



Supporting our customers
to thrive



Damp, Mould, and tenancy sustainment

- Golding homes Damp and Mould team
- Property services manager
- 2 case managers
- 3 surveyors
- 2 coordinators

- Tenancy sustainment officer & Tenancy team
- Everyone who works for Golding Homes

Causes of D&M can be linked to many issues



- Important not to put all the responsibility on customers
- Identifying the cause correctly vital to the work we will then undertake
- In December 2022 we made changes to the information we collect from a household reporting damp and mould.
 - We triage our cases to make sure households with existing respiratory conditions, vulnerabilities and young children are given higher priority.

Where do we start!

Supporting people to deal with damp and mould in their homes is essential for maintaining a healthy living environment.

Damp and mould can have detrimental effects on both physical and mental health.

Those that report are not the ones usually that need the most help and support – its those we don't hear from we should be worrying about





How do we identify those people?

- No access cases (compliance big 6) often underlying issues
- Tenancy Audits
- Starter Tenancy case management
- We carry out a robust programme of Home Condition Surveys which are completed by our surveyors.
- This helps us to categorise damp and mould cases, giving us a better understanding of the severity of the problem and how we will respond.

Tenancy Sustainment Officer



Support customers to sustain tenancies.



Prevent and respond to risks of property condition (damp and mould and disrepair)



Promote tenant wellbeing and engagement to achieve positive outcomes.



Triage risk and customer needs from referrals.

- Provide practical advice, information, and support on a range of issues, including managing property condition, tenancy sustainment, financial inclusion, food, and fuel poverty to sustain homes and maintain good property conditions
- Signpost where referral threshold criteria not met to best meet customer needs.

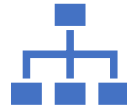
Tenancy Sustainment Officer



Establish relationships of trust



Encouraging and supporting customers to pursue realistic options and make lifestyles changes which may be necessary to achieve positive outcomes.



Provide structured support so that customers understand their responsibilities.



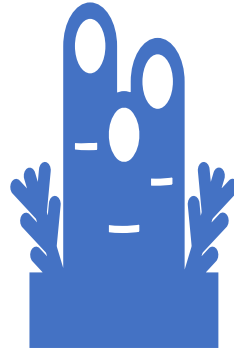
Then support them to develop strategies to manage those responsibilities independently.

- Ensure tenants understand and adhere to their tenancy agreements and deal with problems relating to tenure, including property condition, disrepair, damp, and mould
- Risk Assessments to highlight risks to staff/contractors and themselves.
- Report any repairs, damp and mould, maintenance, health & safety hazards, customer enquiries, breaches of tenancy, safeguarding or vulnerability that are identified

Tenancy Sustainment Officer



Our approach to resolving damp and mould cases ensures we support our customer.



Our property and tenancy teams all work together to make sure that the root causes of damp and mould are fully understood and addressed, including where the problems are linked to fuel poverty or overcrowding.



Our expert tenancy and welfare support teams are always on hand to work with customers to make sure they get the help and support they need.

Tenancy Sustainment Officer



Work closely with and refer to partner agencies where necessary to provide a holistic approach to sustaining their tenancy and maintaining property condition.



Attend all multi agency meetings as necessary.



Proactively refer to other services (in-house and external) for specialist advice on property condition/issues, debt, complex welfare benefits issues, substance misuse and/or mental health problems

- Use all tools available (ABA's etc) to support customer to keep their home and garden clean, safe free from disrepair, damp and mould, pay debts/manage their tenancy/manage access issues.
- Liaise with internal colleagues.
- Ensure referrer and the Tenancy Advisors are kept updated. Other departments to be alerted to issues in relation to support/works required for customer to remain in their home.



In Summary

- Identify the Source of Dampness
- Educate and Raise Awareness
- Provide Guidance on Prevention
- Cleaning and Removal
- Repair Structural Issues
- Humidity Control
- Furniture and Clutter Management
- Assist with Cleaning Supplies
- Referrals Support Groups and Counselling
- Regular Check-Ins
- Record keeping

In Summary

Remember that each situation may vary, and it's important to tailor your support to the specific needs and circumstances of the individuals you are assisting.

Additionally, working in collaboration with local health agencies, and community organisations is beneficial in addressing damp and mould problems comprehensively.

Any Questions??



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