

# 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

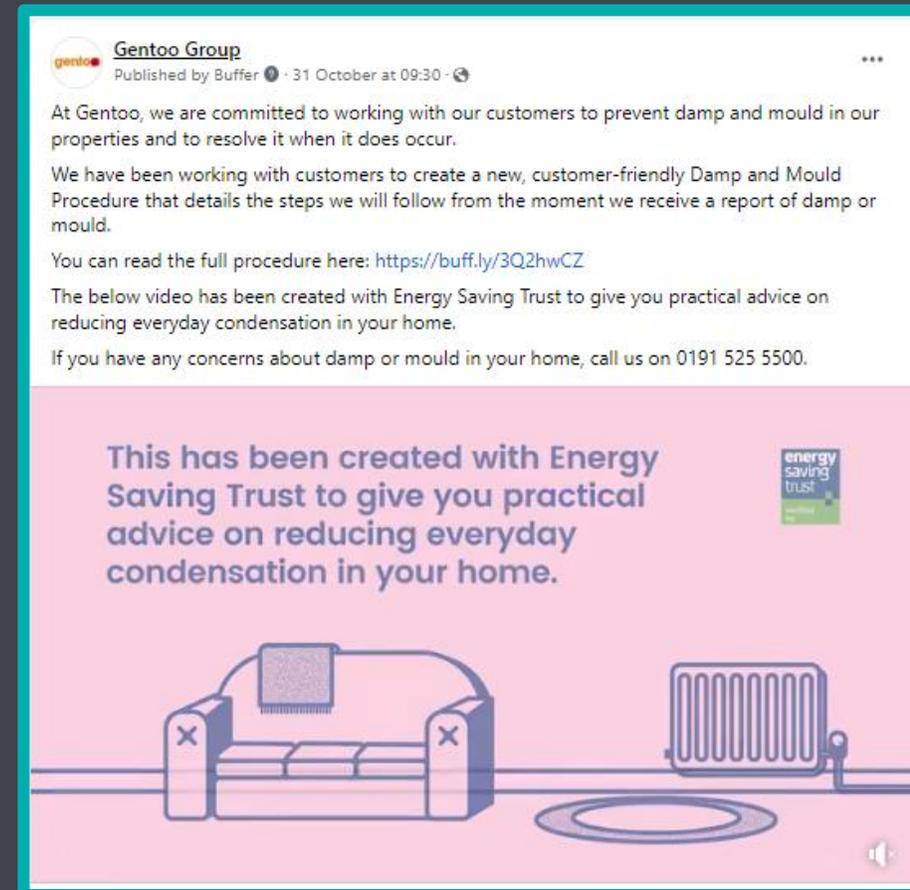
Full view of all interactions

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



# 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

