



Thrive
PLYMOUTH

Plymouth Damp & Mould Resources

For Professionals

Developed by the Plymouth
Cold & Damp Homes Taskforce

Version 3 - August 2026



Plymouth Cold and Damp Homes Taskforce

Formed in November 2023 under the Thrive Plymouth initiative, the Taskforce brings together partners from public health, housing, energy, local government, and community sectors. Together, we're growing action to reduce the health risks of cold and damp homes.

Our Mission

To drive collaboration across Plymouth so that leadership, strategy, and shared resources protect residents from the health impacts of poor housing conditions.

Our Goal

To create clear, visible pathways of support for anyone living in cold, damp homes, ensuring their health and wellbeing are safeguarded.

Resources Booklet

Why This Booklet Exists

This guide is for frontline workers across health, social care, and support services. It provides key contacts, tools, and resources to help you support residents in improving their home environments.

Matrix Tool

A city-wide standard for reporting damp and mould that will allow users to consistently document the severity of risk presented, by following the questions in the tool. Designed with and for professionals working in health, social care and support roles. It helps identify people whose health may be at risk due to their living conditions, making it easier to connect them with the right support.

We welcome any feedback on this booklet and tool. It will ensure we can continue to develop this to work for people in our city.





Next steps: Pathways to Support



Section A Only Damp And Mould Issue

Housing Association Tenants

1. Report the issue to your landlord. Most housing associations provide guidance and procedures on their websites.
2. Use Shelter's Template letter; Tell your landlord about damp and mould - Shelter England
3. If no response or the tenant is not satisfied with the outcome, follow the housing association's complaints procedure. The Shelter website has template letters to help.
4. If the issue remains unresolved, the tenant can report the issue to Plymouth City Council. (see Section B).
5. You can also escalate to the Housing Ombudsman Service.

Private tenants

1. Raise the issue with your landlord.
2. Use Shelter's template letters: Tell a private landlord about damp – Shelter England
3. If no response within 14 days or issue not resolved, report to Plymouth City Council; Report a bad landlord – Plymouth.gov.uk
4. For help escalating, contact Shelter or attend their drop-in: Ernest English House, Buckwell Street, Mondays 10–12

Homeowners

1. Insulation and ventilation can help.

Refer for support from Plymouth Energy Community's Energy Team www.plymouthenergycommunity.com/frontlineworkers or call them on 01752 477117





Section A and B Health Risks or Vulnerabilities Identified

The risk to the health of the household, due to the damp and mould, is more significant.

All tenants

1. Issues with damp and mould should be reported as above.
2. Use Matrix Tool to evidence health risk.
3. For help with complaints or advocacy, contact: Shelter Services, Plymouth OR Plymouth Energy Community.

Homeowners

1. Plymouth Energy Community may be able to help.
2. Refer into Plymouth Energy Community's advice team
Plymouth Energy Community (PEC) | Frontline Workers

All occupiers

1. If health conditions or vulnerabilities are not supported:

Link with Local Wellbeing Hub

- www.plymouth.gov.uk/wellbeing-hubs
- Link to a social prescriber via GP
- Contact PCC Community Builders; Four Greens Community Trust

2. If the person has unmet Care Act eligible needs (e.g. unsafe home):

- Request a Care Act assessment
- Raise a safeguarding concern if health/wellbeing is at risk: Report adult abuse – Plymouth.gov.uk

Resources for Healthcare Professionals

- Asthma + Lung UK housing toolkit - www.asthmaandlung.org.uk/healthcare-professionals/supporting-patients-indoor-pollution





Sections A, and/or B, and C Energy Affordability present

In addition to actions recommended for sections A and B:

Energy Support

Refer into Plymouth Energy Community's advice team
Plymouth Energy Community (PEC) | Frontline Workers.

