



Llywodraeth Cymru
Welsh Government

Tai ac Adfywio
Housing and Regeneration

Local Authority Leaders (Stock Holding)
Local Authority Chief Executives (Stock Holding)
Local Authority Chief Housing Officers (Stock Holding)
RSL Chairs
RSL Chief Executives

15 December 2022

Dear Colleague,

The Minister for Climate Change wrote to all social landlords recently following the tragic death of two-year-old Awaab Ishak, who died from a respiratory condition caused by exposure to mould. As I am sure you are aware, the mould had been reported to the social landlord, but they failed to act appropriately.

We also wrote to you last year regarding conditions and disrepair in social housing, seeking assurance that appropriate systems, processes and monitoring were in place to ensure complaints and issues are dealt with, fully investigated and acted on, including robust escalation processes. This subsequently led to the publication of feedback in February, which provided some shared learning and included a number of 'think points' for all social landlords to consider.

In particular, Think Point 9 of [Social housing conditions and disrepair](#) suggests "social landlords should ensure measures are in place to specifically identify and address reported issues with damp and mould. This should include investigation/inspections by default, ensuring condensation and its causes are accurately diagnosed, rectifying any defects as promptly as possible and supporting tenants with help and advice, including fuel poverty". Several landlords also provided information on positive steps they had taken to manage damp and mould related complaints and issues.

Keeping tenants safe in their homes is the core business of a social landlord and I'm sure you are all reviewing policies and procedures and systems once again, reflecting on the lessons of this tragedy. I'm also sure it won't come as a surprise that in turn, we are now seeking urgent assurance on how landlords are responding.

We need you to tell us, in relation to damp and mould issues:

- Whether you have carried out a review of this nature in recent weeks and if not, why not.
- If you have carried out a review, what did the review tell you?
- If there are any damp and mould cases which are not being dealt with effectively, what is the scale of this and what are your plans for remediation?
- Explain the data you hold in relation to damp and mould, including the level of stock coverage and how often the data is scrutinised and refreshed.

- Explain the assurance the governing body has scrutinised to give them confidence the organisations' systems and processes are the best they can be and do not discriminate in any way, to ensure damp and mould issues are dealt with promptly and effectively.

I would be grateful if you could provide this information by cop 20 January 2023 to the HousingConditions@gov.wales mailbox. We may follow up responses with individual social landlords and an analysis of the responses may be published to support practice and improvement across the social landlord sector.

We are also considering, in conjunction with our sector partners, whether further "support" events such as webinars would be useful.

Should you have any queries in relation to this request, please email to the mailbox above rather than contact individuals.

Thank you for your cooperation.

Yours sincerely

A handwritten signature in black ink, appearing to read 'EMMA WILLIAMS', enclosed in a thin black rectangular border.

EMMA WILLIAMS

Cyfarwyddwr Tai ac Adfywio / Director of Housing and Regeneration
Llywodraeth Cymru / Welsh Government