



**Wigan[♥]
Council**

Tackling Condensation, Damp and Mould in Council Housing: Policy and Procedure

V3, January 2026

Contents

Contents	2
Condensation, Mould and Damp Policy:	3
1. Introduction and background:.....	3
2. Statutory Obligations:.....	3
3. Scope:	4
4. Our overall framework to tackle condensation, damp and mould.	4
5. Policy Statement:.....	5
6. Roles and responsibilities:	6
7. Feedback and Continuous Improvement:.....	9
8. Policy Monitoring and Review:	10
9. Further Information and Accessibility:	11
Condensation, Mould and Damp Procedure:.....	12
1. Damp & Mould Process Overview – New Reports:	12
2. Enquiry / Complaint is received:.....	12
3. Status checks: for work not completed:.....	13
4. Monitoring Process:	13
5. Proactive Check from planned periodic inspection:.....	13
6. Decant Process:	14
7. Addressing dissatisfaction:.....	15

Condensation, Mould and Damp Policy:

1. Introduction and background:

- 1.1 The policy ensures that all Wigan Council tenants who experience condensation, damp and mould issues within their homes are listened to and action is taken to treat the root cause in a timely manner.
- 1.2 For each reported instance the policy outlines the process to ensure that the correct identification of condensation, damp and mould is made, and to ensure appropriate remedial action is taken.
- 1.3 The action is to include repairs as identified, and also to provide detailed guidance, advice or support from the visiting Wigan Council Officer. Where required there will be recommendations for further referrals and support, e.g. further energy advice, customer support and alternative temporary accommodation options.
- 1.4 This policy also sets out our commitments to pro-actively identify and address the presence of condensation, mould and damp through our planned maintenance and repairs activities.

2. Statutory Obligations:

- 2.1 There are several requirements that the Council must comply with that are pertinent to Condensation, Mould and Damp policy and procedure:

Legislation	Link to the policy
Defective Premises Act 1972	Sets out the duty of care to carry out repairs, ensuring that all individuals who could be affected by relevant defects are reasonably safe from personal injury or damage to their property from defects
Landlord & Tenant Act 1985	Requires the landlord to keep the property in good repair, this includes gas and electricity, heating and hot water and water and sanitation. Landlords must also keep the structure and exterior of the property in good repair. The Act has been amended to incorporate a duty on landlords to ensure that a property is fit for human habitation.
Housing Act 2004	Introduced the HHSRS, Housing Health and Safety Rating System, sets out the system used by local authorities to assess the condition of its stock and to ensure it meets the decent homes standard and provides local authorities with powers to deal with 'hazards' in dwellings as defined
Homes (Fitness for Human Habitation) Act 2018	Amended the Landlord & Tenant Act 1985 to require that residential rented accommodation is provided and maintained in a state of fitness for human habitation; and for connected purposes.
Social Housing Regulation Act 2023	Sets out a programme of proactive inspection and annual reporting against a suite of tenant satisfaction measures. This now incorporates Awaab's Law, to provide greater protections for social housing tenants against serious hazards such as condensation, damp and mould in

	homes, requiring landlords to investigate and fix serious problems within strict time limits.
Other legislation	Further to the housing legislation specified above, this policy, practices and processes of Wigan Council shall conform with the provision of the Equality Act 2010 and Data Protection Act 2018.

2.2 This Policy also sits within a wider policy context within the Council, and should be understood in-line with the following associated policies or guidance:

- Wigan Council – Housing Standards for Tenants: <https://www.wigan.gov.uk/Resident/Housing/Council-homes/Repairs/Letable-standard.aspx>
- Information for Tenants: <https://www.wigan.gov.uk/Resident/Housing/Council-homes/Your-tenancy/index.aspx>
- Wigan Council Complaints Policy: <https://www.wigan.gov.uk/Council/Contact-us/Council-Complaints.aspx>
- Wigan Council Tenant Contents Insurance: <https://www.wigan.gov.uk/Resident/Housing/Council-homes/Contents-insurance/Home-contents-insurance.aspx>

3. Scope:

3.1 This policy applies to council-owned housing and leased properties that are managed by the Council.

3.2 Excluded from the scope of this policy are:

- 3.2.1 Private Housing: Issues occurring in privately owned properties, including those that are owner-occupied or privately rented, unless there is a specific agreement or regulatory requirement for council intervention.
- 3.2.2 Private Sector Landlord Responsibilities: Mould and damp issues that are the responsibility of private landlords, which should be managed through private tenancy agreements or housing enforcement. Information for how to report these can be found at: <https://www.wigan.gov.uk/Resident/Housing/Private-Housing/Reporting-repairs-Private-renting.aspx>
- 3.2.3 Non-Residential Buildings: Issues in commercial or industrial properties, such as shops, offices, factories, and other non-residential buildings, are typically excluded from the policy.
- 3.2.4 Insurance Claims: Events that should be covered by building insurance, such as flood damage, are typically not covered by the council's mould and damp policy.