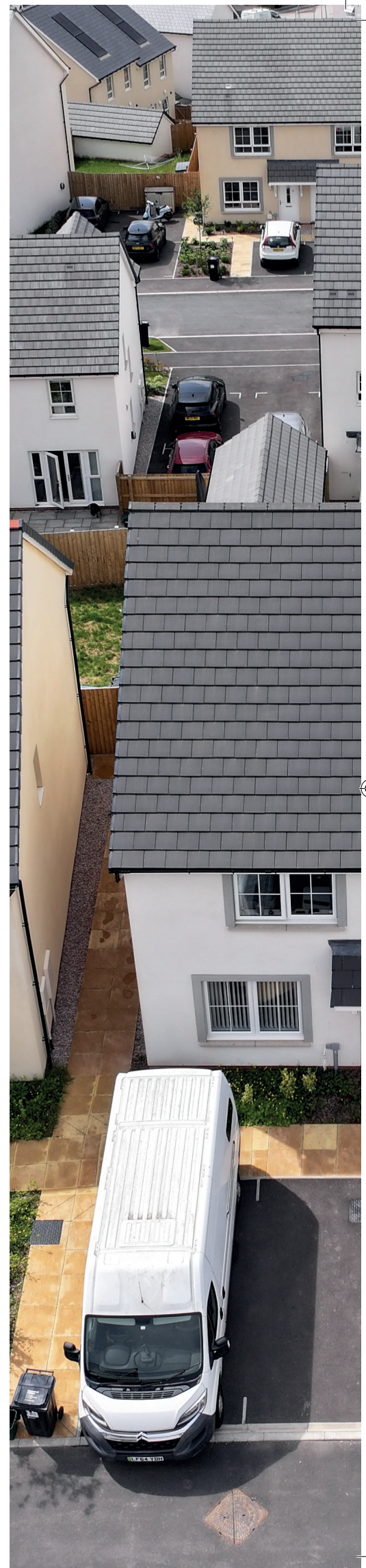
Benefits & Income Support

Referrals can be made to Citizen's Advice, Improving Lives Plymouth, or Age UK.

- Benefits | Citizens Advice Plymouth
(benefits and income max)
- Advice Plymouth - Improving Lives Plymouth
(disability benefits)
- Wellbeing Hubs - www.plymouth.gov.uk/wellbeing-hubs
- Age UK Plymouth (information and advice)

Debt Support

- Citizen's Advice Plymouth
- Money Advice Plymouth
- Christians Against Poverty



Helpful Resources

This section highlights the core organisations working together through the **Plymouth Cold and Damp Homes Taskforce**.

These partners offer support, advice, and practical help to people experiencing cold, damp, or mould related housing issues.



Scan for
more info

Shelter

- Provides template letters to help tenants report damp and mould to landlords.
- Offers advice and advocacy if landlords don't respond or resolve issues.
- Runs local drop-in sessions in Plymouth for housing support and escalation.

Plymouth City Council

- Investigates housing conditions when landlords fail to act.
- Can intervene if damp and mould pose a risk to health or safety.
- Accepts referrals for Care Act assessments and safeguarding concerns.

Plymouth Energy Community (PEC)

- Offers practical advice to homeowners and tenants on reducing damp and improving insulation.
- Supports residents with energy efficiency upgrades and access to grants.
- Provides help with energy debt, affordability, and referrals for further support.

Citizens Advice Plymouth / Age UK

- Provide benefits advice and support with income-related issues.
- Can help residents access financial support to improve housing conditions.

Social Prescribers / Community Builders

- Help connect vulnerable residents to local support networks.
- Can assist with non-clinical needs that affect wellbeing, including poor housing conditions.

Money Advice Plymouth / Christians Against Poverty

- Offer debt support for residents struggling with multiple financial pressures.
- Can help stabilise finances to reduce stress and improve living conditions.

Asthma + Lung UK

- Have a housing toolkit for healthcare professionals supporting patients whose health is affected by poor housing.



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