

Flagship is a member of the Housing Ombudsman Service (HOS), which is the body that investigates tenants' complaints if they cannot be resolved with us. The HOS published its report on Damp & Mould in October 2021, outlining 26 points for housing associations to self-assess against, and in February 2023 the HOS produced 10 tests for housing associations to review the actions they have undertaken against these tests. We have carried out both activities and provide a summary below.

**Against the self-assessment we have committed to**

- Taking a zero-tolerance approach to damp and mould and creating a dedicated damp and mould policy outlining our approach and commitments
- Reviewing all our policies and procedures relating to damp and mould in our tenants' homes to ensure that they reflect the concerns raised
- Encouraging tenants to report damp and mould in their homes and ensuring that our tenants feel listened and responded to when they have damp and mould issues in their properties
- Reviewing all existing reported cases of condensation, damp, and mould and what additional interventions can be made to address and resolve the issues
- Investigating all repair cases over the past two years where there could be an issue with damp and mould, assessing the issue and carrying out any further works or action as required
- Exploring where new technology and equipment which detects or reduces the impact of damp and mould can be used; whilst we are resolving the root cause of the problem
- Providing additional training to operatives to improve diagnosis of damp and mould issues
- Providing training to all staff who visit tenants in their homes to ensure that whenever we visit tenants, we can identify the early signs of damp and mould and respond quickly
- Being open and transparent so that tenants feel comfortable raising a repair and making our systems and processes easier for tenants and staff
- Working alongside tenants when designing our communications, making them inclusive and accessible for all
- Taking account of damp and mould when designing retrofit measures for homes we are making more energy efficient and where we are working towards carbon net zero
- Making sure our complaints system records and monitors all complaints through to resolution
- Using the complaints system to learn; making sure we hear what our tenants are telling us
- Using data from different sources to inform and identify potential damp and mould cases facilitating early intervention

We will continue creating a sustained focus on our culture and approach to complaints and damp and mould. We know that it matters to you how you feel we respond when you raise a repair, including damp and mould. We are committed to listening to you, working with you, and making sure that you know what is happening.