4. Our overall framework to tackle condensation, damp and mould.

4.1 We are committed to taking a proactive approach to identifying the root cause and completing remedial works to tackle condensation, damp and mould.

4.2 Our teams will utilise data and tenant feedback to undertake a risk-based approach to identifying and surveying homes that may be at risk from condensation, damp and mould. This will reduce over reliance on residents to report issues, helping us identify hidden issues and support us to anticipate and prioritise interventions before a complaint or disrepair claim is made.

- 4.3 From the surveys and data, we aim to introduce a continuous programme of work to tackle condensation, damp, and mould across our homes as part of our ongoing planned maintenance and repairs programme. This includes introducing monitoring technology.
- 4.4 Wigan Council's 'New Era' and Deal principles places importance on understanding our neighbourhoods. We will use all available insight to understand our tenants and their homes in detail allowing us to tailor and deliver services in a more pre-emptive way. Aligned with this policy is a programme of work to develop a vulnerabilities strategy that will help identify those tenants that may benefit from adjustments being made in the way we engage and deliver our services.
- 4.5 Our commitment under this approach is to:
- Respond to every report of condensation, damp or mould with a specialist survey that will identify the root cause of the issue.
 - Undertake any works required to treat the cause.
 - Monitor that the actions taken have been successful.
 - Undertake a proactive and risk-based approach to identifying properties at risk of condensation, damp and mould.
 - Check with neighbouring homes of the same archetype where we have instances of condensation, damp and mould to ensure that any issues are identified as soon as possible.
 - Undertake stock condition surveys of all properties at least once every five years. These surveys may also identify early signs of condensation, damp and mould. Root cause analysis and remedial works will subsequently be completed.
 - Constantly review the products and specifications of products and materials used for repairs, planned maintenance and empty homes to ensure that they contribute to a healthy home and environment for our tenants.
 - Take reasonable steps to gain access in the instances where we are unable to gain access to ensure our homes are safe.
 - Provide appropriate training for colleagues so they are able to report any instances of condensation, damp and mould.
 - Provide appropriate training for colleagues to ensure identification, root cause and remedial works are sufficient to tackle condensation, damp and mould.
 - Provide Every Visit Counts training to visiting officers across team Wigan so that they are aware of the environment that people live in and feel confident in reporting any hazards/risks.
 - Consider whether alternative temporary accommodation is appropriate whilst remedial works are completed, communicate with and support tenants through this process.
 - Where access to the home has been proven to be unreasonably denied, the Council may initiate legal proceedings, after unsuccessfully trying to gain access to homes and to temporarily accommodate tenants to prevent continued exposure to damp and mould.

5. Policy Statement:

- 5.1 If tenants have damp and mould issues these should be reported to Wigan Council. There could be a number of reasons for condensation, damp and mould, Wigan Council will identify and resolve the problem by taking a number of steps:
- Arrange for an anti-fungal wash.

- Carry out a follow up inspection at a time agreed with the tenant to identify the cause of condensation, damp and mould.
- A specialist damp surveyor may also be appointed to carry out a full damp survey and provide a damp report. These inspections will be carried out to determine the root cause with a view to addressing this. The findings of these reports will be shared with the tenant.
- Carry out any repairs, remedial works, or improvements to tackle the root cause of damp problems identified within the survey report. The installation of specialist monitoring sensors may also be fitted within the property to monitor the levels of moisture.
- Provide support to tenants such as helpful hints and tips around how to prevent condensation, damp and mould and provide welfare support if required linking in with the Council's 'here for you' offer.
- Undertake follow-up checks as appropriate to ensure the remedial work has been effective.
- Where significant risk to health has been identified arrangements will be made to decant the household into alternative temporary accommodation while work is undertaken to address the issues.
- We will ensure that there is ongoing communication with our tenants throughout this process to keep them fully up to date on actions that need to be taken.

