

Appendix A: Damp, Condensation and Mould (DCM)

DCM Report March 2024

The winter months sees an increase in Damp, Condensation, and Mould (DCM) reports which necessitate the allocation of additional resources to address concerns over this period. In the winter months the service's primary focus moves to more reactive measures addressing the immediate issues.

Given the substantial volume of reports, we are implementing an online questionnaire that our customers can access via our website/Portal. The aim is to make it easier for tenants and leaseholder to report DCM issues and to help us identify the severity of the issue quickly. This approach enables us to promptly manage and prioritise cases, ensuring that the most severe issues receive timely attention and resolution.

DCM Reports	
Apr-23	40
May-23	56
Jun-23	37
Jul-23	42
Aug-23	21
Sep-23	13
Oct-23	40
Nov-23	59
Dec-23	57
Jan-24	80
Feb-24	TBC
Total	442

Surveys have been completed on all reports of DCM up to January 24 with works categorised and actioned as necessary.

Key update:

1. Awaab's Law and consultation (closed 5th March)

The consultation looks at proposals for the implementation of Awaab's Law, as introduced by the Social Housing (Regulation) Act 2023 (Clause 42 'Social housing leases: remedying hazards'). The proposed legal requirements for social landlords will mean they must investigate hazards in 14 days, start fixing within a further 7 days, and make emergency repairs in 24 hours. The service is already working to these timelines.