

Housing
Ombudsman Service



**National Social Housing
Safety & Compliance Week**
6-10 November 2023

‘Spotlight on Damp and Mould’

Victoria King – Housing Ombudsman Service
Sector Learning & Development Lead

Housing

Ombudsman Service

**What is the
The Housing
Ombudsman
Service?**

**What does the
service do?**



Housing

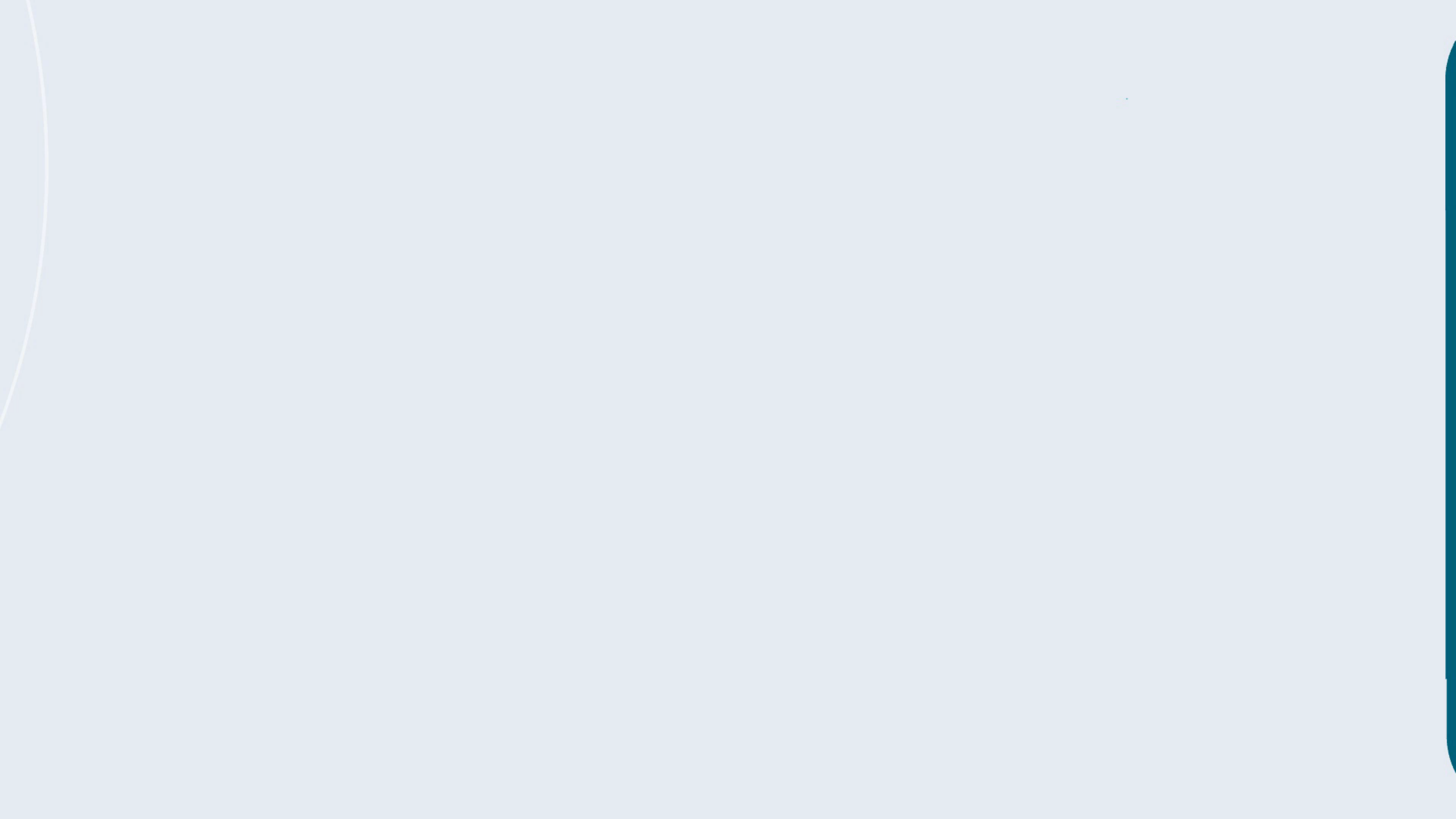
Ombudsman Service

Who are we?

Housing

Ombudsman Service

**What are Spotlight
Investigations?**



Housing

Ombudsman Service

What has changed since the original Spotlight report on damp and mould?

