

# Damp and Mould

Area Committee Update  
March 2024

gentoo



# Reflection on last 12 months

- Following the tragic death of Awab Ishak in Rochdale and the 'Prevention of future deaths report' prepared by the coroner, the Department for Leveling Up, Housing and Communities (DLUHC) sent a letter to all social housing providers 'Ensuring Quality in Social Housing' – 19<sup>th</sup> November 2022
- Regulator for Social Housing (RSH) sent letter to all Social Housing providers asking for details on the prevalence and management of Damp and Mould – 22<sup>nd</sup> November 2022
- Gentoo communicated with all tenants via website, social media and text messaging – 29<sup>th</sup> November 2022
- Established a dedicated phone line for customers to report damp and mould and re-enforced empathy first and every visit counts approach with all staff – 29<sup>th</sup> November 2022
- Gentoo provided a detailed and thorough response to RSH letter. No follow up enquires were made by the regular – 19<sup>th</sup> December 2022

# Reflection continued

- Communications and media coverage led to increased incoming call demand – circa 1,800 calls related to damp and mould during December 2022 and January 2023
- Increased staff numbers within Property Maintenance to support inbound calls, property inspections and remedial works – December 2022
- Dedicated reporting and monitoring of damp and mould cases established – December 2023
- Additional training provided to property inspectors and surveyors in the diagnosis and treatment of damp and mould – March/July 2023
- Dedicated Damp and Mould Policy approved by Board in May 2023 and procedure finalised in September 2023.
- Increased focused within sector and consultation on Awaab's Law

# Damp and Mould Case Management



Holistic view of a customer's case

Instant visual of the case status

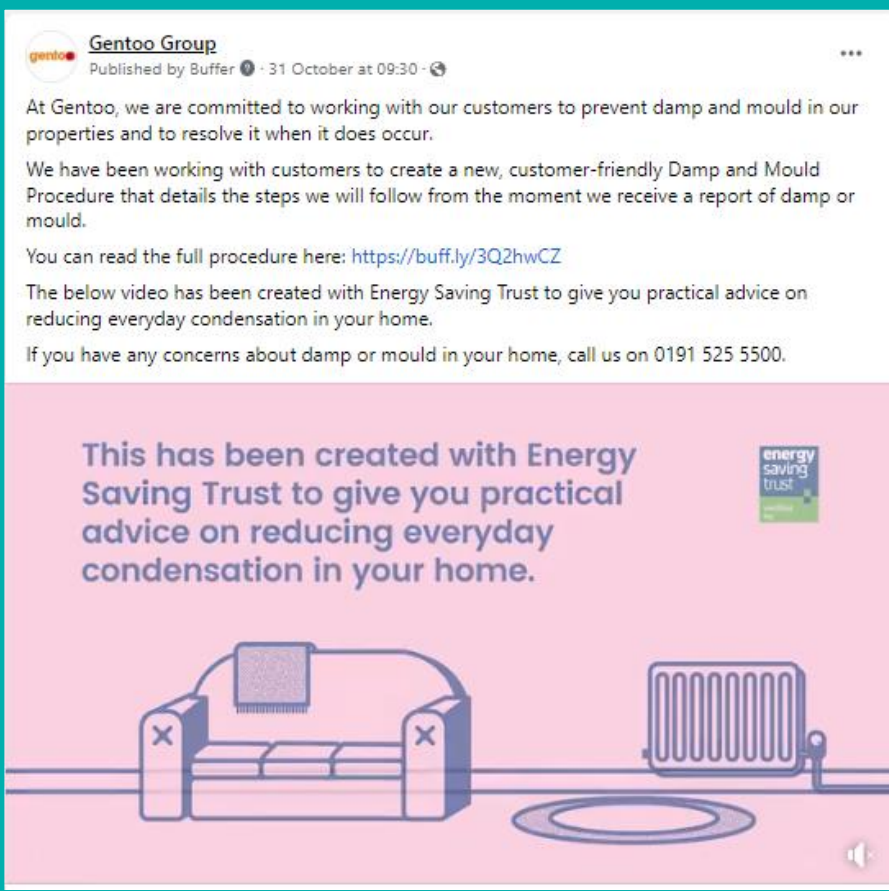
Full view of all interactions

Service level targets for interventions

Real time reporting

# Communication

- New damp, mould and condensation guidance leaflet published for customers
- Website updated to with customer friendly version of damp and mould procedures
- Damp and mould foam guidance leaflet published for customers
- Two sessions held with involved customer scrutiny panel to review our damp and mould approach
- Internal communications to all staff by email and workplace platform to raise awareness of new case management approach
- All communications has emphasised empathy first, zero tolerance and every visit counts



**Gentoo Group**  
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At Gentoo, we are committed to working with our customers to prevent damp and mould in our properties and to resolve it when it does occur.

We have been working with customers to create a new, customer-friendly Damp and Mould Procedure that details the steps we will follow from the moment we receive a report of damp or mould.

You can read the full procedure here: <https://buff.ly/3Q2hwCZ>

The below video has been created with Energy Saving Trust to give you practical advice on reducing everyday condensation in your home.

If you have any concerns about damp or mould in your home, call us on 0191 525 5500.

This has been created with Energy Saving Trust to give you practical advice on reducing everyday condensation in your home.



# So, where are we....



**Empathy continues to be our priority for DMC**



**We're aware there is still work to be done**



**Looking to the medium to long term plans**



**We are in a good position**

# Questions

