

Scrutiny on Damp and mould 2023



The Scrutiny Panel looked at CHS's process on damp and mould, looking at the tenant's experience.

A survey was sent out on email to 23 tenants. 9 responded and 4 agreed that one of the Panel could ring them. Although this is a small sample there were some things that stood out from it.

Most tenants were unhappy with the way their damp and mould had been handled. The main problem was that they were still ongoing. This meant the time taken was too long. Consequently tenants didn't feel CHS had got to the root cause or appreciate the affect it had on them and their wellbeing. Tenants didn't believe a co-ordinated process was working and they reported multiple issues.

2 tenants very kindly agreed to be a case study for this report.

The Panel would like to thank all the tenants that were involved in the report as they played a vital role in shaping it.

The Panel have made some recommendations of ways they and the contractor FPM can improve things in the future.