



You matter | Ti'n cyfri

# Disrepair: Damp & Mould

supporting and engaging  
with tenants

Roundtable online session –  
January 2023

# Event today is free and exclusively for TPAS Cymru members





Diolch yn  
fawr i'n  
noddwyr

Thank you  
to our  
sponsors

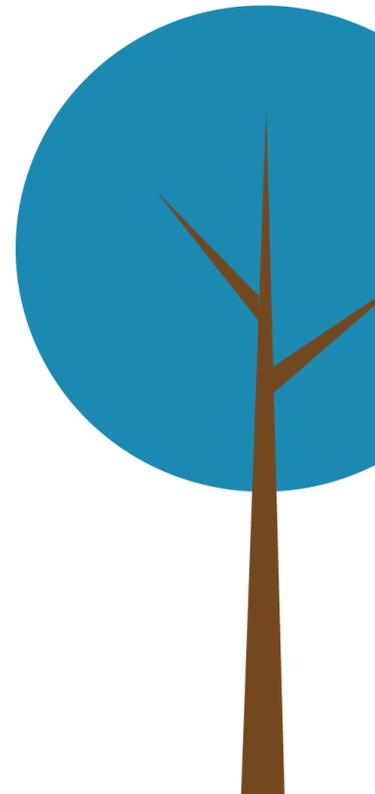
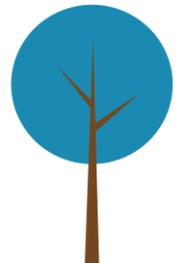


Ariennir yn Rhannol gan  
**Lywodraeth Cymru**  
Part Funded by  
**Welsh Government**



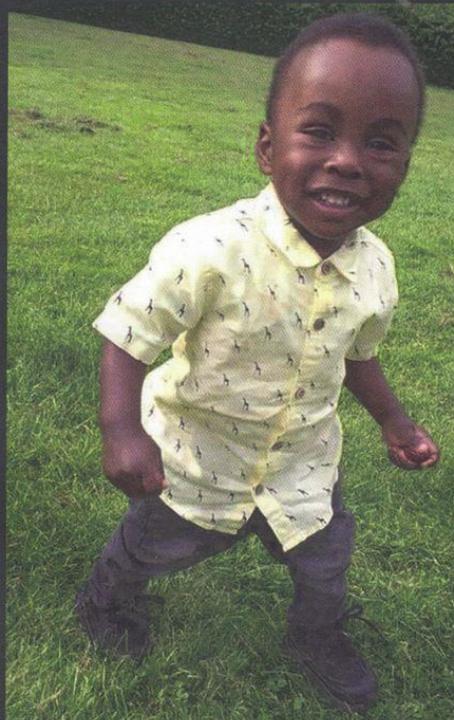
# Housekeeping.....

- 3rd 'Disrepair theme RoundTable'
- Please do share insight, thoughts and practice
- Discussions to explore themes
- Ask questions – hands up
- Use the chat to share any links/ good practice etc – *'copy & paste' what you want.*
- Stay on 'mute' when not speaking
- Session will not be recorded
- Finish no later than 10:45am



**In this issue:** The tragic story of Awaab Ishak Disrepair in social housing  
Homelessness special, featuring children in temporary accommodation Future of  
Housing First What happened when fire struck temporary accommodation block

# INSIDEHOUSING

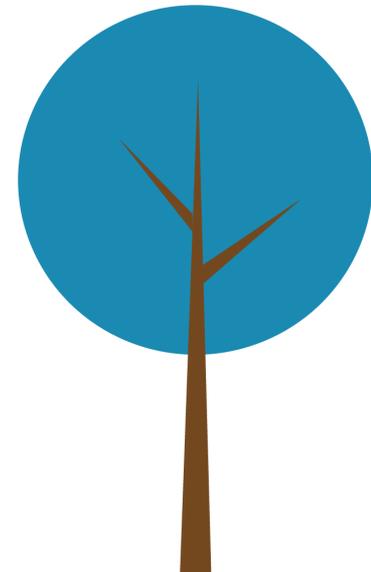


**A defining  
moment**

# Disrepair: Damp & Mould

During this session we will focus on some key themes:

- How has your organisation responded to the coroner's findings into to the tragic death of Awaab Ishak in Rochdale?.
- How are organisations responding to damp & mould related reports and complaints from tenants.
- Prevention – how is your organisation being proactive in preventing damp & mould in tenant's homes?





