

Asset Management - **Information last updated: 13 August 2026.**

STAIRs information, Item 6.7

Damp and mould case management

Our damp and mould tracker currently records all damp and mould cases, however minor, providing us with a clear picture of each case from initial notification through to inspection, remedial works and follow-up.

The data demonstrates a strong level of case progression, whereby the vast majority:

- have a survey or inspection date recorded
- have works orders or instructions recorded
- have a works-completion entry recorded
- where valid survey and resident communication dates are available, 90% of cases show the resident outcome being recorded within three working days of the survey

These figures demonstrate that cases are being actively managed through the repair and inspection process, with strong levels of survey activity, works progression and communication with residents.

We are building on this position through continued improvements to our damp and mould service. Our focus is on identifying issues early, responding according to risk, maintaining clear communication with residents and ensuring that appropriate action is taken to address both the immediate issue and, wherever possible, the underlying cause.

We are also strengthening the quality of our performance information so that we can monitor Awaab's Law requirements more closely and demonstrate continued improvement over time.

Our objective is to provide a responsive, resident-focused service that deals with damp and mould concerns promptly and supports the long-term safety, quality and condition of our homes.

Further information is available from [Damp and Mould - BHT Sussex](#)