5.2 As a Local Authority and Social Landlord, Wigan Council are engaged in an ongoing review of all our policies and procedures to ensure we can provide appropriate support to all our customers, particularly those who are most vulnerable, during this challenging time. Details on the various forms of support available can be found on the Council's website:

<https://www.wigan.gov.uk/Council/The-Deal/Deal-Communities/Here-for-you/Index.aspx>

6. Roles and responsibilities:

6.1 Wigan Council has set out that the health, safety and wellbeing of our tenants is everyone's responsibility.

6.2 In the application of this policy there are also clearly defined responsibilities across Council services and its representatives to ensure a coordinated and effective approach to managing condensation, mould, and damp set out below:

Roles and Responsibilities	
Strategic Management Leadership Team	• Oversee the implementation and adherence to the Condensation, Mould, and Damp Policy. • Ensure adequate resources are allocated to effectively manage and resolve issues.
Responsive Repairs Service and Contracted Repairs Services	• Investigate and address reports of condensation, mould, and damp promptly. • Arrange for an initial post wash-down inspection. • Ensure staff and / or contracted services are trained in identifying and remedying these issues. • Utilise specialist equipment for accurate diagnosis and treatment. • Determine the property condition, repair works needed and if there is sufficient risk to request a decant.

	• Follow up checks ensuring all necessary actions have been completed. • Ensure all relevant staff receive appropriate training on the identification, prevention, and treatment of condensation, mould, and damp.
Customer Care Team	• Receive and log complaints related to condensation, mould, and damp from tenants. • Acknowledge receipt of complaints promptly and inform tenants of the expected timeline for investigation and resolution. • Liaise with the Responsive Repairs Service to ensure timely investigation of reported issues. • Track the progress of each complaint, ensuring that investigations are thorough and that issues are resolved promptly. • Maintain clear and regular communication with tenants throughout the complaint process, providing updates on the status of their complaints. • Explain the steps being taken to address the issue and any actions tenants need to take. • Keep detailed records of all complaints, investigations, and resolutions. • Provide regular reports to Council leadership on the number, nature, and resolution of complaints.
Tenancy Services Incl. Allocations Team, Rents Team	• To report signs of potential condensation, mould, and damp issues identified as part of routine visits. • Ensure that tenants are aware of prevention measures and reporting procedures. • Coordinate with the Responsive Repairs Service to address identified issues. • Manage the routine decant process. • Provide support to tenants during their stay in temporary accommodation, addressing any concerns or additional needs they may have. • Maintain clear communication with tenants throughout the decanting process, providing updates on the status of repairs and the anticipated timeline for returning to their homes.
Homeless Solutions	• Assess the immediate needs of households requiring decanting for urgent and short term decant cases due to high-risk health hazards such as condensation, mould, and damp. • Coordinate with the Responsive Repairs Service to prioritise and facilitate the decanting process. • Identify and secure appropriate temporary accommodation for households being decanted. • Provide support to tenants during their stay in temporary accommodation, addressing any concerns or additional needs they may have. • Maintain clear communication with tenants throughout the decanting process, providing updates on the status of repairs and the anticipated timeline for returning to their homes.

Planned Maintenance Team	• Monitor compliance with the policy and relevant regulations. • Conduct audits and reviews to ensure ongoing effectiveness of the policy. • . Ensure all relevant staff receive appropriate training on the identification, prevention, and treatment of condensation, mould, and damp. • Keep training materials and programs up to date with the latest regulations and best practices.
Organisational Development Team	• Provide advice and support to services in the development and / or procurement of training programmes.
Council Contact Centre and Complaints Team	• Serve as the first point of contact for tenants reporting issues related to condensation, mould, and damp. • Log complaints and inquiries accurately, capturing all relevant details to facilitate effective follow-up and resolution. • Provide tenants with clear information on the Condensation, Mould, and Damp Policy, including steps for reporting issues and expected timelines for resolution. • Offer guidance on immediate actions tenants can take to mitigate issues while waiting for further assistance.
Family Hubs (health visitors, school nurses, social workers etc)	• Family Hub staff should be vigilant in identifying signs of condensation, mould, and damp in homes during visits and assessments. • Report identified issues via the professional reporting referral process: https://uatforms.wigan.gov.uk/xfp/form/544
Member Enquiries	• Serve as the primary point of contact for enquiries from Council members regarding issues related to condensation, mould, and damp in housing. • Log all member enquiries accurately, ensuring all relevant details are recorded to facilitate efficient follow-up.
PR/Comms	• Develop and implement public awareness campaigns to educate residents about the risks associated with condensation, mould, and damp in housing. • Promote preventative measures and available resources for addressing these issues through various communication channels. • Act as the primary point of contact for media inquiries related to housing conditions and health hazards, including condensation, mould, and damp. • Prepare press releases and statements to communicate the Council's response to reported issues and ongoing efforts to improve housing conditions. • Ensure effective internal communication within the Council regarding housing-related issues, including condensation, mould, and damp. • Provide regular updates to Council members and staff on developments, initiatives, and progress made in addressing housing conditions and health hazards.