**Housing**  
Ombudsman Service

**Spotlight on:  
Damp and mould**

**It's not lifestyle**



[Home](#) > [Housing](#) > [Social housing regulation](#) >

Letter from Minister for Climate Change to social landlords on damp and mould issues.

POLICY AND STRATEGY

# Letter from Minister for Climate Change to social landlords on damp and mould issues.

**The Minister for Climate Change wrote to all social landlords on 17 November 2022 following the coroner's report into the tragic death of two-year-old Awaab Ishak, who died from a respiratory condition caused by exposure to mould to remind them of their responsibilities to keep tenants safe in their homes**

Part of: [Social housing regulation](#)

First published: 19 December 2022

Last updated: 19 December 2022

# New workshop - February 8<sup>th</sup> & repeated 14th

## Damp & Mould - getting the customer service experience right for tenants

**Wednesday 8th February: 10.00am - 12.00pm**

Using insight from Tenants and sector good practice we'll explore practical customer service approaches to help organisations respond **positively, proactively and with empathy to tenants concerns around damp and mould.**

We will specifically focus on the mindset, language, tone and actions needed to provide a supportive, inclusive and person-centred service experience for tenants.

During this interactive and informative session, we will work through a range of key areas and what to consider, from accessibility of reporting systems and taking ownership, through to communications and aftercare.

### **Session aim**

The session is designed to provide delegates with approaches which they can develop further and apply at their organisations. The intention is to introduce, refresh, and inspire in a relaxed and thought-provoking environment – with plenty of chat and interaction.

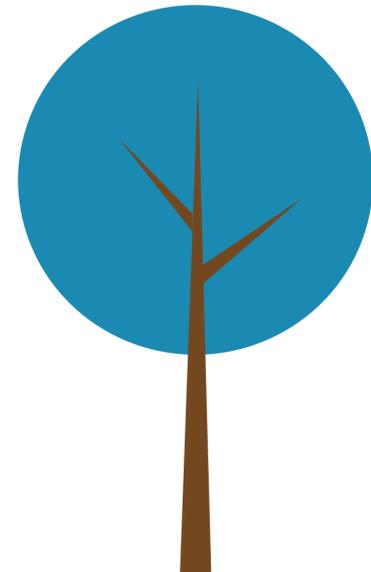
**Martin Ford**



Over to you...

# Context

- Cost of Living/Fuel poverty
- Winter
- ITV News/S4C/Social Media
- Claims Management Companies (CMCs)
- Staff/Contractor recruitment
- FFHH
- Accessibility – disrepair reporting
- 'Remote relations' – Digital, geography, little face-to-face
- Trust
- People! & people's homes



A photograph of a row of colorful terraced houses in Wales. The houses are painted in various colors including blue, yellow, and white. The scene is set against a clear blue sky. A semi-transparent red overlay covers the upper portion of the image, containing white text. The text asks: 'What are social landlords in Wales doing around 'taking ownership' of disrepair?'.

**What are social landlords in Wales doing around 'taking ownership' of disrepair?**

Home › Search Results for: "disrepair"

# No Results Found

The page you requested could not be found. Try refining your search, or use the navigation above to locate the post.

# Your Search results for the term 'disrepair'

No results found, please try another search term



If you think you have disrepair in your home our advice is to first check the   website on the "Tenant Guidance" page and then click on the "Our Responsibilities"

## how report disrepair

11:00

We have found 3 similar questions, please select the most relevant one for you.

How do I report a crime?

Unsafe contractor



“Check your handbook first.....are you responsible?”

“Can report repairs in person at our offices” – no opening times specified – but different page said “office’s are currently closed”!

Sense of – if not emergency use the App

Sense of - Can’t phone after 5pm unless an emergency

Hi, I'm [Matthew Coulter](#), and I am Safer Housing Advisor for tenants living in  
feel free to message me for help .

Hi, I'm [Matthew Coulter](#), and I am Safer Housing Advisor for tenants living in Council or Housing Association properties.

