

# NCH Damp, Mould & Condensation

NCH Representatives:

Dylan Bollen – Project Manager, Change Team

Emma Williams – Customer Experience Business Partner

# What have we done?

**Defined a clear D&M process** - to capture current ways of working and clear way of reporting and addressing instances of damp, mould and condensation backed up with a damp and mould policy.

**Surveying Team** – built a fully resourced and trained surveying team, implementing new digital ways of working and up-skilled in new technology to support root cause – Drone license.

**Online D&M training** - Damp, mould and condensation learning course using learning pool which is mandatory to all colleagues.



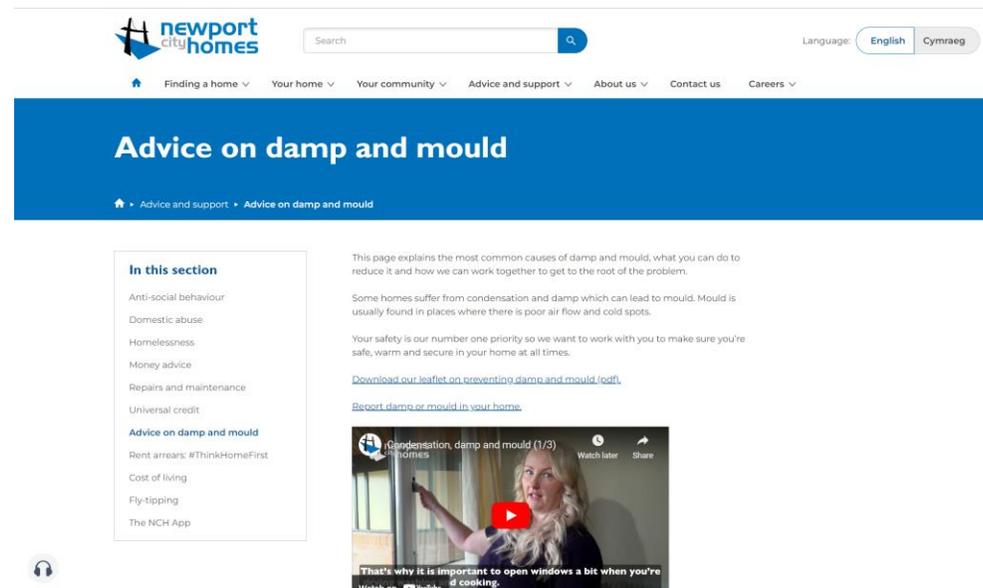
# Comms



**Notifications** – Customer will receive notifications of their appointments such as, appointment confirmed, reminder the day before and trade on route.

**Customer Video & Leaflet** – Customer videos and leaflets that offer advice on managing damp, mould and condensation in homes.

