

## South Staffordshire Council

### Damp and Mould Action Plan

#### Summary of action areas:

Proactive approach to raising tenant awareness of damp and mould, and the support available.

Proactive approach to raising landlord awareness of damp and mould, HHSRS / housing and health and associated responsibilities and holding landlords to account.

Working collaboratively

Effective enforcement

#### On track code / risk level

Colour	Action
Green	Completed
Orange	On track, in progress, some issues
Red	Concerns about delivery / performance

Thematic Area	Action	Update	On Track Code
Responses to DLUHC and RSH	Initial response to DLUHC (letter from Michael Gove)	Complete	Green
Proactive approach to raising tenant awareness of damp and mould growth, and the support available to them.	The Council do provide information on their website to provide support to tenants and explain how to make a complaint about damp and mould.	Complete	Green

Proactive approach to raising landlord awareness of damp and mould, HHSRS / housing and health and associated responsibilities	We are exploring ways to engage and inform landlords, including presenting at landlords forum, and sending information out.	On going	Orange
Encourage reporting of poor housing conditions	Information available on website and social medial posts offering advice and details on where to report. We will also provide information via other means, eg leaflets in public libraries, and GP surgeries	On going	Orange
Working Collaboratively	We regularly receive information on households living in poor housing conditions from partners.  We want to strengthen the understanding however through delivering an awareness session to partners on the HUB to encourage further signposting, and effective identification of damp and mould in every touch point with households.	On Going	Orange
Energy Efficiency improvement work	Support the delivery of funding available to improve the energy efficiency in rented accommodation.  Advice for tenants is available through the Environmental Health team, and links and referrals are made with Housing Strategy team in relation to grants available.	On Going	Green
Effective Enforcement	Adoption of Enforcement Policy and consideration to Secretary of State guidance on enforcement in responding to complaints	Completed	Green

Effective Enforcement	<p>There are currently 4 HHSRS trained practitioners in the Environmental Health Team.</p> <p>We are committed to ensuring officer remain competent and any new member of staff receive the necessary training.</p> <p>The team respond to ALL complaints of damp and mould in both housing association and private rented properties.</p> <p>We are also delivering awareness training to customer services advisors, Business Support Officers and Locality Champions so they are able to identify urgent cases where vulnerable persons are living within the property.</p>	On going	<b>Green</b>
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