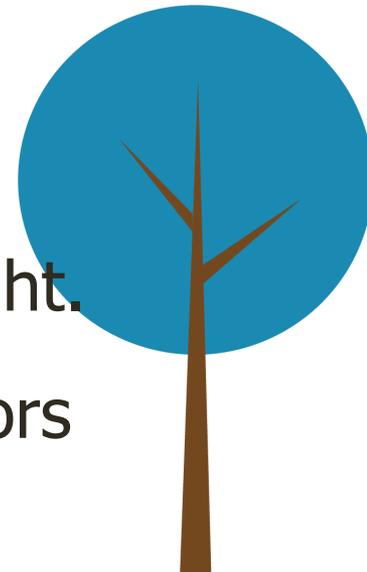
Over to you...

## 1. Taking ownership –

- how are landlords responding to and dealing with reports and concerns about disrepair?
- Do you enable and encourage disrepair reporting?
- What processes do you have in place to respond to concerns?

**2. Tone** – how are landlords getting the 'tone' of their communications and support right.

**3. Training** – what training for staff/contractors is needed to support tenants and handle disrepair concerns effectively and sensitively?



Over to you...



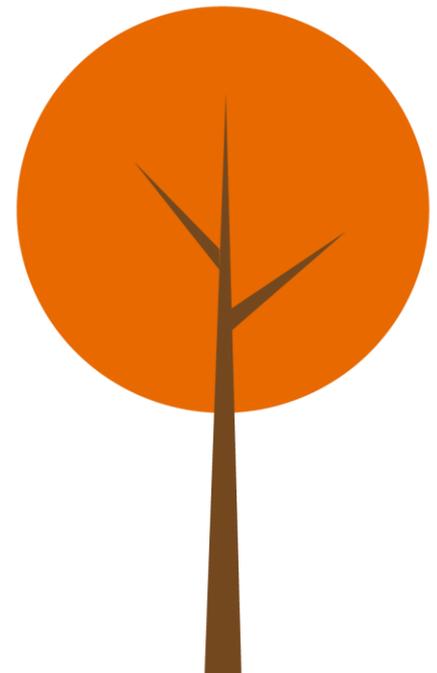
**Damp and Mould  
Communications Training –  
Revised and updated!  
5th October - 10:30am -12:30pm**

See our website for more  
information:

[tpas.cymru/events](https://tpas.cymru/events)

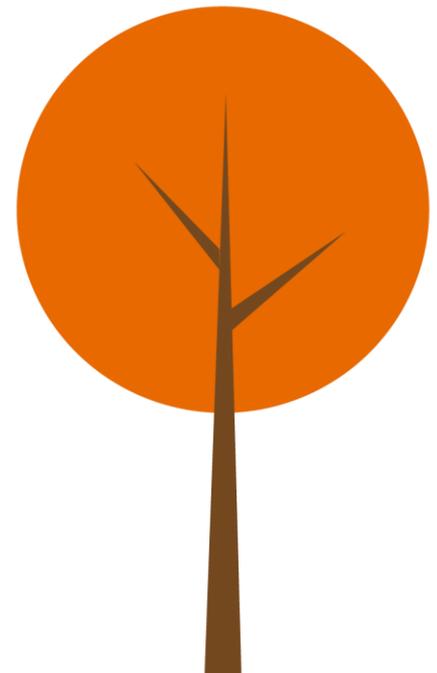
# Why don't people complain?: what did tenants say? .....

1. All online
2. can't find how to/not easy
3. don't know how.
4. No one answers  
phone/returns calls
5. 'faceless' /never get a name



# Why don't people complain? .....

1. process too complicated
2. don't feel listened to
3. Reprisal/fear
4. feel blamed
5. nothing changes
6. Landlord only interested in building new homes





## Disrepair Claims

3 April · 🌐



Council or housing Ignoring you get the help you need today we have been helping tenants for the last 6 Years 📞📞📞📞📞

0800 368 9181 [#housingdisrepair](#) [#damp](#) [#mould](#) [#counciltenant](#)



disrepairclaims





**Zoe Parkinson** updated the description.



23 Nov 2021 · 🌐

Are you living in a council house or housing association property are you having issues with damp mould Leaks in your PROPERTY!! Are They Not doing anything about it been ongoing issue! Get In Touch With Me I Can Help You



1

Be the first to answer this question



Like



Comment



Write an answer...



**Zoe Parkinson**



23 Nov 2021 · 🌐

**Are you having  
issues with the**

Join Group



Cristina Picado



6 Apr · 🌐

## Is Your Council Landlord Ignoring Your Disrepair?

If you live in a Council Property it is their responsibility to provide a safe, secure, and well-maintained home. Therefore, the Council or Local Authority must repair any reported issues they are legally responsible for, especially if the conditions are affecting your health.

