



SHDC Housing Landlord Service – Damp and Mould Policy outcome report and detail of changes made.

Contents

Introduction	2
Face to Face Engagement.....	2
Tenant Influence Panel	4
Member Consultation	5
Readers Panel	6
Survey	7

Appendix 2



Introduction

This document provides a summary of tenant feedback gathered during engagement on the proposed enhancements to the Housing (HRA) Damp, Condensation and Mould Policy.

The aim of the engagement was to:

- Provide tenants with an opportunity to share their views on what should be enhanced within the Housing (HRA) Damp Condensation and Mould Policy.
- Give tenants and members an opportunity to shape and make changes to the Policy that had been adopted in September 2025 following the introduction of Awaab's Law.
- Demonstrate the Council's commitment to acting on tenant feedback and supporting tenant-led scrutiny in shaping housing policy.

To encourage open and targeted meaningful contribution, the programme of engagement consisted of print, online and face to face communication.

The engagement sought to encourage a broad range of responses from across the tenant group. The programme of engagement took place in person and online. Both online and offline communication channels were adopted to ensure equity to access. All information about the engagement was posted on the Council website. Texts and emails were sent to tenants directly on 2nd March 2026.

Face to Face Engagement

Existing Tenant engagement events were attended across the district in a variety of Council estates attended by Officers of the Housing Landlord Service and members of the Tenant Forum.

The sessions offered the opportunity for tenants to engage with Officers and discuss the engagement.

Officers attended the following existing events on dates shown below to discuss the Housing (HRA) Damp Condensation and Mould Policy and tenants experiences and aspirations.

Event	Location	Date	Time	Tenants in attendance
Tenant Forum	Sezanne Walk Community Centre, Spalding	16 th December 2025	10-12pm	9
Property Focus Group	Fleet Hargate Community Centre, Fleet	10 th February 2026	2-4pm	7
Complaints and	Lyndis Walk Community	11 th March 2026	2-4pm	5

Appendix 2



Performance Focus Group	Centre, Holbeach			
Tenant Influence Panel	Sezanne Walk	25 th March 2026	1.30pm-4.30pm	7

Officers spoke with 28 tenants face to face.

Tenant Feedback	Changes
Tenants want follow-up communication, such as phone calls after initial contact and updates at each stage.	<p>Policy to specify the key stages where updates to tenants must occur (e.g. case reported, survey booked, findings shared, works scheduled, works completed, follow up).</p> <p>Policy to specify that tenant communication preference will be captured and endeavour to use this for updates.</p>
Clear expectations should be set during triage, e.g., “We will do this within 24 hours” or “within 5 working days.”	Policy and process updated to make this clear that Service Level Agreements will be communicated with tenants at triage and tenants to be informed there is a Policy.
Greater performance transparency, including publishing compliance statistics (e.g., Awaab’s Law) on the Council website.	<p>Adding performance information to newsletters and annual reports and advertising frequently that this information is also available on the website which can be accessed by tenants at any time.</p> <p>Improving the access to performance for non-digital tenants by presenting performance information at in-person focus groups. (First set of performance information shared at Tenant Property Focus group on 20th January 2026).</p> <p>Easy to understand Awaabs Law performance information being developed with tenants.</p>
Non-digital communication options were suggested, such as promoting the need to report damp and mould in newsletters or the annual report.	<p>Inclusion that guidance to tenants will be published in the annual report which is posted to all tenants.</p> <p>Inclusion in the policy that performance information will be shared regularly at focus groups through face to face sessions to</p>

Appendix 2



	ensure accessibility for tenants who prefer non digital engagement.
Tenants reported communication gaps, such as not knowing what jobs have been raised after a damp survey and contractors arriving without notice.	Policy requires a written summary within 3 working days and to provide updates at agreed intervals. Updates to the process to ensure tenants are told what jobs have been raised and that any contractor will give notice before arrival. Contractor code of conduct developed with the requirement to notify before arrival.
Improvements requested include informing tenants what work will be carried out and notifying them promptly if repairs are cancelled or rescheduled.	Update to the process to ensure tenants are told what jobs have been raised and that any contractor will give notice before arrival
Tenants noted that 'managing condensation' advice should be tailored to individual circumstances.	Include in the process that Officers will provide tailored advice that considers the tenant circumstances. This may also include referring tenants to support services for cost-of-living assistance where needed (included in policy).
Tenants are not sure what is their responsibility and what is the Councils responsibility as a landlord for damp and mould.	Inclusion of a Landlord Responsibilities section in the Policy
Communicate in tenants requested preference. (i.e. send emails where possible to save money on printing and posting)	Include in the Policy the requirement to communicate in tenants required preferences where possible.
Tenants didn't know there would be a 6 month follow up to check if the Damp and Mould had returned.	Ensure its clear in the procedure that tenants are informed there will be a 6 month follow up call to check if the Damp and Mould has returned, but also to explain to tenants they need to report any reoccurring DCM as soon as possible rather than waiting for the 6 month call back.

