

Damp and Mould Project Working Group Action Plan

<u>Action #</u>	<u>Issue</u>	<u>Action</u>	<u>Owner/ Lead</u>	<u>Deadline</u>	<u>Status</u>
1	Ensure current Damp and Mould Strategy is still effective.	Review the current strategy considering the Housing Ombudsman's updated damp and mould report (February 2023)	Special Projects Officer	October 2023	Research Stage
2	Knowledge of our homes	Update Stock condition surveys to be undertaken of all our homes .	Strategic Asset Manager	From April 2023	Appointment of provider
3	Ensure staff have the required knowledge and skills to effectively diagnose and remedy damp and mould and to effectively communicate with tenants	Technical Training to be booked for April 2023 Consider other training e.g., Charter Institute of Housing's professional standards	Special Projects Officer	April 2023	Trainer identified. Pending booking
4	Proactive communication	Highlight the work being undertaken to remedy and prevent damp and mould. – Article in Homes and People. Website advice	Special Projects Officer	October 2023	Ongoing
5	Difficulties monitoring and managing cases of damp and mould	Develop a procedure for managing and administering a 'Damp Register'.	Special Projects Officer / Contracts Manager	Full implementation September 2023	First draft of procedure completed

Annexe One

6	Use of the Housing Health and Safety Rating System (HHSRS) risk-based evaluation tool.	Review the collection of HHSRS data.	Stock Condition Surveyor / Special Projects Officer / Contracts Manager	End of February 2023	Scope of the review in draft
7	Lack of Resources to deliver an effective service	Consider developing a business case for additional staff	Housing Operations Manager /Strategic Asset Manager	May 2023	Collecting data for business case
8	Specialist contractor to be procured	Procure select list of specialist contractors to assist with damp / mould diagnostics and management	Operational Support Officer (Commissioning) / Contracts Manager	May 2023	Ongoing
9	Need for updated communications in preparation for winter	Produce new leaflet – managing Damp and mould in your home.	Special Projects Officer	December 2022	Complete
10	Insufficient access to specialist equipment / tools	Ordered specialist equipment	Housing Operations Support Manager	February 2023	Order complete
11	Variations in the way cases are managed and insufficient record keeping	Explore IT solutions. Create a clear and effective management process for damp and mould cases from start to finish to include follow ups	Special Projects Officer	September 2023	Ongoing