If you have complained and they have not fixed the issue in a reasonable timeframe or are ignoring the problem entirely, **Renter Repairs can give you the help you deserve by ensuring the repairs are completed.**

**Contact Us and We'll Call Straight Back  
Or Call Us FREE Now on 0800 280 0978**

<https://www.renter-repairs.co.uk/>

Join Group



## Peabody trust disrepair properties >

Public group · 68 members

Join Group

Featured

Topics

Photos

Files

### About

[See all](#)

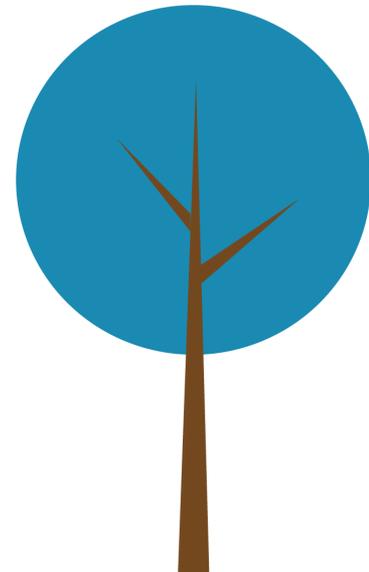
This group has been made by myself to hopefully shame Peabody trust of those outstanding repairs that hav...[see more](#)

 Public

Anyone can see who's in the group and what

# Quick reality check of reporting information

- Googled - “XXXXX Housing repairs”



  housing repairs

All Maps News Shopping Images Vid

### Sponsored

 njslaw.co.uk   
<https://www.njslaw.co.uk/>

## Housing Disrepair Help - Social House Disrepair Claim

Our Disrepair Team Can Claim You Compensation and Get the Repairs Done Fast.

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### Council Tenants Disrepair

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### Housing Tenants Disrepair

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### Housing Disrepair Claims

 Call 0800 093 3393

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### Sponsored

 matrixsolicitors.net   
<https://www.matrixsolicitors.net/>

What is the repair in relation to?

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Additional Information

Do you have any pets?

No

Does anyone in the house smoke?

No

# The requested content does not exist.

- HttpStatusCode: 404
- ErrorCode: WebContentNotFound
- RequestId : 005174d6-201e-0067-695a-6fa1e6000000
- TimeStamp : 2022-05-24T10:40:46.4098044Z

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## Good Practice Workshops & Staff Training – examples include:

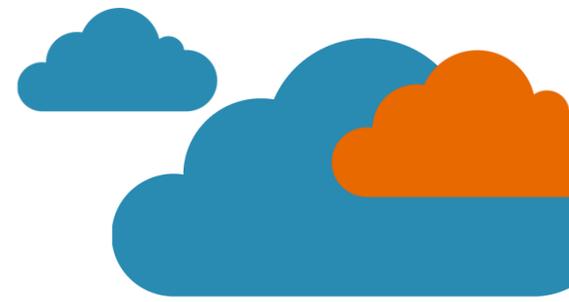
- **Disrepair handling: How to get the customer service and tone right**  
Find out how landlords can best treat residents reporting damp and mould with respect and empathy and how this needs to be reflected in the tone and approach of the complaint handling.
- **How to ensure services are accessible and inclusive**  
Exploring how to review the accessibility and use of landlord systems for reporting repairs and making complaints to ensure they are inclusive and to ‘find their silence’.
- **How to involve tenants in reviewing information and materials**  
Find out how landlords can work together with tenants to review the information, materials and support provided to tenants to ensure that these strike the right tone and are effective in helping tenants to avoid damp and mould in their properties.
- **Mould & Condensation: How to get your communications right for tenants**  
Using a mix of examining best practice examples and exploring what types of communications and messaging works you’ll find out how to ensure your communications are inclusive and effective for all tenants.

## Service ‘Accessibility & Info audit’

Our practical ‘Accessibility & Info Audit’ will give you an external and independent check of the accessibility and use of your systems for reporting repairs and making disrepair related complaints to ensure they are inclusive, easily accessible and effective.



# Evaluation



<http://doo.vote/views>

<http://doo.vote/gwerthusiad>