	• Manage the Council's digital platforms, including the website and social media channels, to disseminate information and engage with residents on housing-related issues. • Monitor online conversations and respond to inquiries and comments from residents in a timely and professional manner.
Joint Intelligence Team	• Collect data on housing conditions, including reports of condensation, mould, and damp, from various sources such as tenant complaints, health assessments, and property inspections. • Analyse data to identify trends, patterns, and areas of concern related to housing-related health hazards. • Use the data to help identify risk, to help evaluate the severity and potential impact of condensation, mould, and damp in housing on the health and well-being of residents. • Prioritise interventions and allocate resources based on the level of risk identified. • Provide strategic guidance and recommendations to decision-makers within the Council based on intelligence gathered on housing conditions and health hazards. • Contribute to the development of long-term strategies and policies aimed at improving housing quality and addressing health inequalities. • Share intelligence and insights with relevant departments and agencies within the Council to inform decision-making and resource allocation. • Develop and implement early warning systems to detect emerging issues or trends related to housing conditions and health hazards. • Monitor indicators such as increases in reports of mould-related illnesses or spikes in emergency room visits for respiratory problems. • Conduct research to explore innovative solutions and technologies for preventing and mitigating condensation, mould, and damp in housing. • Evaluate the effectiveness of interventions and initiatives aimed at improving housing conditions and health outcomes.

7. Feedback and Continuous Improvement:

7.1 An effective council mould and damp policy and procedure must have mechanisms for continuous feedback and improvement. This ensures that the Council's policy and procedures remain relevant, effective, and responsive to the needs of tenants. The following will be incorporated into the day to day procedure for addressing condensation, mould and damp:

7.2 In line with the Council's tenant Voice and Engagement Strategy and wider commitments to learn from tenant experiences we will ensure that:

- There are multiple channels for tenants to provide opportunities for feedback, including online surveys, feedback forms, dedicated phone lines, and in-person meetings.
- Timing of feedback is helpful, and will feedback at various stages of the remediation process:
 - After Initial Report: Gather initial impressions of the reporting process.
 - Post-Inspection: Collect feedback on the inspection process and communication.
 - Post-Remediation: Assess tenant satisfaction with the remediation efforts and outcomes.
- We will follow up on feedback received by obtaining long-term feedback to ensure issues have not recurred and that tenants remain satisfied.

7.3 Feedback Collection Methods:

- Surveys: We will distribute surveys to tenants at key points in the remediation process. Include questions about the clarity of communication, timeliness of responses, quality of work, and overall satisfaction.
- Focus Groups: From time to time, we will conduct focus groups with tenants who have experienced mould and damp issues to gain deeper insights into their experiences and suggestions for improvement.
- Analysis of complaints: we will ensure that learning points arising from complaints that have been submitted in relation to mould and damp are factored into service improvements.

7.4 Feedback Analysis:

- We will review feedback data to identify common themes, recurring issues, and areas needing improvement.
- Trend Analysis: We will analyse trends over time to evaluate whether implemented changes are leading to improvements in handling mould and damp issues.
- Benchmarking: We will compare feedback results against benchmarks or standards to assess performance relative to other councils or housing providers.

