

LET'S TALK ABOUT DAMP AND MOULD

AREA FORUMS UPDATE ON OUR APPROACH TO
DAMP



Changing the way we approach damp

Why the change?





Housing Ombudsman Report

26 recommendations for improvements across the industry. The key items are:

- Avoid Blaming the Resident
- Communication
- Pro Active



what about now



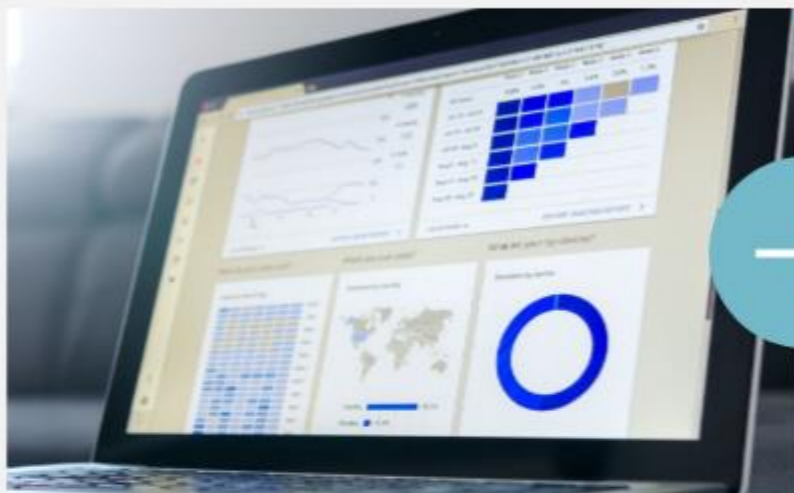
We get around five new reports of damp a day



We respond to these by giving advice, an inspector attending or raising works



We complete repairs following most of these inspections



- Looked at other landlords
- Trained our operatives
- Created an escalation process



What we've done



- Involved public health
- Looked at our technology
- Piloted two areas with smart home technology

We know we need to do more to improve the service for our residents, here's how we think it will look



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What we're planning



Revamping our process



Changing our 'damp pack'



Educating our team and residents on damp



Being proactive and helpful



Being innovative with technology

LETS TALK ABOUT DAMP

Communication

We want to have meaningful conversations with residents about how we can resolve issues together

We'll be in contact throughout the process and you'll always talk to an officer in repairs

Our new damp pack will be helpful and straightforward



Hygrometer

We'll be giving everyone who experiences damp a hygrometer. It's easy to use and shows you clearly when your property is at risk of damp



We're interested in what you have to say



Lets build this together