Tenant Influence Panel

Although the Tenant Influence Panel has not yet formally convened for its first official meeting, members have been actively participating in ongoing training. We wanted to use these sessions as an opportunity for tenants to apply and develop their scrutiny skills using real, live policy work. As part of this approach, the Draft DCM

Appendix 2



Policy was brought to the Tenant Influence Panel's practice session on 25 March, allowing tenants to test their developing skills and provide early insight and feedback as part of the policy development process.

Encouraging Reporting of Damp and Mould:

The panel asked about how vulnerable residents or those who fear repercussions can confidently report issues such as damp and mould. They emphasised the need for clear and proactive reporting routes to ensure these issues are identified and resolved promptly.

Officers confirmed the Council continues to actively promote the importance of reporting damp and mould through multiple channels, including tenant communications, visits, and support services. Alongside this, the Council carries out a rolling programme of stock condition surveys and tenancy audits, which help identify issues early and ensure that vulnerable tenants are engaged and supported to report concerns. The Council also carried out an Access to Services Analysis which is being acted upon to improve relationships with different groups to encourage early reporting.

Contractor Accountability:

The panel stressed the importance of holding contractors to account, particularly when they cancel appointments at short notice. They highlighted the impact this has on tenants and the importance of ensuring contractors meet expected service standards.

Officers confirmed the Council is monitoring contractor performance closely through our regular contractor management meetings, which have recently been strengthened. Missed or short-notice cancellations are reviewed, and contractors are challenged where performance does not meet agreed standards. Cancellations made by contractors are also taken to the Capital Programme Clinic, which has an increased focus on contractors, and this information is considered as part of decisions relating to contract extensions.

Landlord Responsibilities – Clarity in Wording:

A detailed discussion took place regarding the responsibility to make internal surfaces good after works. The panel were however satisfied with the section overall.

Tenants were supportive of the Policy progressing to Policy Development Panel.

Member Consultation

Informal Member briefing – 25th March 2026

Members were informed that a revised DCM Policy was being developed with tenant feedback.

Appendix 2



Members asked about issues such as drying clothes on radiators. Officers explained that guidance and support are provided to tenants to help them manage condensation effectively in their homes.

Policy Development Panel – 21st April 2026

Policy Development Panel were consulted on this Policy on 21st April 2026. Comments and observations.

- Members welcomed the opportunity to review the amended policy and thanked officers for clearly highlighting changes, which supported effective scrutiny.
- Members sought reassurance about what arrangements are in place to ensure consistent communication, including contingency arrangements where staff are absent due to sickness or annual leave. Officers confirmed the procedure has been updated to set out clearer key contact points, and this has been expanded within the policy (page 13). In addition, two officers now jointly manage the damp condensation and mould inbox and triage system to ensure continuity of service and avoid single points of failure.
- Members queried whether the policy applies to outbuildings, noting that many properties include outside toilets or separate brick washing facilities. Officers clarified that yes, the policy includes outbuildings that form part of the tenancy and are used for essential facilities, such as outside toilets. Outbuildings that are purely ancillary (for example, storage sheds or garages) and do not present a health or safety risk are normally managed through routine estate or asset management, unless a serious hazard is identified.
- Members asked for clarification of the term “decant” used and whether additional explanation should be provided. Officers have added definition on P4 of the policy.
- Members asked whether they are able to view the risk assessment tool. This has been shared directly with Members.
- Members noted that the date in the tenant engagement event table should read 16 December 2025. Confirmed and corrected.
- Members commented that the consultation outcome report may have been clearer if it had appeared earlier in the agenda pack, before the DCM policy itself, to allow proposed changes to be reviewed first. Amended.
- Members asked about contractors cancelling appointments at short notice, and asked how repeat issues are identified and addressed. Officers confirmed that contractor performance is monitored through regular contractor management meetings, which have recently been strengthened. Missed or short-notice cancellations are reviewed, and contractors are challenged where agreed standards are not met. Contractor complaints are also escalated to the Capital Programme Clinic, which now has an increased focus on contractor performance. This information is considered as part of decisions on contract extensions. Where tenants experience repeated service failures, complaints are logged and managed accordingly.

