



**Our approach  
to damp and  
mould**



# National Approach to Damp and Mould



At Home Group, a core part of our customer promise is to provide your constituents with a safe place to live.

We have a zero-tolerance approach to damp and mould, and we do not use 'customer lifestyle' to deflect from our responsibility of carrying out any work required.

This is part of our guiding principles for damp and mould, and we have taken the opportunity to stress again to all our colleagues and partners just recently.



# Cat 1 and 2 Cases



## LB Barnet

Total Rented stock in LB Barnet	<b>642</b>
Cat 1	<b>0</b>
Cat 2 (for damp and mould) Slight	<b>84</b>



## How we are responding to issues, including investment plans and how we handle complaints

- Regeneration - Douglas Bader Park – 27 properties Cat 2 (271 properties) overall
- Planned Maintenance 22/23 – 110 component replacements including 28 cat 2 related
- Responsive works to all cat 2



## Approach cont:



- Our approach has been agreed with Customers
- “no Lifestyle” customer facing approach
- Proactive Customer Communication s
- Combined team sweeps to visit at risk properties
- Prioritising complaints – joining up to damp and mould dashboard