

Housing

Ombudsman Service

Damp and Mould Update from the Housing Ombudsman

Polly Cox

Sector Learning & Development Manager

Housing
Ombudsman Service

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



Reactive



Proactive



Inferring
blame



Taking
responsibility



Resident
focused



Fabric
focused



Fatalism



Zero
tolerance



Key recommendations

Proactive

Find your
silence

Proactive
communication
strategy

Take responsibility

Treat
people
fairly

Record
keeping

Know your
residents

Focus on the fabric

Check net
zero plans

Know your
stock

Zero tolerance culture

Damp and
mould
strategy

Empower
staff

Use the
complaints
process

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

Damp and mould prevention

Resident
app

Surveyors'
equipment

AI model

Modelling
mold growth

Areas of concern

- ▶ Use of language
- ▶ Advice alone is sufficient
- ▶ Wording in guidance
- ▶ Lack of engagement



Priority areas for action

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





What is still being Seen?



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hossectordevelopment@housing-ombudsman.org.uk



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