Change in culture needed



Reactive



Proactive



Inferring
blame



Taking
responsibility



Resident
focused



Fabric
focused



Fatalism



Zero
tolerance



Aim of the Damp & Mould follow up report



- ▶ To provide further insights to landlords
- ▶ Support governing bodies

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
- 41% who have done so stated they have not made any changes

Damp and mould prevention

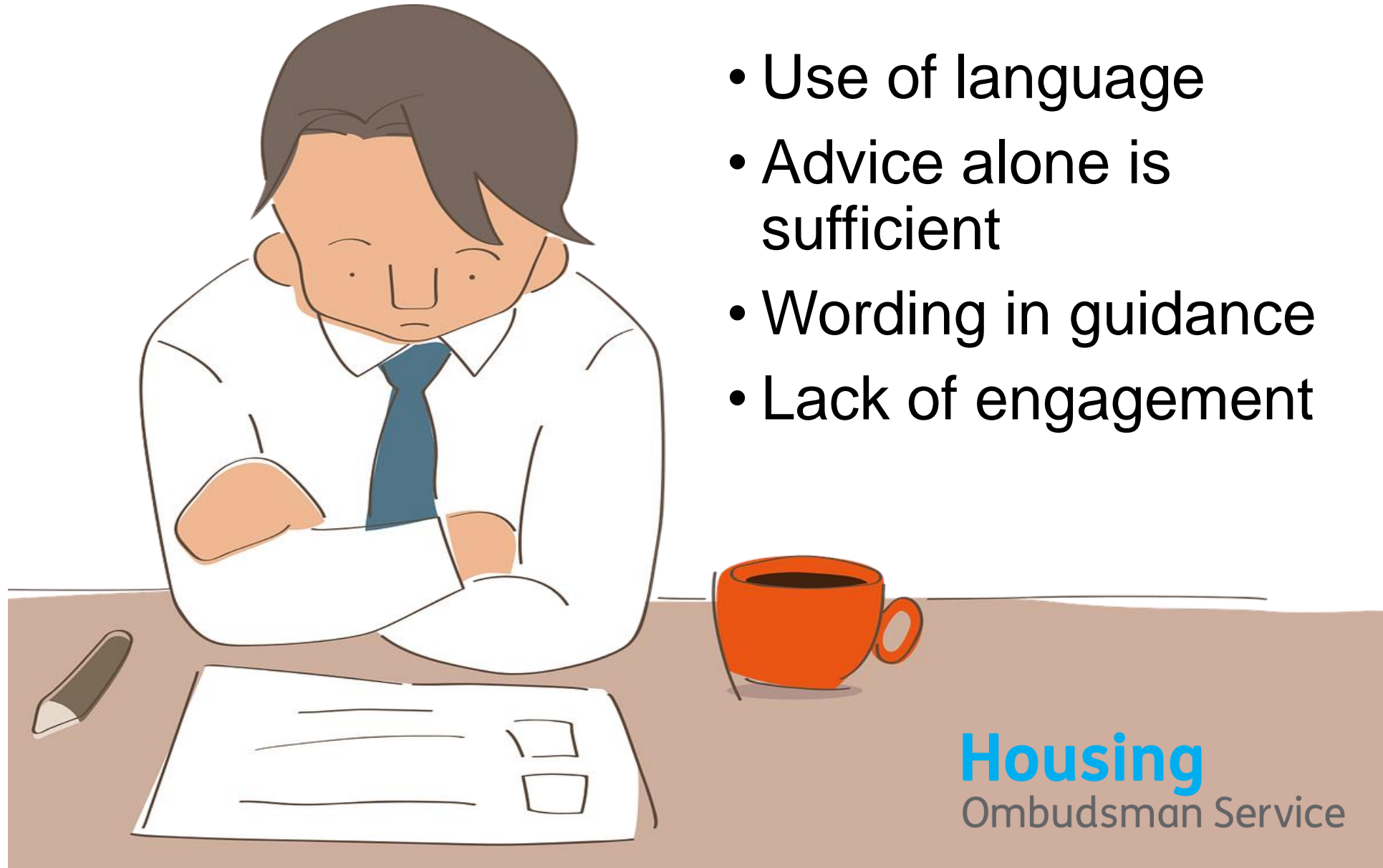
Resident
app

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



Housing

Ombudsman Service

What is still being seen?

Housing

Ombudsman Service

What are the next steps for the Ombudsman with regard to damp and mould?

Housing

Ombudsman Service

What else are we seeing?



Contact us

hossectordevelopment@housing-ombudsman.org.uk

or

post@housing-ombudsman.org.uk



@HousingOmbuds



Housing-Ombudsman

Sign up for our e-newsletter at
[https://www.housing-ombudsman.org.uk/landlords-
info/#newsletter](https://www.housing-ombudsman.org.uk/landlords-info/#newsletter)