

Customer Scrutiny Team

Summary report 2023



This report was created by the customer scrutiny team and summarises their review into the new processes and procedures for our damp, mould and condensation service.

Why did we choose this service?



The profile of damp and mould in homes has been raised by the case of two-year-old Awaab Ishak, whose death was caused by the damp and mould in his home. The UK Government made amendments to the Social Housing (Regulation) Bill, which was intended to raise standards in the social housing sector and hold landlords to account over the services they provide to their tenants.

Taking these changes on board, Selwood Housing updated its policy and procedure to improve how it manages damp and mould issues within its homes.

With this subject having a high profile, we decided to undertake a review of these new procedures to manage damp and mould issues and assess whether they have made the required improvements.

How did we carry out this review?

Document reviews



Staff presentation



Customer workshop



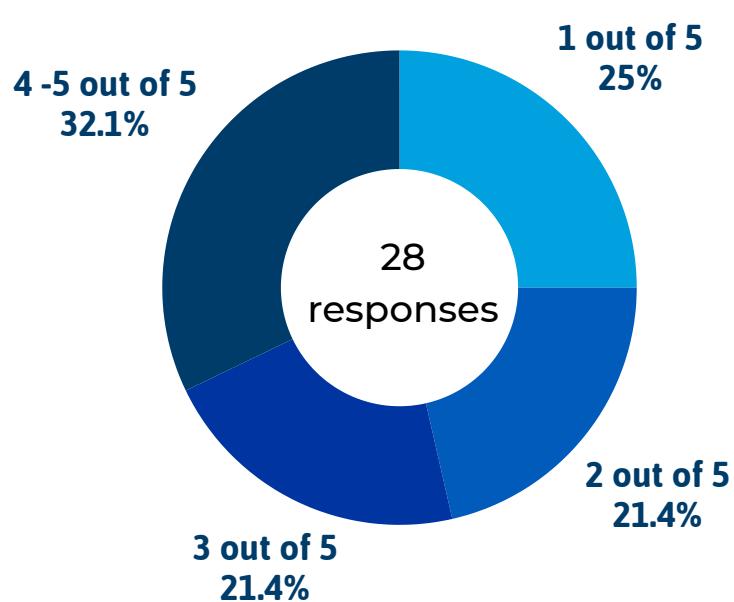
Telephone interviews

35 customers helped us with our review!

Our key findings:

- The policy and procedure documents are clear, in Plain English and easy to access via the website.
- The damp and mould leaflet is helpful for customers experiencing damp and mould. To ensure the information is up-to-date, it should be reviewed annually.
- Currently these documents are only available to customers online with no option to receive printed copies.
- Customers who have reported damp and mould don't feel they are given sufficient information to help manage the issue.
- Customers who have previously reported damp and mould felt the team could have been more proactive in keeping them informed on how they were planning to resolve the issue.
- Selwood Housing do not have a service standard to manage customer expectations when reporting damp and mould cases.

We sent an online survey to customers who have reported damp and mould found that 32.1% of them felt they were fully kept informed and updated on their damp and mould case



Our recommendations:

- Offer tenants the repair history of their property, which should include damp & mould issues.
- Create a customer service standard for damp & mould cases
- Provide customers with an action plan and an approximate timescale after reporting a damp & mould issue along with copies of the policy, procedure and leaflet
- Give customers the opportunity to choose how to be contacted
- Advise customers about what they can do to maintain good condition of their home in sign up pack if damp and mould has been an issue in the property before.
- Staff to inspect void properties and other properties reporting damp & mould issues.
- To ensure health conditions and vulnerabilities are known to staff managing the case and take this into account when prioritising cases.
- More information on what residents can do in the interim before survey and repairs are started (i.e. which cleaning products to use).



We would like to thank the customers and staff of Selwood Housing for their contribution and cooperation during our review.