



Resident Engagement Panel (REP)

Damp and Mould Review

October 2024 – January 2025



....Reviewed by tenants, for tenants!



1) The purpose of the review

The purpose of this review was to answer this question - how well does Cornerstone deal with customer concerns about damp and mould in their homes?

Feedback prior to the review had included residents' concerns about reporting damp and mould to Cornerstone due to a fear of being blamed for the problem or not wanting to be a burden.

The requirements around damp and mould for Cornerstone as a landlord are greater than before with Awaab's Law coming in soon and the review considers this.

2) The aims of the review

- To understand what it feels like to report damp and mould to Cornerstone
- To understand the service that Cornerstone provides when damp and mould is reported
- To understand what the customer experience of the service is
- To review information provided to residents about damp and mould
- To identify areas of good, positive practice
- To identify areas of concern and improvement
- To make recommendations to Cornerstone

3) Who was involved with the review?

- Resident Engagement Panel members (volunteer residents)
- Other residents were invited to be involved and some were contacted by the REP for feedback
- Staff from the Executive Team, Housing and Property Services
- Board members present at REP meetings

4) Information provided for the review

A presentation on what damp and mould is, the health hazards it presents, and the tragic story of Awaab Ishak.

A presentation on how Cornerstone deals with damp and mould when it is reported, and the service residents should expect from us.

Cornerstone resident facing leaflets and website information about what damp and mould is and the service they can expect, which is the content of our healthy homes policy.

Tenant Satisfaction Measure results, which for quarter 3 showed 100% satisfaction with how the damp and mould case was managed.

An opportunity to speak with customers about their experiences of reporting damp and mould.



Complaint responses, of which there were three since April 2024, all of which were upheld.

Information on the forthcoming Awaab's Law, including the expected timescales for inspecting the issue and starting repairs, if needed.

Damp and mould case data showing the number of cases reported and the timescales between reporting and inspecting the issue.

Case studies were provided verbally and a full written case study of a complex case was provided.

Policies on damp and mould from other housing associations for comparison.

REP members who had experienced reporting damp and mould themselves fed back on their own experiences of the process and how it made them feel.

5) The REP findings and recommendations

The service received by REP members was generally good although they noted some delays whilst Cornerstone found the correct cause of the damp and mould. 3 out of 3 respondents to the satisfaction survey (100%) were happy with the service provided.

Timescales for responding to resident reports of damp and mould are not always as quick as they could be and will not meet requirements in Awaab's Law. REP noted two cases in the last year where responses were long. Cornerstone could improve its monitoring of cases responses and REP has been told that Cornerstone is bringing in new IT for this.

The information provided to residents on damp and mould is clear and informative although could do more around myth busting and how and why mould occurs.

REP noted that residents are being approached by 'no win no fee' companies and Cornerstone could communicate more with residents to encourage them to report damp and mould to us. They could also be told where to get independent advice from, for example Citizens Advice.

Cornerstone should create an environment where residents feel comfortable reporting perhaps using case studies and resident feedback to show how they have been helped. REP feels some older residents might be more reluctant to report and perhaps some communication could be targeted towards them.

Cornerstone provides training but REP feels this is important for staff and this should be kept updated and provided for new members of staff.

REP would like to receive information regularly from the Tenant Satisfaction Measures about damp and mould and whether the Big Plan consultation highlighted more cases of damp and mould.

