

| ACTION | LEAD OFFICER | START DATE | END DATE |
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| DATA AND ANALYSIS | | | |
| Review previous complaints, and compare with those received in relation to damp and mould to inform service planning | Housing Standards Manager | November 2022 | Completed |
| COMMUNICATION | | | |
| Update advice on damp and mould issues. Including Prevention Landlord responsibilities Remedial action Grant options Consider: <ul style="list-style-type: none"> • Updating information and guidance on the Council's website • Produce events for landlords and tenants. • Include in landlord forum | Housing Standards Manager | Ongoing from November 2022 | |
| Host regular Landlord Forum to include education and advice | Housing Standards Team, Landlord Liaison | Ongoing | Ongoing |
| Produce regular private landlord newsletter to include education and advice. | Housing Standards Team | Ongoing | Quarterly |
| CAPACITY AND TRAINING | | | |
| Review existing staffing resources and capacity and access potential additional resource to ensure adequate response. | Housing Standards Manager | November 2022 | |
| Produce a training plan and timeline for both technical and non-technical staff to support work on damp and mould. | Council Housing | July 2023 | Completed. All staff attended training. |

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| Produce a training plan and timeline for production of associated guidance for external partners, to support the identification of damp and mould issues in private sector properties | Housing Standards Team | July 2023 | Not completed |
| IMPLEMENTATION AND MONITORING OF INITIATIVES TO IMPROVE STANDARDS IN THE PRS. | | | |
| Respond to all complaints about damp and mould from private tenants with a visit. Any issues assessed by staff trained to recognise housing defects and who are competent in using the HHSRS. Visits followed up with appropriate action, including education, and where appropriate a requirement to carry out improvements. Informal action and enforcement notices used to good effect. | Housing Standards Team | Ongoing | Ongoing |
| Review enforcement policy to recognise the range of enforcement powers | Housing Standards Manager | April 2022 | Completed Housing Standards Enforcement Policy |
| Strengthen enforcement capacity of team. | Head of Housing/Housing Standards Officer | December 2023 | Opportunities for funding to increase resource utilised. |
| Complete project targeting improvements in properties in the PRS with Energy Performance Certificates of F and G. | Senior EHO | September 2023 | Completed |
| The Council employs an Energy Retrofit Officer. The officer is a PASS qualified Retrofit Assessor and Domestic Energy Assessor. The aim of this service is to improve the energy efficiency of homes and help eradicate fuel poverty. The postholder assist residents to undertake appropriate energy saving measures, accessing Government Grant schemes and other available forms of assistance. | Home Improvement Agency | Ongoing | Ongoing |

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| <p>The Home Improvement Agency has secured funding through an energy redress scheme to enable our Caseworkers to provide grant applicants with energy advice and minor energy improvements, and from the upper tier authority to deliver Affordable Warmth Grants.</p> | <p>Home Improvement Agency</p> | <p>April 2023</p> | <p>Completed</p> |
| <p>As part of the Lancashire wide Energy Officer Group we have been able to access funding and participate in the Cosy Homes in Lancashire (CHiL) scheme which accesses funding to improve energy efficiency in owner occupied and privately rented properties.</p> | <p>Housing Standards Team</p> | <p>Ongoing</p> | <p>Ongoing</p> |
| <p>More rigorous targets to deal with properties suffering from damp and mould will be implemented.</p> | <p>Housing Standards Manager</p> | <p>April 2024</p> | <p>Review of enforcement targets and reporting to be completed by April 2024</p> |
| <p>Lancaster City Council has updated it's Homes Strategy for 2020 – 2025 to consider the merits of the preparation of a Private Sector Housing Renewal Strategy using data from a comprehensive stock condition survey. The option to commission a stock condition survey will be considered in a report to be taken to Cabinet.</p> | <p>Housing Strategy Officer</p> | <p>November 2022</p> | <p>November 2022</p> |
| <p>The first steps are being taken towards consultation on the implementation of a Selective Licensing scheme in the district that will target enforcement in areas with a high concentration of privately rented properties.</p> | <p>Housing Standards Manager</p> | <p>April 2024</p> | <p>Consultation complete and decision finalised by April 2024.</p> |