

# RESIDENT REVIEW

## Damp and Mould Scrutiny

### 2023/24



### Consultation background

We wanted to understand what residents felt were the priority areas that PCH needed to focus on, for the next round of resident scrutiny. Your help guided the focus and ensured that the most appropriate area was targeted for service improvement by the resident review team.

### How we heard you

In July 2023 we sent out surveys to all residents requesting feedback on you felt should be the next priority area for the next resident review. A variety of suggestions were offered, with a chance to provide feedback on your experiences, and 'How PCH tackles Damp and Mould' was chosen as the subject area for the latest round of scrutiny. 1017 of you responded to this consultation with 175 selecting 'How PCH tackles Damp and Mould'.

Once selected, a further consultation was distributed to those with first-hand experience of Damp and Mould in their home, with a further 82 residents sharing their experiences in depth. This formed the basis for the work of the task and finish group to begin their review into how PCH tackles damp and Mould.

### What you said

We had over 300 responses directly related to how PCH handles Damp and Mould from residents and staff.

- Residents reported that a lack of communication was a consistent frustration when it came to understanding what was happening with the treatment of Damp and Mould in their home.
- Prioritising residents with relevant vulnerabilities was seen as something that required improvement, with a formalised process required to ensure those with vulnerabilities were being attended to in a quicker timeframe.
- Persistent and returning Damp and Mould issues was a common issue for residents.
- A common reason for Damp and Mould issues remaining in the home were due to residents not knowing how to report it (31% of respondents that stated they had an issue with D&M).

## **What you said (continued...)**

- The task and finish group found:
- Inconsistencies with reporting methods, and how accessible these were for PCH residents
- PCH residents' awareness on the best treatment methods was lacking, but those with an awareness, not treating effectively or as instructed.
- PCH needed to fully profile and understand all of its stock to be able to plan appropriate long term works with a focus on damp and mould prevention
- PCH needed to provide clear and transparent information on the progress of any reported damp and mould issue as residents were being left unaware of what was happening, and how long works were expected to take.

## **What has already been done?**

- The Damp and mould team have expanded, with a new Co-Ordinator recruited to provide a single point of contact for Damp and Mould related matters for tenants, staff and contractors
- Broader reporting measures have now been included to track and monitor Damp and Mould related performance to ensure PCH is delivering a quality service.
- The process and procedure for diagnosing, reporting and raising works for Damp and Mould has been updated to reflect current practise, to operate more efficiently

## **What we will be doing**

Following approval of the scrutiny report submitted to the PCH Customer Focus Committee, our repairs team will be implementing the recommendations made from this report and enhancing PCH's offer around Damp and Mould over the next 12 months.

Changes will include:

How tenants can report Damp and Mould cases, how PCH educates its tenants on Damp and Mould, how PCH manages Damp and Mould cases for its customers and contractors, and how PCH collects Damp and Mould related data from its stock. Alongside this, PCH has further revised its scrutiny process – ensuring a more robust introduction provides involved residents with a more informed approach to resident led scrutiny.

**For information please contact Communities Team on FREEPHONE  
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