



**Customer scrutiny team review on damp, mould and condensation service**

**Management action plan 2024**

The board of directors approved the recommendations, and an action plan was created by the management team. The customer scrutiny team oversaw the implementation of the recommendations and will continue to monitor the progress of recommendation #8.

Recommendation	Management response	Progress report
Offer tenants the repair history of their property, which should include damp and mould issues.	Review how we offer property history to ensure we are being transparent and honest with our customers.	N/A
Create a customer service standard for damp and mould cases.	Agreed - Look into providing a customer service standard for customers reporting damp and mould.	We have updated our service offer to include details on Awaab’s Law timescales, which are now published on our website. Following the government’s release of Awaab’s Law guidance, we introduced a new process on October 27, 2025, to comply with the regulations. This process has been functioning well, though it is still in the

		<p>early stages and subject to further refinement as it has only been in place for three months.</p> <p>We will continue to monitor our performance closely and identify any areas for improvement. Should we make any further changes to our service standard once the new process has been fully embedded and reviewed, we will provide a further update.</p>
<p>Provide customers with an action plan and flow chart process with an approximate timescale. Timescale/action plan sent to customers after reporting an issue with damp and mould.</p>	<p>Already available to customers. We plan to investigate a generic action plan and tailored action plans. Property report shown to customers. Will investigate what needs to be added and refined in the bespoke action plans. Will ask team to look at what the surveyors are communicating with each customer.</p>	<p>Completed - findings of scrutiny customer survey in report.</p>
<p>Give customers the opportunity to choose how to be contacted, and how often between actions.</p>	<p>Review how surveyors communicate with customers, is there anything else we need to be doing/telling our customers.</p>	<p>Completed - findings of scrutiny customer survey in report.</p>

<p>Ensure customers are informed on what is needed to maintain the condition of their home. The sign-up pack should indicate if damp and mould has been an issue in the property before.</p>	<p>We should consider using the D&amp;M property alert so that extra diligence can be applied at the void stage enabling the customer to start off on a positive footing with us. Additionally, the void checklist sign-off to incorporate the requirement to confirm that D&amp;M has been appropriately dealt with at the void stage.</p>	<p>Completed - findings of scrutiny customer survey in report.</p>
<p>Check the whole building (in the case of flats, maisonettes' etc.) on surveys and ensure other properties within a building are not suffering damp and mould issues. To also make customers aware of any structural damp/mould/condensation issues.</p>	<p>All D&amp;M issues are resolved at void stage, so we don't disclose historic issues as it's been resolved. If a customer was to ask the question, then we would be transparent.</p>	<p>N/A as per recommendation 1</p>
<p>To inspect void properties and properties reporting and recording any damp and mould issues.</p>	<p>Same as above</p>	<p>Same as above</p>
<p>Ensure that any health issues and/or vulnerabilities of tenants are made known to Selwood Housing (those managing and fixing the issue) and recorded. These health issues and/or vulnerabilities must be considered when prioritising actions. Reassure the</p>	<p>Selwood staff to ensure systems are kept up to date. EDI project linked to this recommendation.</p>	<p>Incorporated into equality, diversity and inclusion project. Scrutiny updated on this project July 2025.</p>

customer that Selwood Housing staff are aware of their situation.		
More information on what residents can do in the interim before survey and repairs are started (i.e. customer sent information advising what to do, and what cleaning products to use).	Leaflet reviewed and felt to be comprehensive and informative too. We removed a lot of information, and this leaflet had additional changes following customer engagement focus group in 2022/3. Scripting to change so that customer support direct customers to website page with leaflet and info.	Completed