

Housing Scrutiny Commission

Tuesday 14 October 2025

7.00 pm

Ground Floor Meeting Room G01, 160 Tooley Street, London SE1 2QH

Supplemental Agenda No. 1

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5.	GOOD LANDLORD PLAN PROGRESS UPDATE To receive additional data on Damp and Mould responses as part of the <i>Good Landlord Plan Progress Update</i> , noting the progress made against demands.	1

Contact

Adam Wood on 020 7525 0265 or email: adam.wood@southwark.gov.uk

Date: 9 October 2025

Housing Scrutiny Commission

14 October 2025

Supplementary Information – Item 5 Good Landlord Plan Progress Update

The Council has streamlined its service and processes to meet the new demands around Damp & Mould, including focused case triage and management, faster response protocols and dedicated oversight of HHSRS Category 1 Hazards.

These were introduced to reduce caseloads, reduce overdue orders, and ensure we maintain traction on all cases.

The data below shows a consistent reduction since the new ways of working were introduced, with total cases in progress reduced by over 56% compared to the beginning of Q1.

Damp and mould	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Damp and mould total cases	1152	994	872	682	604	509
Damp & mould cases overdue by <1 month	331	196	146	134	89	86
Damp & mould cases overdue 1-3 months	270	384	283	201	176	120
Damp & mould cases overdue by 3-6 months	52	100	204	210	150	134
Damp & mould cases overdue by 6+ months	54	5	17	8	15	12
Open cases assessed as Category 1 HHSRS	33	20	19	10	2	2
Damp & mould cases overdue by <1 month (Category 1 HHSRS)	12	13	6	5	1	0
Damp & mould cases overdue 1-3 months (Category 1 HHSRS)	10	5	6	2	1	1
Damp & mould cases overdue by 3-6 months (Category 1 HHSRS)	3	2	2	1	0	0
Damp & mould cases overdue by 6+ months (Category 1 HHSRS)	0	0	0	0	0	0

As part of our introduction of Awaab's Law, the service is introducing more robust case management, quicker response times and improved follow-up/ownership.

With the change of weather, we are expecting and building up to the seasonal increase. However, in comparison to last year, both the stats and the service are in a strong position to respond to both the increase in demand and the change in the law and compliance.

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HOUSING SCRUTINY COMMISSION

MUNICIPAL YEAR 25/26

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