

Customer Scrutiny Review of Reporting Damp and Mould

Purpose

This Scrutiny exercise was guided by the Housing Ombudsman spotlight report, that recommended proactive approaches to Condensation, Damp, and Mould (CDM). Our Customer Assurance Committee asked the Scrutiny panel to assess if Citizen is effectively implementing these recommendations.

Review focus



- Customer information, policies, and procedures

- Information of other housing associations

- The views of service managers and officers

- Customer satisfaction

- Views of affected customers



Key findings

Over the last 3 years 4,855 homes have had a CDM repair, 3% of repairs relate to CDM

15% of homes have reported some damp or mould

Information is on the website and sent directly to customers

Citizen has a proactive approach and staff are well informed

Communication was inconsistent, with numerous chases and poor records

Customers reported dissatisfaction as they felt unheard without understanding being shown

Recommendations & actions taken

Awareness

Recommendation

Improve communications to increase awareness



Action

Involved customers in creating communications

Identify

Recommendation

Identify Hotspots and focus attention where most needed



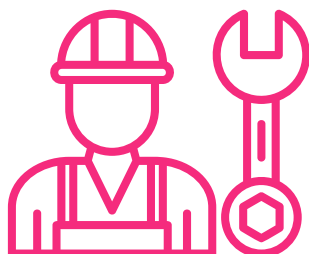
Action

Installed hydrometers in damp-prone homes and hosted events

Install

Recommendation

Install extractor fans in properties



Action

Installed fans in damp-prone properties

Share

Recommendation

Enable videos and photos to be shared when reporting



Action

MyAccount now lets users upload docs, photos and videos

Advice

Recommendation

Increase visits to check for CDM and provide advice



Action

Annual Tenancy management checks are now in place

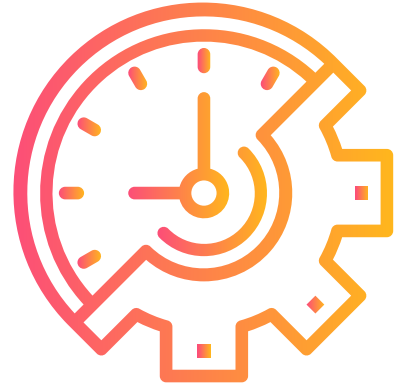
What has happened since the review and what has been the impact?

Progress



*Backlog reduced
from 5,000 to
under 100 cases*

Efficiency



*Improved triage,
response times,
and record-keeping*

Training



*Ongoing courses,
including a one-day
qualification*

Expertise



*Surveyors trained
in HHSRS
standards*

Get Involved

Want to support Scrutiny reviews? Contact Citizen Customer Engagement at engagement@citizenhousing.org.uk