8. Policy Monitoring and Review:

- 8.1 This policy and procedure will be reviewed every 3 years or as required following the release of updates to or new guidance or legislation or directly response to feedback we have received.
- 8.2 We are committed to a culture of continuous improvement and will regularly quality assure the services being delivered under this policy by collecting feedback from our tenants, analysing data of trends and property quality that will collectively be used to refine and enhance the policy.
- 8.3 Under the Council's governance arrangements, regular reports will be provided for review and scrutiny on progress and outcomes of the policy and its improvements to tenants, council members, staff, and other stakeholders.
- 8.4 Key stakeholders will be involved in the review process, including council staff, tenants, health and safety experts, and relevant contractors.
- 8.5 We will continuously research and integrate best practices from other councils, housing authorities, and industry standards into the review of this policy and associated procedure.
- 8.6 We will ensure that any changes we make are communicated to tenants and staff, explaining the reasons for the changes and expected benefits.
- 8.7 Ongoing training will be provided to council staff and contractors on new procedures and standards to ensure consistent implementation.
- 8.8 By undertaking these steps for feedback and continuous improvement, the council can ensure that its mould and damp policy remains dynamic, effective, and aligned with the needs and expectations of tenants.

Version	Date	Author	Rationale
0.1	May 2024	Responsive Repairs Service	New Policy
0.2	July 2024	Strategic Housing	Update made to roles and responsibilities following feedback.
0.3	January 2026	Strategic Housing	Update made following changes to inspection processes

9. Further Information and Accessibility:

For further information or questions regarding this policy, including for copies of the policy in alternative formats, please contact us using the following details:

- Email: housingstrategy@wigan.gov.uk
- Telephone: 01942 489204
- Address: Wigan Council, Strategic & Private Sector Housing, PO Box 100, Wigan, WN1 3DS.

Condensation, Mould and Damp Procedure:

1. Damp & Mould Process Overview – New Reports:

- 1.1 The primary aim of this process is to ensure tenant safety and property habitability by eliminating mould and damp issues.
- 1.2 Cases are reported through various channels, including the Council's contact centre and social media, and are addressed promptly regardless of the reporting method.
- 1.3 Each reported case is logged, acted upon, and followed up, typically starting with an antifungal washdown and property inspection, followed by necessary repairs or temporary tenant relocation.
- 1.4 Regular property follow-up inspections are conducted at intervals prescribed by the Regulator (**6 monthly**).
- 1.5 While the process outlines a standard sequence of actions for most cases, it acknowledges that exceptions may arise and will be addressed through effective communication and cooperation among all involved parties.

2. Enquiry / Complaint is received:

- 2.1 There are multiple ways in which that condensation, damp and mould can be reported to us, all these channels are valid and, in all cases, they must lead to this procedure being followed:
 - The Council's Contact Centre
 - Housing Online
 - Electronic form via Family Hubs (generates an email)
 - Complaints Team
 - Operational staff, contractors and supervisors (while out on site)
 - Professional referral
- 2.2 We also accept indirect reports via:
 - Social media posts
 - Media enquiries
- 2.3 The key initial action taken after a report is received, regardless of channel, are:
 - Arrange for an antifungal wash down and book a property inspection.
 - Undertake an initial inspection to determine root causes, assess risk and actions required.
 - Ensure arrangements are made to undertake regular follow up inspections at prescribed intervals (**6 monthly**).
 - Ensure that the tenant is kept informed throughout the process.
- 2.6 Following washdown and initial property inspection, key actions are:
 - Confirm the underlying cause.
 - Confirm what / if any repairs are required to address the issue.
 - Assess risk and determine if the required works will require the tenant to decant to alternative accommodation (see detailed process for decant, below).
 - Schedule follow up inspections at the prescribed intervals.

- In instances where a property inspection would be due to take place following wash down and determine what further work required; if the tenant is not available for this inspection, another wash down can be offered as an interim measure until the property inspection takes place.
- To carry out the antifungal washdown and any inspections it is necessary to gain access to the property: if after 3 attempts this cannot be achieved through the tenant directly and there is no reasonable cause for this, the Council may initiate legal process to gain access needs to be started.

3. Status checks: for work not completed:

- 3.1 Tenants will often contact the Council to enquire about jobs already ordered, if they feel the length of time taken is excessive, or to find out the outcome of a property inspection.
- 3.2 Depending on the channel the chase up enquiry is received, different teams may deal with it. However, under this process the outcome should be that the latest update is obtained from services, or third parties undertaking work on behalf of the Council and shared with the tenant.
- 3.3 All staff have responsibility for assisting with enquiries and will endeavour to provide or make enquiries on the tenants' behalf in a timely manner and reduce the number of contact hand overs experiences by the tenant.

