



You matter | Ti'n cyfri

Damp/Mould & Hazards Roundtable for staff.

**Tuesday 16th September 2025: 11am -
12:30pm**

Event today is free and exclusively for TPAS Cymru members





Diolch yn
fawr i'n
noddwyr

Thank you
to our
sponsors



Ariennir yn Rhannol gan
Lywodraeth Cymru
Part Funded by
Welsh Government



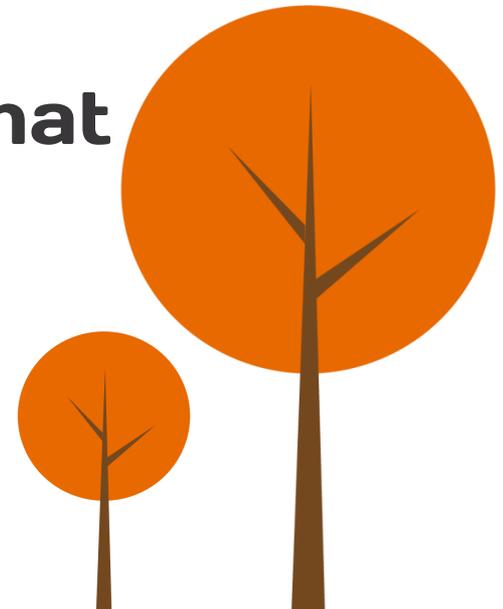
Housekeeping

- **Do contribute - it's your Roundtable!**

” enable you to network, share thoughts and ideas, ask questions and share approaches and practice with other delegates present..”

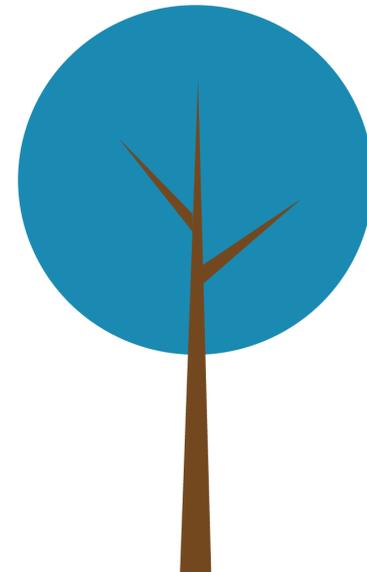
Please note – this Roundtable will focus primarily on the provision of services to Tenants rather than technical detail.

- **Safe Space - Not recorded**
- **Share any resources/links in chat**
- **Talk to us about any follow up support**
- **Evaluation link 'pop-up'**

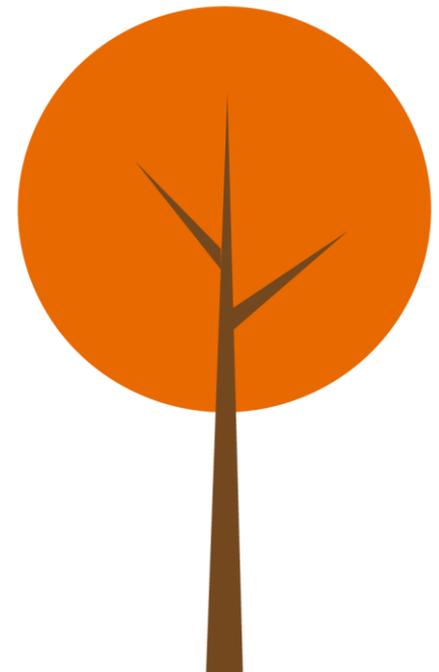


Reminder of themes for sharing.....

- 1. Preparedness for autumn/winter** – what are you planning to prevent and respond to potential increases in cases during the coming colder months? *e.g. information campaigns for Tenants, staff training, use of sensors and the use of data to identify homes most at risk.*
- 2. Hazards response - proposed 'Rule'**– How is your organisation preparing for the introduction of a proposed new 'rule'? . Is your organisation already meeting possible new requirements?



Case Study – we will also hear from ClwydAlyn about how they have changed their Damp, Mould & Condensation policy and process.



