resident was not being kept fully informed of progress.

12. The council's insurers were informed that the issues of damp and mould were due to the resident's lifestyle when the cause was unclear.
13. There was confusion about what support the council can give to a leaseholder to help deal with damp and mould where structural interventions have been completed.
14. Some work in the case had to be repeated as it had not originally been completed to a satisfactory standard. However, the case notes were not clear why this was necessary.
15. Not all residents respond to the 12 weeks contact to see how satisfied with the work that has been carried out to date.
16. Further work and investigations can take several weeks and there is no further contact beyond 12 weeks to check with the tenant on the success of the work. There is an aspiration to do this after 6 months, but the staff involved do not have the capacity to take this work on. The process is very reliant on user intervention and manual processes.
17. The initial triaging contains 35 to 40 questions and takes up to 15 minutes to complete with the resident. The information is provided to the operative who does the rapid response visit where the questions are asked again. The responses to the questions are saved but not recorded on the housing management systems which means that it is not readily available as management information.
18. Most rapid response visits do not result in any work being completed.
19. There is no reporting tool for staff and managers to check on the progress of cases.
20. It is difficult to match the reports of repairs undertaken in complex cases and calls made after 12 weeks to check on satisfaction. There are many cases that could be complex where there is no assurance that the issues have been resolved.
21. It is not clear from looking at the complex complaint cases when it is appropriate to instruct an independent surveyor to explore the reasons for the presence of damp and mould. It is also not clear what and when other interventions can be used e.g. damp and mould monitoring.
22. Although not identified in this case or any of the other cases there is also the potential that residents may also need support to help manage their homes. This could include help with poor property conditions and energy costs.

4. Conclusions & Recommendations

Managing damp and mould cases can be complex. Initial reports of issues need to be managed as well as any subsequent work monitored to ensure completion and resolution. It can be difficult to identify the cause, and, in some cases, residents require support. The approach to dealing with issues should be consistent and information

provided should be provided to residents so that they are fully aware of the work that it being undertaken.

The immediate recommendations are:

1. Set out a plan to contact residents in complex historical cases to see if issues have been resolved paying particular attention to those cases where independent surveyors have been instructed.
2. The complaint cases need to be reviewed at Flat 40 SC, 70A PG and 7B CC and visits made to the properties to ensure that any issues have been rectified.

The recommendations for improving the response to managing damp and mould cases are:

1. Provide details to residents at an early stage on the actions that will be taken to resolve issues of damp and mould.
2. Provide advice to residents on any actions that they can take to help manage damp and mould within their home.
3. Review the triaging questions to see if they are required as they are also asked at the rapid response visit.
4. Understand the outcomes of the rapid response visits.
5. Ensure that the 12 week follow up calls are completed.
6. Ensure that residents are contacted after all work has been completed to ensure that this has been effective.
7. Ensure that resources are made available to contact those residents where works orders have been raised in complex cases.
8. Develop a consistent approach to diagnosing issues, where external resources can be employed and what monitoring should take place.
9. Ensure that works raised as a result of recommendations from an independent survey can be matched to works orders and that residents are supplied with a copy, and where appropriate a summary explanation to assist with understanding.
10. That the Tenancy Sustainment and Your Money teams are notified where residents require support to help manage damp and mould.
11. Install electrical environmental monitoring devices in complex damp and mould cases to enable live monitoring of the property.
12. Clarify what support and repairs can be provided to leaseholders.
13. Review our approach to compensation payments where insurance claims have been made.

14. Develop a case management workflow where all details of a case can be found including any referrals for support.
15. Improve performance monitoring to track the progress of cases.
16. Consider the resources required to ensure that damp and mould cases are monitored effectively. There is no overall co-ordinator for damp and mould and existing surveyors are expected to manage existing complex cases.
17. Review and update the Damp and Mould policy to reflect the recommendations.