**Website** – Updated our website content to include, how to report D&M to us.

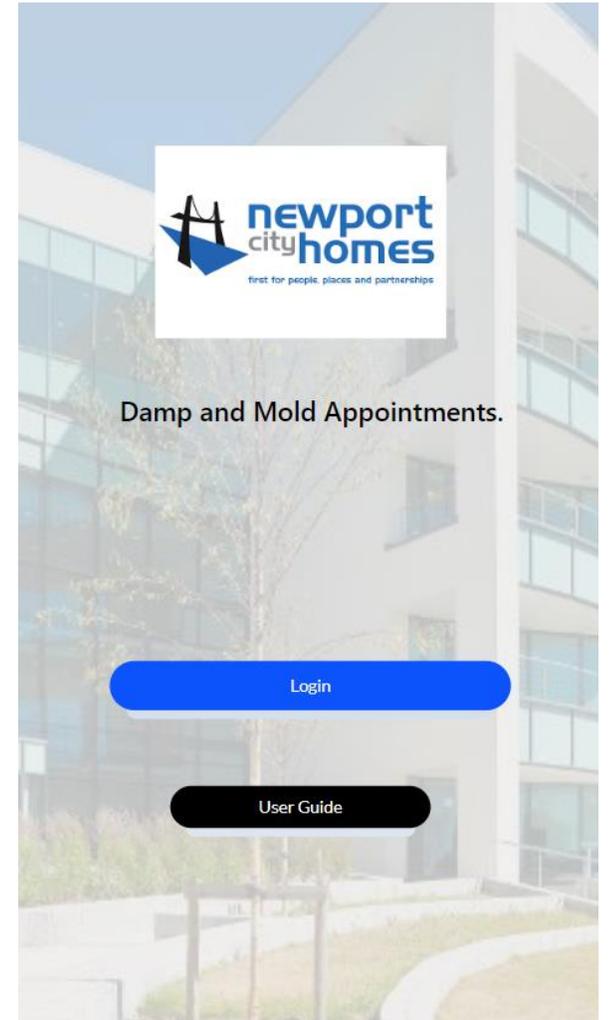


# Make D&M easy to report

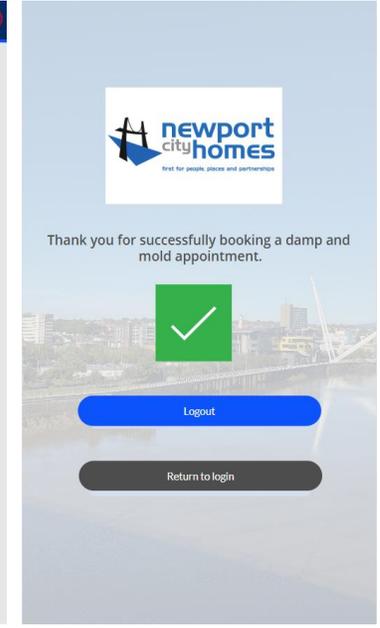
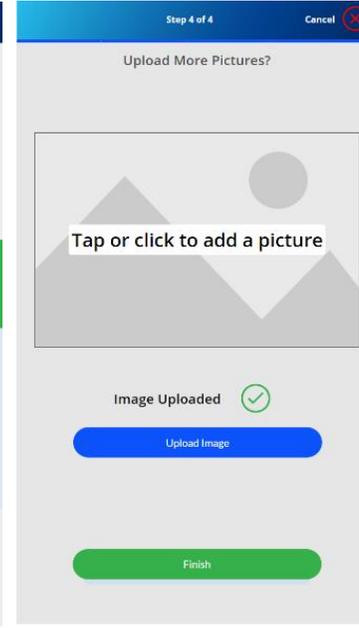
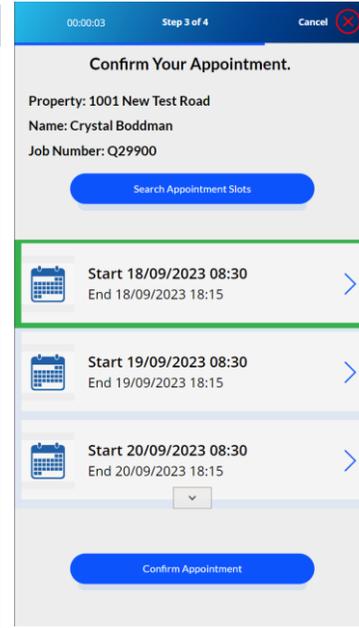
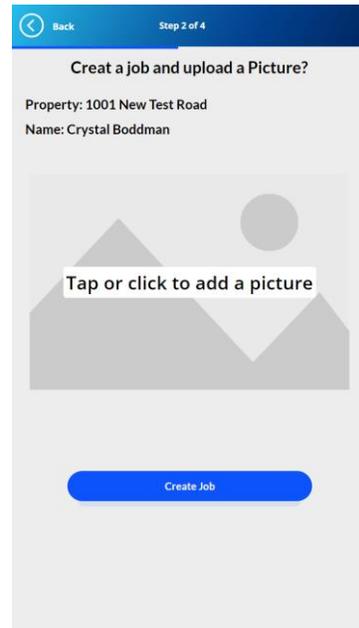
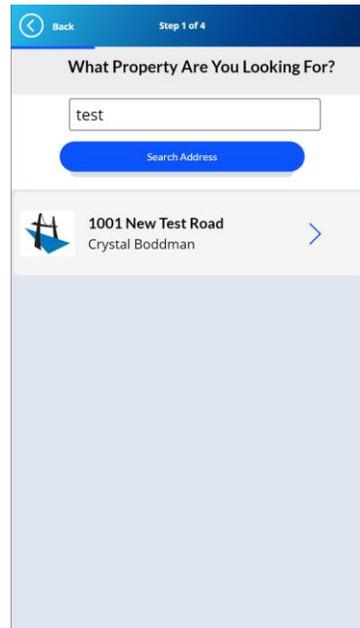
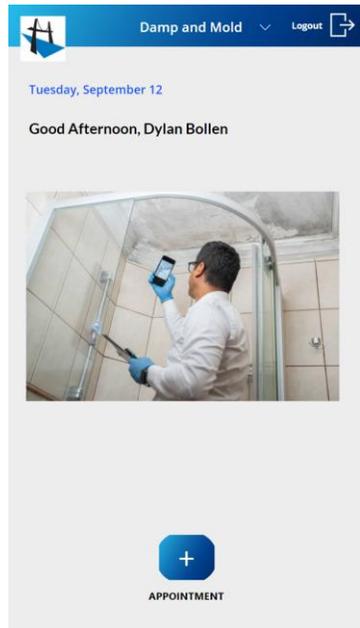
**Customer contact centre** – D&M training sessions with our customer services team on D&M and the questions to ask customers.

**Customer App** – Customers can use the NCH app to raise repairs, including raising a damp inspection, with the option to add pictures.

**D&M App (Colleagues)** – Colleagues can arrange damp inspections on site with the customer, with the option to add pictures.



# D&M Colleague App



# Any Questions?

Thank you for your time today, please feel free to contact me on LinkedIn @Dylan Bollen  
or by email [dylan.bollen@newportcityhomes.com](mailto:dylan.bollen@newportcityhomes.com)