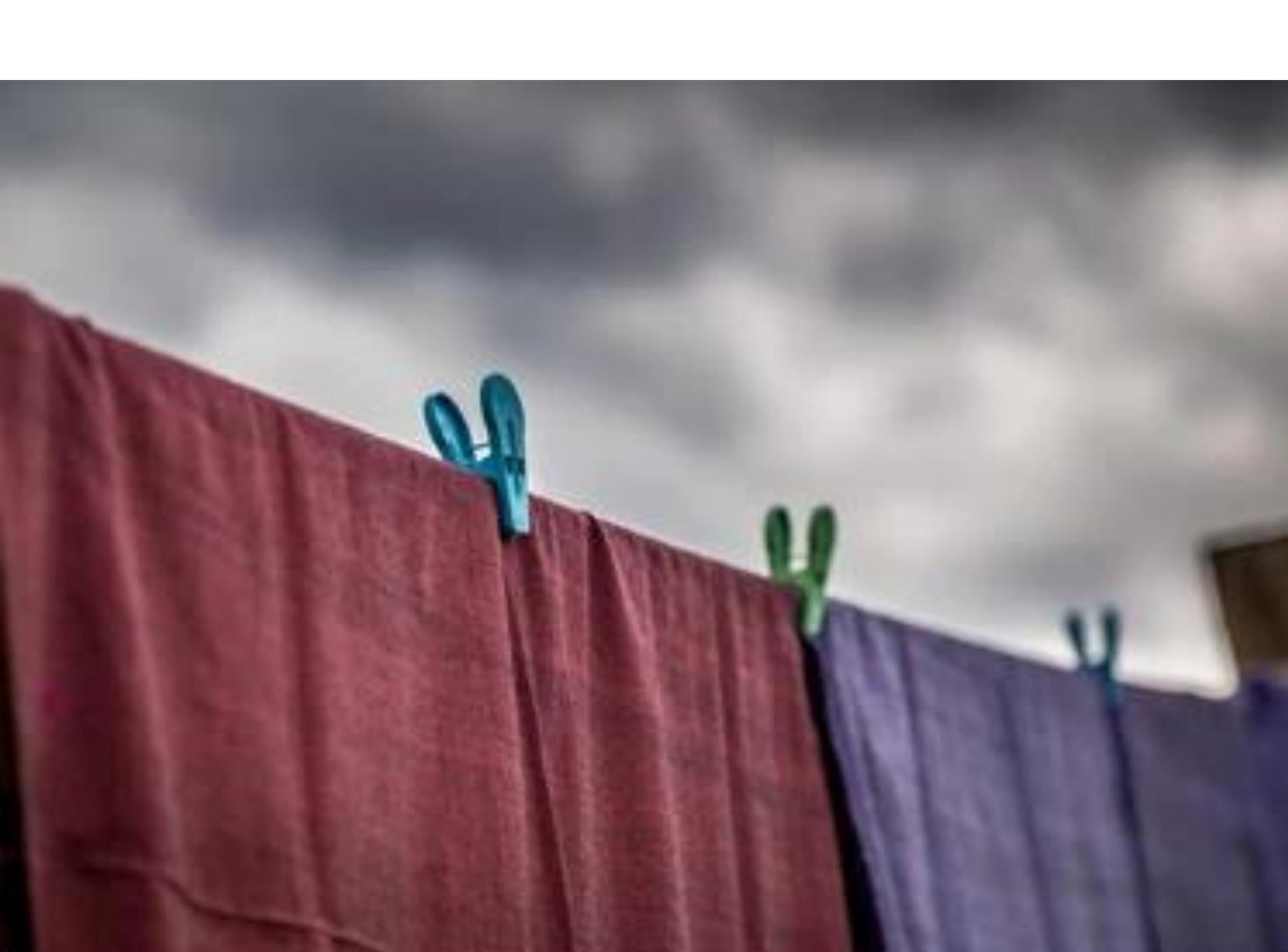
News

Energy price cap to increase by 2% to £1,755 in October 2025

 Uswitch









ADVICE LEAFLET



Tackling damp, mould and condensation

Damp and condensation can cause black mould to grow in your home. It's a common problem in British homes, but we can work together to manage it.

In this leaflet, we:

- describe the steps we can take as your landlord, and
- we offer advice on how you can improve things by making simple changes to the way you live.

Be assured that we take all cases of damp and mould seriously, because we know that living in a home with mould can be bad for your health.

You are always welcome to phone WFHA for further advice.

What's causing your mould?

Mould grows in damp homes. So, it's important to start by working out what is causing your home to be damp.

Your damp problem could be caused by:

- a fault with the building that needs to be repaired, or
- (most commonly) too much condensation.



A problem with the building

A leaky roof, pipe or guttering, or a problem with the plumbing in your home or your neighbour's home can all cause water to soak into walls and ceilings.



In older buildings, some basement or ground floor flats may suffer from rising damp – where groundwater soaks up into the bricks or concrete.

A problem with the structure of the building you live in is your landlord's responsibility. If you can see a problem like this, report it to us as soon as you can, so that we can take action.



5 TRICKS TO TACKLE MOULD & MILDEW IN YOUR HOME

Control Humidity In Your Home



Ensure Proper Ventilation

Tackle Wet Spills Proactively



Kill Mould Spores Using White Vinegar

Use Tea Tree Oil





Malone and White Solicitors

Sponsored ·



Are you a Council or Housing Associatio... See more

MALONE & WHITE
SOLICITORS

IMPORTANT NOTICE FOR TENANTS

YOUR RIGHT TO A SAFE AND HEALTHY HOME

Dear Tenants,

If you are living in **Council** Housing or Housing **Association** accommodation, and your landlord has **failed to carry out essential repairs**, you may be entitled to **support and compensation**.

At **Malone & White Solicitors**, we assist tenants dealing with serious issues such as:

- Damp or Mould**
- Roof or Ceiling Leaks**
- No Heating or Hot Water**
- Other hazards in your home**

If you have reported these issues and been ignored, **there is help available**.

Our support includes:

- Help **Enforcing Repairs**
- Free** Case Review
- No Win, No Fee**

Our aim is to ensure that every tenant lives in a home that is safe, warm, and meets legal standards, as is your right under housing law.

