

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' – 19th 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 – 22nd November 2022
- Gentoo communicated with all tenants via website, social media and text messaging – 29th 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 – 29th November 2022
- Gentoo provided a detailed and thorough response to RSH letter. No follow up enquires were made by the regular – 19th 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

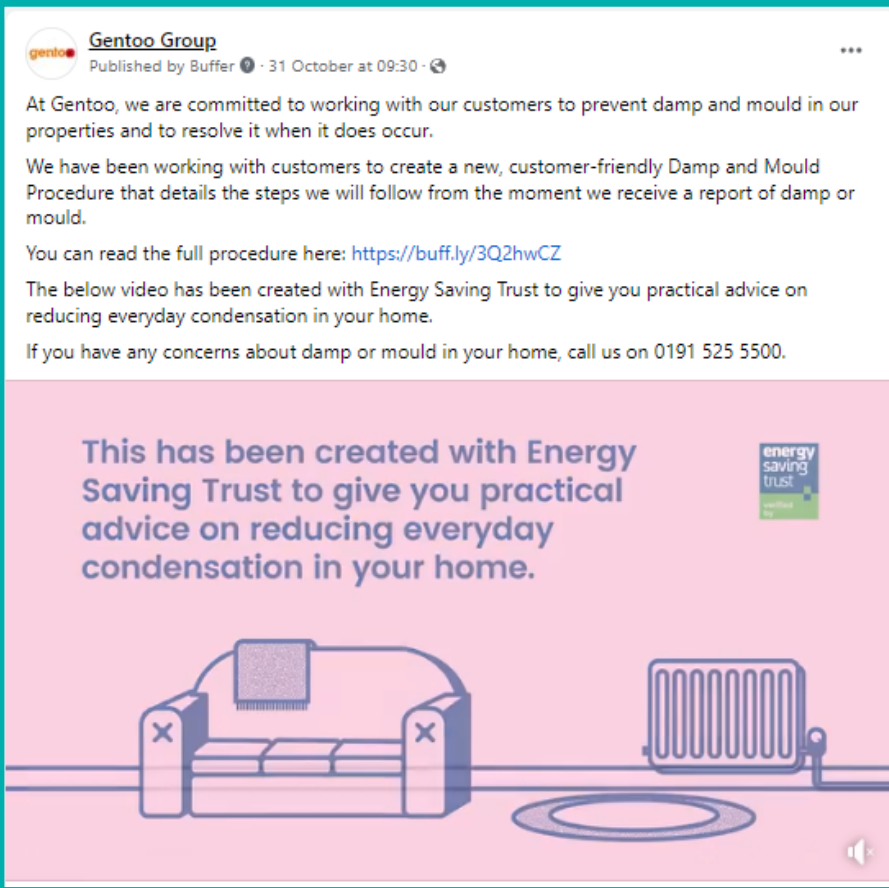
Full view of all interactions

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



The image is a screenshot of a Facebook post from the 'Gentoo Group' page. The post is dated 31 October at 09:30 and was published by Buffer. The text of the post reads: '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.' Below the text is a video player with a pink background. The video content shows a blue line-art illustration of a living room. On the left is a sofa with a blanket draped over it. On the right is a radiator. A circular puddle is shown on the floor between the sofa and the radiator. Text overlaid on the video says: 'This has been created with Energy Saving Trust to give you practical advice on reducing everyday condensation in your home.' The Energy Saving Trust logo is visible in the top right corner of the video frame.

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

