

Housing

Ombudsman Service

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

What is still being seen?’

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

Victoria King – Learning &
Development Lead

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What are Spotlight Investigations?

- ▶ Learning from complaints
- ▶ Deeper investigations into systemic and thematic issues
- ▶ How we gather our data
- ▶ Recommendations for action
- ▶ Ongoing monitoring

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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

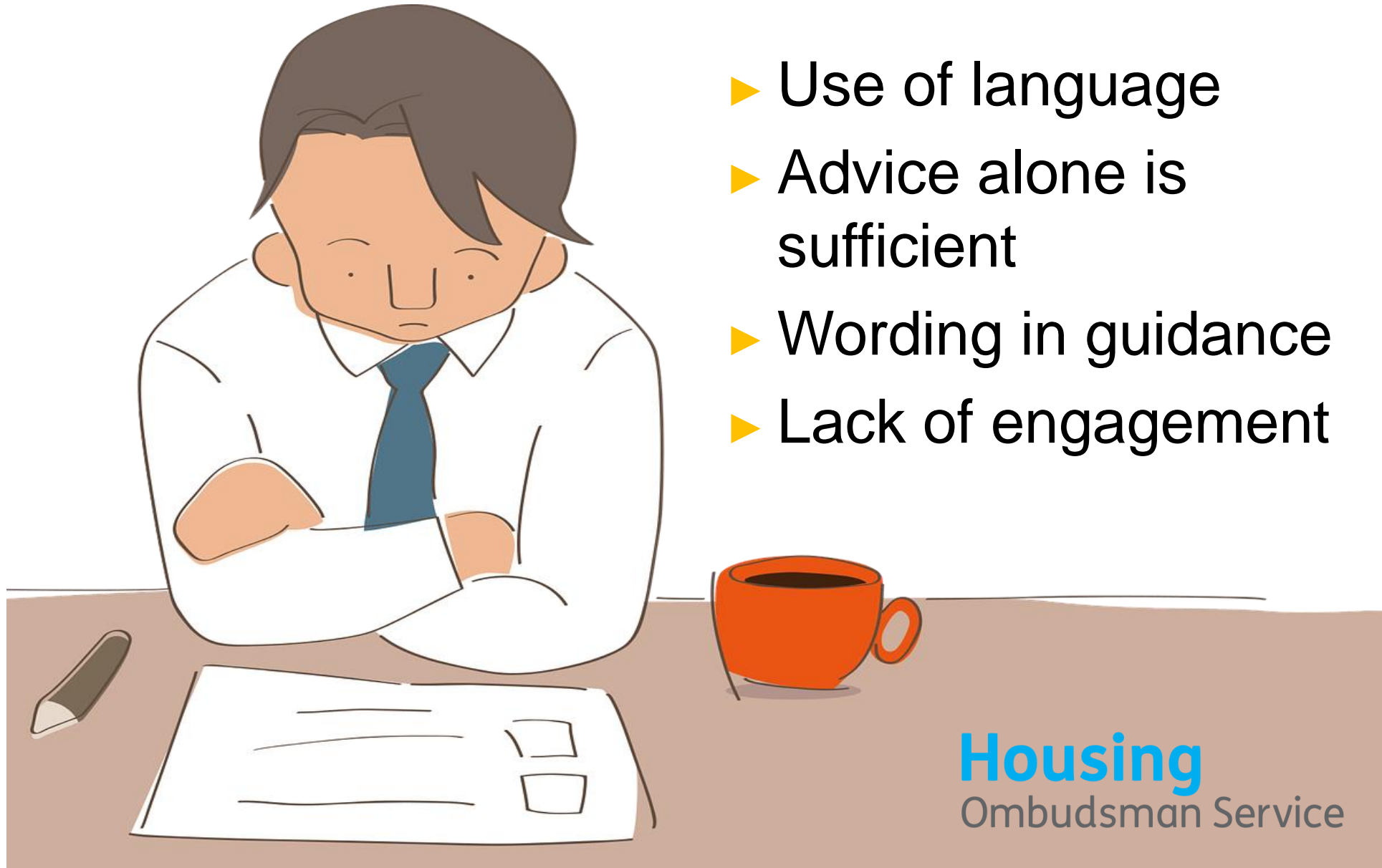
Modelling
mold growth

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What is still being seen?

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



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

Contact us

hossectordevelopment@housing-ombudsman.org.uk

or

info@housing-ombudsman.org.uk



@HousingOmbuds



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