4. Monitoring Process:

- 4.1 Robust monitoring of reports, to ensure they are actioned and pursued until damp and mould issues are resolved, is at the heart of the process: the aim is to make affected properties safe and free of mould and damp to protect the health of tenants.
- 4.2 Following initial Property Inspection, a follow up 6-month inspection must be booked.
- 4.3 In cases where initial treatment has been ineffective, or damp and mould signs have reappeared, this monitoring process may trigger requests for specialist advice; and recommendations for the tenant decant depending on the nature of necessary repairs.
- 4.4 Throughout the monitoring process, tenants must be kept informed of measures taken, inspection findings and next steps. In addition to ongoing communications, a formal report must also be provided.
- 4.5 Gaining access to the property is crucial: if after 3 attempts, access cannot be gained by cooperation with the tenant, the relevant legal process may be initiated.
- 4.6 The monitoring process is iterative: it continues until the property is mould-free and safe to occupy. The Council will share weekly update reports across key customer facing services regarding dates and where this information is being sent.

5. Proactive Check from planned periodic inspection:

- 5.1 In addition to schedule property inspections, there are other opportunities to detect condensation, damp and mould in a property and trigger early action. This primarily means building proactive checks as part of visits for other purposes. Such as routine inspections such as electrical checks.

- 5.2 Electrical inspections take place on a 5-year cycle. Electrical inspectors will have received training to identify visible signs of damp and mould.
- 5.3 If damp and mould is found in the property, electrical inspectors will include this in their follow up property survey and arrange for action to be taken by the planned maintenance team.
- 5.4 This process may trigger requests for specialist advice; and tenant decant depending on the nature of any necessary repairs.
- 5.5 Throughout this process, tenants must be kept informed of measures taken, inspection findings and next steps. In addition to ongoing communications, a formal report must also be provided.
- 5.6 This process will inform the monitoring process (see 4 above).

6. Decant Process:

- 6.1 In cases where a property affected by damp and mould is deemed unsafe, or the necessary remedial works make it uninhabitable, it may be necessary to decant the tenants to alternative accommodation. The Council's Tenancy Management Services generally manage the decant process if it is anticipated the decant will be for longer than 4 weeks following an approved request from the Responsive Repairs Team. In making this decision due regard of each tenant's circumstances will be made, some repairs may be ok for some tenants but may affect those who are vulnerable. In these cases, reasonable adjustments will be made in line with the Council's Vulnerabilities Strategy.
- 6.2 The Responsive Repairs Service will complete the relevant paperwork send it to the Decant Mailbox. This will be picked up by the Allocations team: they will contact the tenant to discuss suitable accommodation options and update on repairs. Normally, any properties offered will be "like for like" and offered on a temporary basis only. If a property is adapted, then any offer would be subject to an occupational therapy assessment. Occasionally, the decant leads to a long-term change e.g. downsizing, decisions will be led by tenant need and circumstances.
- 6.3 In some cases, tenants may be able to arrange their own alternative accommodation. However, they will still be entitled to storage of their items and belongings, to be arranged by the Responsive Repairs Service.
- 6.4 The Responsive Repairs Team will ensure that all teams involved are kept informed of progress regarding mould and damp repairs, in particular timescales for completion, so these can be reflected in alternative accommodation arrangements.
- 6.5 When works are completed, the Responsive Repairs Team will inform the Allocations Team, Tenancy Management Services, Homeless Solutions and Rents Team.
- 6.6 When all arrangements are conformed, the responsive Repairs Team will liaise with the tenant to make arrangements for them to return to the property unless another team has been nominated to do so.

7. Addressing dissatisfaction:

- 7.1 We will endeavour to respond to all reports of condensation, damp and mould and aim to get things put right first time. Services should try to respond to specific queries, comments or suggestions directly in the first instance, without the need to go through our formal complaints procedure.
- 7.2 However, if the tenant feels that the service is unable to resolve a query or request to their satisfaction, we want to know so we can improve our standards. Information on how to make a complaint should be provided. Complaints should be made using the Council's complaints process: <https://www.wigan.gov.uk/Council/Contact-us/Council-Complaints.aspx>
- 7.3 The tenant should be provided with support to make a complaint if needed.