
Damp and Mould Action Plan

September 2023

Introduction

The Government has reported that a third of privately rented homes do not meet the government's Decent Homes Standard. Therefore, we can extrapolate that there is a probability that a proportion of the private-rented sector properties in Elmbridge will suffer from issues surrounding damp and mould within the home.

We have identified three key objectives to help us to drive up standards in the private-rented sector in Elmbridge. These points will help us to address damp and mould issues in privately rented properties within the borough, and the table below shows our action plan which we will use to implement these intentions.

Objectives

1. Raising awareness
2. Gathering information
3. Actioning complaints

Action plan

Raising awareness

Action	By when	By whom	Progress
We will review and update information on the Elmbridge Borough Council website and provide relevant updates on social media platforms.	January 2023	Communications team and private sector housing team	Ongoing - Information is updated as and when required
We will produce leaflets in physical and digital formats, targeting both landlords and tenants. (Elmbridge Borough Council will ensure that that this information is accessible formats for people who use English as their second language or have a sight impairment or seeing disability.)	November 2023	Communications team and private sector housing team	Ongoing
We will use the existing online landlord bulletin to advise landlords of damp and mould issues and their responsibilities in preventing this.	November 2023	Communications team and private sector housing team	Ongoing

Gathering information

Action	By when	By whom	Progress
We will create a publicly accessible online damp and mould complaint letter template to help private tenants notify their landlords about damp issues.	April 2023	Communications team and private sector housing team	Completed
We will improve access to the private sector housing email address to report a damp and mould complaint.	Ongoing	Communications team and private sector housing team	Ongoing
We will ensure that all Officers who carry out home visits in privately rented properties have sufficient training to identify damp and mould. This will allow them to report the information to the private sector housing team to appropriate action.	December 2023	All council teams carrying out visits to privately rented properties – in-house training will be provided.	Ongoing

Action	By when	By whom	Progress
We will liaise with external partners, e.g., Citizens' Advice Bureau	Ongoing	Private sector housing team	Ongoing
We will explore the effectiveness of a stock condition survey to ascertain the prevalence of damp and mould in privately rented properties in the borough and to consolidate data quality.	April 2024	Private sector housing team	Ongoing
We will maintain council records of damp and mould complaints received to help review the council's privately rented housing stock.	Ongoing	Private sector housing	Ongoing

Actioning complaints

Action	By when	By whom	Progress
We will review the council's housing disrepair complaints procedures and enforcement options.	April 2023	Private sector housing team	Ongoing

Action	By when	By whom	Progress
We will investigate complaints of damp and mould using the housing health and safety rating system (HHSRS), to assess the health and safety risk to occupants in privately rented properties.	Ongoing	Private sector housing team	Ongoing
We will explore possible funding for tenants and/or landlords to carry out works to address damp and mould in privately rented properties. Private tenants with property repairs responsibilities may be eligible to receive financial assistance from the council. Eligibility requirements and terms and conditions apply.	Ongoing	Private sector housing team	Ongoing

Contact the private sector housing team (pshousing@elbridge.gov.uk) for more information.