

Appendix 3 – Damp, Mould & Condensation (DMC) update

Executive Summary:

This report is designed to update on improvements and future planned activity related to the DMC project. Key points to note are as below:-

- Demand for mould wash appointments has been generally low following the last update in September. However, since mid-November, there has been an increase in new cases and appointments are being offered within 13 working days of request.
- Some of this increase is due to the additional reporting of DMC cases via stock condition surveys completed since the new contractor (Rapleys) commenced surveying on behalf of SHG.
- The One Number Team continues to contact customers for feedback on mould washes and status of DMC in their property following DMC repair completion.
- A report has now been introduced that enables the identification of customer vulnerability linked to outstanding DMC cases, thus improving the prioritisation process for DMC jobs raised by ensuring vulnerability can be factored into the process.

Data:

- 91.15% of SHG colleagues have completed the Litmos, on-line DMC awareness training course – an improvement of 6% since last reported September 23
- Reduction in no access levels from 24% to 16% attributed to advance customer calls (over September to November period)
- New damp and mould appointments being offered within 13 days of contact from the customer
- 807/1074 customers (74%) have received a call back re: DMC work – an increase of 19% since last reported September 23
- 43% of customers are satisfied their damp and mould issues have been resolved, a reduction of 13% since last reported September 23.

Achievements:

- Where the One Number Team have been unable to contact customers by phone to discuss DMC jobs a survey has been sent out to gather feedback. At the end of November, 411 customers have received a survey and 80 responses have been received.
- The new report has identified 190 jobs with a vulnerability alert indicator. This is shared weekly with Three Sixty and is supporting the correct prioritisation for jobs for customers who are affected.
- An additional diary has been made available to enable appointments to be increased and reduce accumulation of jobs awaiting completion.
- The same day minor repairs service is continuing.
- No HHSRS Category 1 cases or Decent Homes failures have been reported via the stock condition surveys completed so far. Any DMC cases identified as medium or severe are referred to the One Number Team for a follow-up check to ensure jobs aren't duplicated in the system.
- The first DMC update has been shared with SHG Board in December 2023
- EDI gap analysis work (focus on DMC) completed in Dec 23. No DMC specific gaps identified.

Planned Activities:

- One Number Team customer call backs continue
- One Number Team to re-plan how to improve the capture of DMC customer feedback from call backs starting in January 2024
- Assets team recruitment ongoing for permanent legal disrepair, building and dedicated DMC surveyor posts.

- DMC procedure documents review ongoing – due to be finalised February 2024. Customer consultations to review these documents to follow – proposed dates March / April 2024.
- Severe maladministration finding – Housing Ombudsman recommendations reviewed and compliance with timelines ongoing with weekly updates scheduled.
- Dedicated systems performance lead assigned to monitor DMC data quality and integrity.
- Priority review of DMC operational processes with Three Sixty and Assets teams scheduled for January 2024 - aimed at improving management of all works.
- Plan for project transition to 'business as usual' by end of March 2024.

Graphs showing comparison of jobs completed vs jobs raised Jan 2023 – Dec 2023

