# **Housing** Ombudsman Service

#### Damp and Mould Update from the Housing Ombudsman

Polly Cox Sector Learning & Development Manager



#### What are Spotlight Investigations?

Learning from complaints

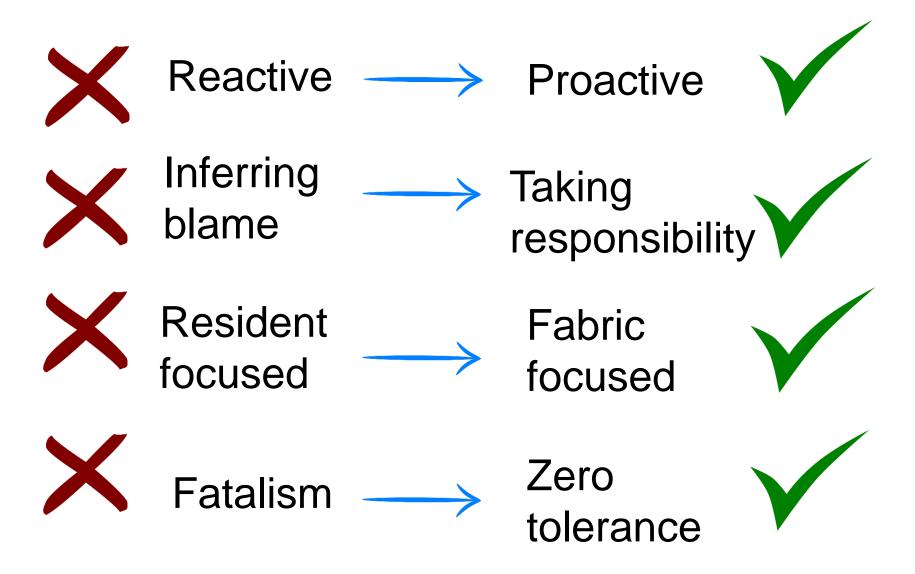
Deeper investigations into systemic and thematic issues

How we gather our data

Recommendations for action

Ongoing monitoring

# Change in culture needed



#### **Key recommendations**



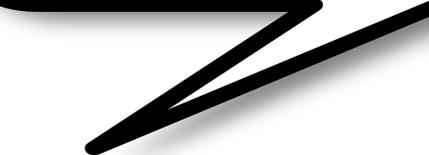
# Following up on our report

35% now have a damp and mould policy

- 12% were in the process of implementing a damp and mould policy
- 19% have self assessed against the recommendations
- 59% who have done so stated they have made changes

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#### **Damp and mould prevention**

#### Resident Surveyors' app equipment Modelling Al model mold growth

### Areas of concern



- Use of language
- Advice alone is sufficient
- Wording in guidanceLack of engagement

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## **Priority areas for action**

- 'Hiding behind' legal proceedings
- Dignity, respect and fairness
- Good governance, and knowledge and information management





#### **Contact us**

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