

## Appendix A Damp, Condensation and Mould (DCM) April 2024

### 1. Reported cases:

There was an expectation that there would be a reduction in Damp, Condensation and Mould (DCM reports), during the warmer months, this has not occurred. This is likely due to increased awareness of the issue of DCM and easier ways for tenants, colleagues and others for the reporting of this.

The increase of reports received in the winter months has put pressure on the resources available to action reports within the timescales set out in our DCM Policy. The service has struggled to keep up with this demand. To help address this the service has reshaped their resources to help manage the backlog of DCM reports. This also includes the appointment of external contractors to assist with DCM surveys for a 2-month period starting on 3<sup>rd</sup> June.

<b>DCM Reports</b>	
April 2023	40
May 2023	56
June 2023	37
July 2023	42
August 2023	21
September 2023	13
October 2023	40
November 2023	59
December 2023	57
January 2024	80
February 2024	84
March 2024	79
April 2024	84
May 2024	86
<b>Total</b>	<b>778</b>

<b>DCM Reports Status</b>	
Surveys completed	668
Surveys booked	66
Surveys to be booked	44

## 2. Data Collection for reporting

From 1<sup>st</sup> April Housemark have introduced several new DCM Performance Indicators to their annual data returns, (benchmark period being 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025). These are:

- **Number of live cases** - Definition: Cases remain live until the 8 week follow up call has been made and the tenant confirms that the issue has been resolved.
- **Average days to fix issues** – Definition: Time from date of report to date resolved.
- **Number of recurring cases** – Definition: Actions and investigations to resolve have been completed and a new report of DCM is received.

## 3. Housing Maintenance Officer.

This secondment post is funded by existing budgets until June 2025. The post has already made a positive impact on the service by:

- Implementing an issues log that feeds into our improvement plans for various service areas across the teams.
- Implementation of improved data collection for DCM monitoring and reporting.
- Damp and Mould leaflet.
- Investigating the addition of a QR code that links to a video on damp, condensation and mould.
- Working with colleagues to improve DCM information on the Council's website to include DCM video.
- New process in place to ensure follow on works identified during DCM survey are completed in a timely manner.
- Investigating a trial to install environmental sensors in kitchens, bathrooms, living rooms and bedrooms to get a better insight to the conditions within a property. This would provide residents and the Estates and Facilities teams with impactful insights empowering residents to act should conditions in their home become positive for damp and mould to occur.

## 4. Reporting DCM

We have recently implemented an online questionnaire that tenants can use to report DCM. 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. The new questionnaire is live on our website.

This is working well, and tenants are providing us with photographs which helps us to triage cases. We ask for feedback on tenants' perception of the online reporting process as part of the follow up call.

## **5. Awaab's Law**

The consultation closed on 5<sup>th</sup> March 2024 and we await the results, expected later on in the year. The 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.