

Stratford on Avon District Council

Damp and Mould Action Plan

The District Council recognises the concern and distress that experiencing damp and mould is unpleasant – and causes distress. In response to the concerns of our residents on this issue, the District Council will be undertaking the following actions on an annual basis.

We will address the information under three key headings:

- 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.
- Collaborative working
- Effective enforcement where appropriate.

Key

Green – Complete	Orange – On track, in progress	Red - Concerns about delivery/performance
-------------------------	---------------------------------------	--

Thematic Area	Action	Status
Responses to DLUHC and RSH	Initial response to DLUHC (letter from Michael Gove)	Complete
Increase information and advice available to tenants.	<ul style="list-style-type: none"> • The Council has increased the level of information available on our website and it also explains how to make a complaint. • We will also provide tenants with a free hygrometer where appropriate. • Run regular social media messages throughout the autumn/winter months on how to address damp and mould should it arise. • Add banner to email signature during the autumn/winter months which will link to damp and mould page on website. • Run a visual display in reception for a month during the autumn/winter months. 	On-going
Build awareness of damp and mould amongst landlords & partner agencies	<ul style="list-style-type: none"> • Have regular contact with landlords. • Utilise events such as landlord’s forum to build further knowledge and awareness. 	On-going
Identify the situation in the social rented sector	Have regular contact with social landlords to understand the number of open and closed cases and any best practice lessons learnt.	On-going
Review of known complete cases	<ul style="list-style-type: none"> • Contact all known cases 6 weeks after resolution. • Contact 10 random cases per year to ensure issue hasn’t returned. 	On-going
Collaborative Working	We regularly receive information on households living in poor housing conditions from our partner agencies. We want to strengthen their	On-going

	understanding by delivering an awareness sessions and guidance for appropriate signposting.	
Energy Efficiency improvement work	Support the delivery of grant funding opportunities available to improve the energy efficiency in rented accommodation.	On-going
Effective Enforcement	<ul style="list-style-type: none"> • There are currently 4 HHSRS trained practitioners in the Private Sector Housing Team and we are committed to ensuring officers remain competent. Any new member of staff will also receive the necessary training. • The team respond to ALL complaints of damp and mould in both housing association and private rented properties and information advice and will be provided to both tenants and landlords alike. 	Complete