To check if you're eligible for assistance and possible compensation, just fill out the **three** questions on the form provided.

Wayne
 Housing Repair Team
 Malone & White Solicitors



OPENS IN MESSENGER

**We Make Repairs and
Compensation Simple for...**

Learn more

4.1K 643 comments 6 shares 4.3M views



My House Disrepair

Sponsored ·



Are you Council or Housing Association tenant in England or Wales?... See more

Start Your Free Assessment

Attention Council & Housing Tenants!

Are you a Council or Housing Association tenant in England or Wales?

Yes

No

If your council property suffers from **Mould, Damp** or **faulty windows** you could claim £1,000s.

Check if you're eligible

FORM

Start Your Claim

Learn more

Like

Comment

'General needs' does not mean 'no needs': Vulnerability in general needs housing

AUGUST 2025

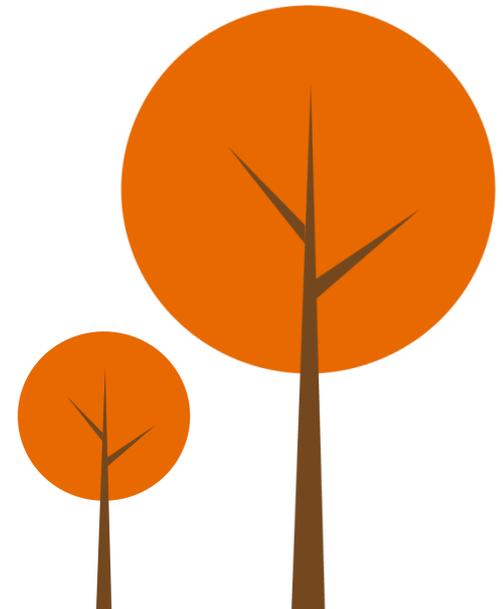
Tristan Smith



Case Study

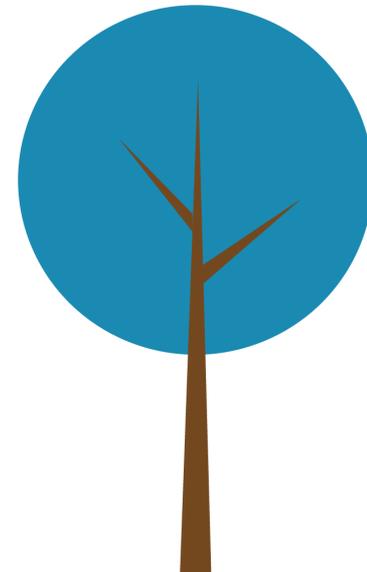


ClwydAlyn



Reminder of themes for sharing.....

- 1. Preparedness for autumn/winter** – what are you planning to prevent and respond to potential increases in cases during the coming colder months? *e.g. information campaigns for Tenants, staff training, use of sensors and the use of data to identify homes most at risk.*
- 2. Hazards response - proposed 'Rule'**– How is your organisation preparing for the introduction of a proposed new 'rule'? . Is your organisation already meeting possible new requirements?



Comms & information for Tenants - insight from Tenants

- 1. Consistent advice across the organisation – all staff know it.** e.g. information guides on prevention and reporting of D&M.
- 2. Building specific information** – prevention , managing D&M.
- 3. Staff have practical advice to support comms** – for example, the cost of running an extractor fan, where to safely and accessibly dry cloths at the property.





Welsh Government
Consultation Document

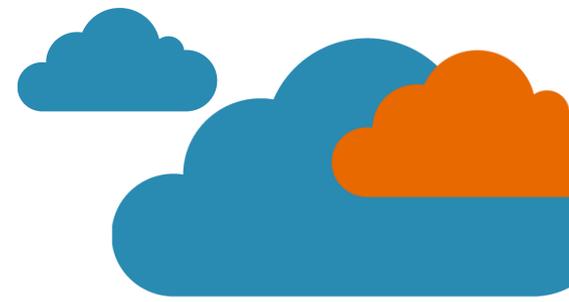
Consultation – setting timescales for social housing landlords to respond to reports of hazards which have significant health impacts.

Date of issue: 01 April 2025
Action required: 20 June 2025

Proposal

The Welsh Ministers are consulting on specifying a rule which will form a part of WHQS23 in relation to social landlords' response to damp, mould and other hazards, as defined in the Housing Health and Safety Rating System (HHSRS). The intention is the rule will require all social landlords to publish response times and to report on performance as part of the WHQS compliance return.

Preparedness for possible new expectations.....



- Are you doing anything in preparation ?
- Do you already do, or are you developing, the following?:
- Have a timeframe for a reported hazard to be investigated?. Do Tenants know about it?
- Once an investigation has been completed, if the hazard cannot be remedied under normal emergency repair targets, do you issue the Tenant with a written plan detailing the arrangements made to manage the risks to the tenants pending full remedy along with a defined contact?
- Have a timeframe to provide the tenant with a copy of the remedy plan?
- Do you collect and report on tenant satisfaction with your response to their complaint of a hazard and with any remedial works subsequently carried out to remedy the hazard?