







We're improving how we handle damp and mould

The Housing Ombudsman recently carried out a review into complaints about damp and mould. They published a report with their findings and made 26 recommendations to landlords to help them improve how they respond.

Colleagues from different teams across settle worked through each recommendation to understand how we can continue to do things better. We have also worked with the voice of the customer panel. In summary:

There are 6 areas where we're improving how we handle damp and mould:

	Inspections <ul style="list-style-type: none">• We're creating a new inspection form to ensure that our inspectors always look at all the right things and capture all the necessary information about your home on their first visit.• We're improving the way we record the information we gather during an inspection so there's a complete record of everything that needs addressing and all the work we plan to do.• When homes are re-let or swapped via mutual exchange, we're using these inspection opportunities to proactively look out for signs of damp and mould so that we can address them before a new household moves in.
	Collaboration <ul style="list-style-type: none">• Our property and housing teams are working together to ensure that root causes of damp and mould are fully understood and addressed, including where the problems are linked to fuel poverty or overcrowding.
	Communication <ul style="list-style-type: none">• We've created a dedicated team who manage all cases of damp and mould from start to finish, improving our ability to keep you informed about the work we're doing in your home.• We've created new, customer-friendly information about how we handle reports of damp and mould so you always know what to expect from us.
	Aftercare <ul style="list-style-type: none">• We're introducing aftercare checks to confirm with residents that their damp and mould issues have been fully resolved once we've carried out any repairs and proactive measures.• We want to expand how many homes we get to carry out post-work inspections for so we're reviewing the number of colleagues that work in our damp and mould team to ensure we have capacity for this.
	Training <ul style="list-style-type: none">• We're reviewing training requirements for colleagues in our dedicated team to manage damp and mould to make sure they have the right skills for the job.• All frontline colleagues will receive training in how to spot the signs of damp and mould problems and how to ensure it gets reported in the correct way.
	Data <ul style="list-style-type: none">• We're using data to build heatmaps that show us any hotspots of damp and mould problems across the homes we manage. This will help us address issues more proactively.• We have begun categorising damp and mould cases to better understand the severity of the problem and how we respond, highlighting where there are other important factors to consider, such as vulnerabilities.