



Rugby Borough Council Damp & Mould Procedure October 2024

Appendix 1 – Written Summary of Investigation Findings.

Rugby Borough Council will provide a written summary of the findings of our investigation within 48 hours of the investigation concluding.

Dear [insert name],

Thank you for your time on [insert date]

I can confirm that I attended your home on [insert date] to investigate a report of damp and mould that you made to Rugby Borough Council on [insert date]

I am a Housing Maintenance and Voids Surveyor for Rugby Borough Council. When I inspected the damp and mould at your home, I found it be: [delete as appropriate]

- Extremely severe
- Severe/serious
- Serious/moderate
- Moderate/low

I identified the following hazards: [insert as appropriate]

State if the hazard poses a significant risk to the tenants' health or safety.

If the hazard does pose a risk to the tenants' health and safety:

State:

- [If applicable] what temporary measures are needed to make the property safe until the problem can be permanently rectified (this may include a decant of the tenant)
- What RBC will do to permanently rectify the problem and the likely timescales for this
- How to contact RBC with any queries, who to contact with any queries (please see below for cases of "extremely severe" D&M.

If applicable state:

- Further investigations are required and will take place as follows [dates or arrangements that will be put in place to agree dates]
- If the D&M is deemed by the surveyor to be extremely severe or severe/serious the main point of contact for the tenant will be their housing officer who will co-ordinate any necessary action with the tenant including the decant and referrals to any appropriate agencies including our tenancy coaches.



If applicable state:

We are not at this stage (48 hours after inspection) able to provide a full schedule of works for your property however you can expect to have a full schedule of works, in writing by [insert date]

In the meantime, the immediate steps we are taking are: [insert immediate steps to be taken]

Please find enclosed a leaflet which provides useful information on preventing damp and mould in your home.