



You matter | Ti'n cyfri

Disrepair/Damp & Mould Roundtable: supporting and engaging with tenants

April 2024

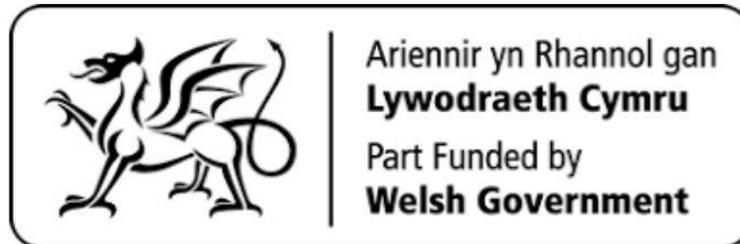
Event today is free and exclusively for TPAS Cymru members





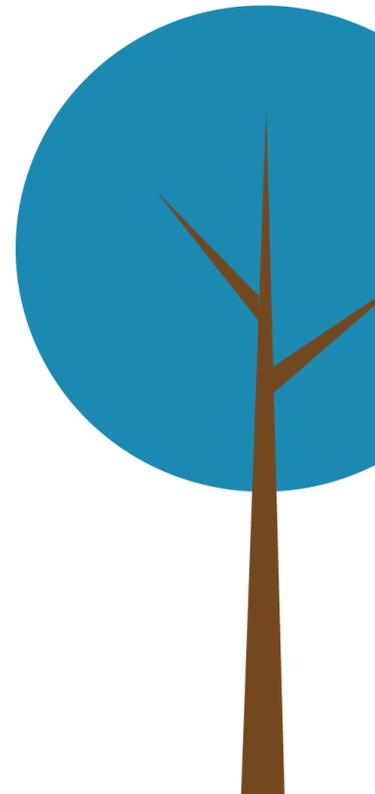
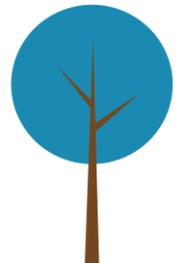
Diolch yn
fawr i'n
noddwyr

Thank you
to our
sponsors



Housekeeping.....

- 6th 'RoundTable'
- Share insight, thoughts and practice – what is going well? what is a struggle?
- Do engage & participate
- **Session will not be recorded**
- Use the chat to share any links/ good practice etc – '*copy & paste*' what you want.



Coming up.....

Damp & Mould - getting the service right for Tenants. Updated workshop session

Tuesday 23rd April - 10am - 12noon

Using insight from Tenants and the latest 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.

During the session we will focus on learning from cases where landlords haven't appropriately dealt with damp and mould. We will also consider what support and actions are needed to provide a supportive, inclusive and person-centred service for tenants.

Coming up.....

A review of Damp & Mould Communications: The essential 'have you got it right for tenants?' workshop

Tuesday 30th April - 10.00am - 11:45am

The social housing sector has been focusing heavily on communications for tenants around damp & mould, all designed to share information, advice, and support – so what's worked well? and what is there still to do?

Join colleagues from across Wales at our online Damp & Mould Comms Review workshop session.

Coming up.....

WHQS 2023 - Unpacked Five-Part Online Programme

- 1) Developing a WHQS tenant focused strategy
- 2) Understanding technical standards
- 3) Creating sustainable homes
- 4) Unpacking the requirements of WHQS
- 5) Measurement, reporting and tracking



www.tpas.cymru/events

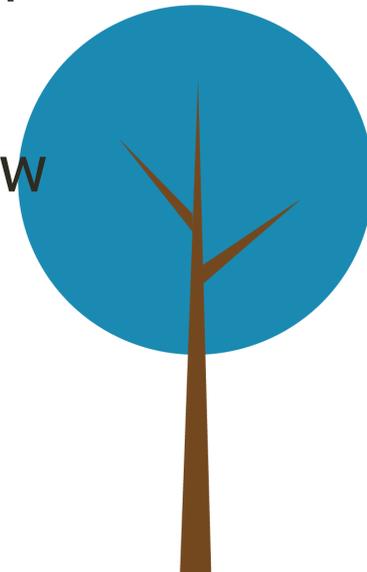


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Session themes

- How are organisations responding to disrepair/damp & mould related reports and complaints from tenants - **inspecting all?** , **triaging first?**, or tailored depending on; **support needs? property type? Also, Response Times?**
- **Triaging**– what is working? What isn't? - How do you know?
- **Prevention** – how is your organisation being proactive in preventing disrepair/ damp & mould in tenant's homes
- Hear from **NCH & Cardiff City Council** about how they have been responding to damp and mould.





**Over to
you!**

Evaluation



<https://tpascymru.questionpro.eu/feedback>