

Reference Number: FOI-GFR5CFO3-101007847215

Response provided under: Environmental Information Regulations 2004

Request:

1. Recording and Tracking of Damp and Mould Cases

- The systems/applications you use to record and track reports of damp and mould.
- Whether data is monitored centrally and, if so, how trends are identified and addressed.

2. Review and Escalation Processes

- Your internal process for reviewing reported cases of damp and mould.
- The service standards or timescales you apply for inspection and remediation, and how compliance with these standards is monitored.
- Details of any performance indicators or oversight mechanisms used to ensure timely resolution.

3. Preparedness for Awaab's Law

- The steps you have taken to prepare for compliance with Awaab's Law
- Any identified risks or challenges relating to compliance and how you plan to address them.



Response:

Thank you for your request under the Freedom of Information Act regarding our management of damp and mould in residential properties.

We are currently in the process of redesigning our entire Damp and Mould job management approach. This new framework is being developed to enhance responsiveness, consistency, and compliance with emerging standards, including Awaab's Law. However, the revised approach is still under review and will not be finalised or ready to share until closer to 27 October 2025.

In the meantime, please find below details of our current processes:

1. Recording and Tracking of Damp and Mould Cases

- We manage damp and mould cases through our housing management system, which records all reports and tracks progress from initial contact through to resolution.
- Cases are triaged based on priority at the point of contact, with the Contact Centre currently responsible for the majority of triage decisions.
- Urgent cases are escalated for inspection to our surveyors.
- Once a job is raised, the system automatically assigns a surveyor based on the geographical location of the property (postcode).
- The workload of each Surveyor is managed by Regional Team Leaders, ensuring balanced distribution and oversight.

2. Review and Escalation Processes

- Triage determines the urgency and appropriate response pathway. Urgent cases are escalated immediately for inspection.
- Damp and mould cases that are submitted as complaints follow the CHL Complaints Process, including formal escalation procedures.
- While we do not currently operate a standalone performance dashboard for damp and mould, cases are monitored through our housing system and reviewed by operational teams.
- Service standards and timescales are aligned with internal priorities and triage outcomes, and compliance is monitored through team leader oversight and case reviews.

3. Preparedness for Awaab's Law

- The redesign of our Damp and Mould management approach is being shaped with Awaab's Law in mind, ensuring that we meet the required legal standards and response times.
- We are currently assessing risks and challenges related to compliance, including system capability, resource allocation, and process clarity.
- These considerations are being addressed as part of the new framework, which will be shared once finalized.

Information provided by Cornwall Housing Limited

Date of response: 08.10.2025