Customer scrutiny review

Damp, mould and condensation

Management response January 2024

The board of directors approved the recommendations, and an action plan was created by the service manager. The customer scrutiny team oversaw the implementation of the recommendations and continues to request updates on recommendation #8.

	Recommendation	Initial management response	Any actions	RAG rating
1	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.	No action required as all damp and mould 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.	Green Reviewed data to identify properties which had repeatedly called in reporting damp and mould issues to us. These properties have had a warning flag added to them, so that when a customer from one of these address's calls in, they can be assigned to the correct team for support from first call. We have also been proactively calling out

				to these customers to check whether they still have issues with damp and mould in their home, working through the list in priority order based on customer vulnerability and property age/performance.
2	Create a customer service standard for damp and mould cases.	Agreed - Look into providing a customer service standard for customers reporting damp and mould.	Service Standard to be published	Green Recommendation has been incorporated into internal project to put in place necessary processes to ensure we are complaint with Awaab's Law guidance. Will be consulting with customers about service standard during Sept-Oct 2025. - Miles Tilling (head of compliance)
3	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. i.e. customers sent a letter of	Already available to customers. We plan to investigate a generic action plan and tailored action plans. Property report shown to customers. Will	Inherent damp and mould issues will go through specialist process and customers will receive report with detail of all jobs and actions planned. A new internal digital form was	Green Findings of scrutiny customer survey in report The tenant will receive a copy of the survey report within 2

	acknowledgement, rough timescale, and printed copies of the policy, procedure, and leaflet.	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.	launched to enable surveyors to track and monitor cases. Cases are logged in different management systems depending on the requirements of the customer or issue. This form will also be used to manage flagged properties (houses who have reported multiple damp and mould related issues). Scrutiny team issued a customer survey and contacted customers who have a monitoring system in their home to hear their perspective on this.	working days from the specialist damp and mould team. The survey will contain repairs to be undertaken by Selwood Housing's repairs team, which will be scheduled by the planners. Planners have 7 days to initiate the works from the original request made by the damp and mould team. Once the repair is scheduled, the customer will receive a call within 7 days to book the appointment.
4	Give customers the opportunity to choose how to be contacted, and how often between actions.	Review how surveyors communicate with customers, is there anything else we need to be doing/telling our customers	Scrutiny team issued a customer survey, and contacted customers who have a monitoring system in their home to hear their perspective on this.	Green Findings of scrutiny customer survey in report
5	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.	We should consider using the damp and mould property alert so that extra diligence can be applied at the void stage enabling the customer to	Scrutiny to carry out customer survey to those who reported damp and mould in last 12 months	Green Findings of scrutiny customer survey in report

		start off on a positive footing with us. Additionally, the void checklist sign-off to incorporate the requirement to confirm that damp and mould has been appropriately dealt with at the void stage.		
6	Selwood Housing to check 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.	All damp and mould 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.	N/A	N/A as per recommendation 1
7	Selwood Housing to inspect void properties and properties reporting and recording any damp and mould issues.	Considered reviewing tenancy pack i.e. user guides. Look into void checks for damp and mould issues.	All damp and mould 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, but no pack needed as this would suggest damp and mould still a problem when it's been resolved.	N/A as per recommendation 1 & 6
8	Ensure that any health issues and/or vulnerabilities of tenants are made known to Selwood Housing (those managing and fixing the issue) and recorded.	Selwood staff to ensure systems are kept up to date. Equality, diversity and inclusion project	Already in place but can improve on this once more equality, diversity and inclusion data gathered.	Green Incorporated into corporate equality, diversity and inclusion project. Scrutiny

	These health issues and/or vulnerabilities MUST be considered when prioritising actions. Reassure the customer that Selwood Housing staff are aware of their situation.	linked to this recommendation.		updated on this project July 2025 and will continue to receive updates in due course.
9	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).	We can organise a small working group to review the leaflet - will review what is missing and needs to be included	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 Damp and mould - Selwood Housing	Green Information on website & included in scripting