

Damp and Mould Action Plan: January 2023

Ref	Action	Overview / Outcome	Owner	Target Date	Update	Rag Status
D&M001	Review and amend current process	To update current processes to ensure that any reports of damp and mould are managed effectively and there is a reporting mechanism in place. Also agreed how and when processes should be updated further in line with this action plan.	IK	13/1/23	Workshop taking place on 9/1/23 to review current working practices. This will result in further actions being identified and added to this plan	
D&M002	Train key staff on the new process	Ensure that key staff and stakeholders are aware of the new processes and agreed to ensure these are being followed	IK	20/1/23	Training sessions and attendees to be finalised week commencing 3/1/23. Training also to be included in induction of new staff/surveyors including relevant staff outside of the Property service.	
D&M003	Recruit 2 x damp and mould surveyors	Undertake the recruitment of 2 new specialist surveyors to ensure reports of damp and mould are assessed and prioritised quickly and effectively and root causes are identified	SC	27/1/23	Agencies will be briefed week commencing 3/1/23	
D&M004	Review current tools and equipment available to surveyors	To ensure that our surveyors have the correct equipment to support in the diagnosis of issues and root causes	SC	27/1/23	Review to take place week to enable any equipment to be ordered and in place for both existing and new inspectors starting	

D&M005	Improved reporting of damp and mould works	Review current coding structure within the Housing Repairs system when raising damp and mould works to ensure we are able to report on the number of jobs raised	IK	27/1/23	Discussions taking place with Osborne on what reports are required and the codes needed to ensure the correct management information is available	
D&M006	Earlier identification of damp and mould issues	Review how issues can be identified and reported earlier, including from Housing management visits, repair appointments etc.	IK	10/2/23	Discussions to be arranged with key stakeholders to identify where and how concerns can be reported. Tool box talks to be introduced ASAP	
D&M007	Review Osborne current supply chain partners	Ensure that Osborne has supply chain partners in place to accommodate any works effectively and in agreed timescales. Commercial/ complaint agreements may also need to be put in place for directly appointed resource if required.	IK	27/1/23	Meetings to be set up with Osborne to discuss for week commencing 3/1/23	
D&M008	Long term strategy	Develop a longer term strategy and identify resource requirements for managing damp and mould cases effectively	MP	28/2/23	Meetings and discussions to be scheduled to enable longer term strategy to be in place by the new financial year. This will result in this action plan being reviewed and developed further.	
D&M009	Resident awareness	Identify mechanisms to raise resident awareness on damp, mould and condensation issues and to educate residents on how they can support/help themselves in the management of damp and mould.	IK	28/2/23	Arrange discussions with various stakeholders to determine how we can engage with residents. This will support and be included in the longer term strategy,	

