

You said

We did

Damp, mould and condensation

April 2023

In April 2023, our tenant scrutiny panel conducted a deep dive into how we deal with damp, mould and condensation in tenants' homes. Here are their recommendations and what we are doing about it.

What you said

What we're doing

Increase customer satisfaction response rates by contacting tenants via multiple methods including telephone, email, text and face to face	We introduced a new text message service, making it easier for more customers to share feedback about their damp, mould and condensation repairs experience.
Surveyors to be provided more detailed information before visiting properties	Contact centre staff have been briefed and had additional training to try and get as much information as possible.
Review and improve the process for surveyors to be able to write reports onsite.	A mobile tool for undertaking inspection onsite and uploading information in real time being developed.
Consider new laws when appointing surveyors to inspect damp, mould and condensation.	Damp, mould and condensation protocol and target timescales are being updated to reflect Awaab's Law, effective from April 2024.
Satisfaction surveys to be advertised informing tenants an external company will be conducting the surveys on behalf of SLH	Complete

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What you said

What we're doing

'Customer satisfaction at a glance page' on website (similar to Cobalt and Torus). To keep tenants up to date on how SLH is measuring up.	A review has taken place, and our website is updated every three months, similar to Torus.
Repair survey results to be presented quarterly to Scrutiny Panel.	This is already included in the performance report that is presented to Customer Services Committee. Scrutiny Panel was informed at April's meeting and we clarified that if they were doing a deep dive, they would have access or be provided with the information needed for that subject.



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