Appendix 2



- Members noted that 17% of tenants reported contractors visiting without notice highlighting the impact on tenants' ability to prepare, be present, or receive appropriate support. Officers clarified to strengthen accountability, a Contractor Code of Conduct has now been introduced, setting clear expectations around required contact and notice before visits.
- Members asked whether the proposed six-month follow-up contact for tenants requiring additional support would be telephone only, or whether in person visits could be requested. Reasonable adjustments will be made based on individual needs, and this may include face-to-face contact where appropriate or requested.
- Members asked about the procurement for the damp and mould works. Officers clarified the procurement process undertaken.

Readers Panel

The Policy will go through the readers panel after feedback from Policy Development Panel to receive the tenant seal of approval.

Survey

The survey was a questionnaire which was made available in hard copy or via MS forms. The survey ran from 1st March – 13th March 2026 and was text, emailed and phoned through to tenants who had reported Damp and Mould since Awaabs Law went live on 27th October. The survey was also advertised on our website and through focus groups. The questionnaire was available on request in alternative format and large print. All open-ended questions in the consultation survey were reviewed and grouped into themes to summarise. 30 tenants responded to the survey.

Q1 When did you last report a damp or mould issue?

Within the last month	4
1-3 Months ago	14
3-6 Months ago	7
More than 6 months ago	5

Q2 How did you report the issue?

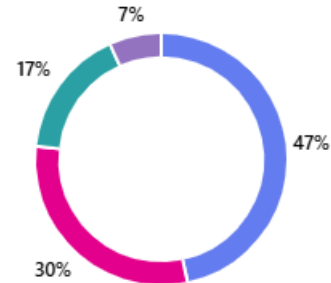
Phone	18
Email	2
In person	3
Through someone else (family, support worker etc)	4
Other	3

Appendix 2



Q3 How clear were you about what would happen next and the expected timescales?

Very clear	14	47%
Mostly clear	9	30%
Not very clear	5	17%
Not very clear at all	2	7%



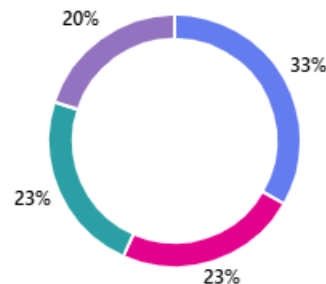
Changes proposed:

Policy and process updated to make this clear that Service Level Agreements will be communicated with tenants at triage and tenants to be informed there is a Policy.

Policy to specify the key stages where updates to tenants must occur (e.g. case reported, survey booked, findings shared, works scheduled, works completed, follow up).

Q4 Did you receive updates at the key stages (survey booked, findings shared, works booked, works completed)?

Yes all of them	10	33%
Some updates	7	23%
Very few updates	7	23%
No updates	6	20%
I don't recall	0	

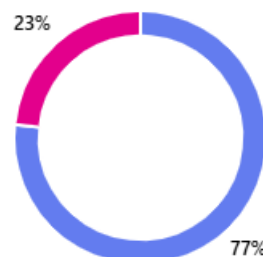


Changes proposed:

Policy to specify the key stages where updates to tenants must occur (e.g. case reported, survey booked, findings shared, works scheduled, works completed, follow up).

Q5 Did we communicate with you using your preferred methods?

Yes	23	77%
No	7	23%



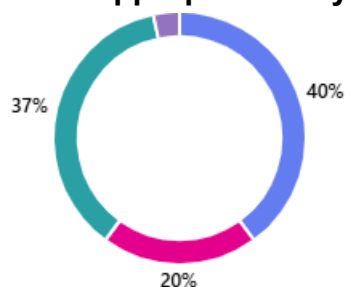
Changes proposed: Policy to specify that tenant communication preference will be captured and endeavour to use this for updates.

Appendix 2



Q6 Was the advice you were given realistic and appropriate for your situation?

Yes	12	40%
No	6	20%
Maybe	11	37%
Not applicable	1	3%



Changes proposed: Include in the process that Officers will provide tailored advice that considers the tenant circumstances. This may also include referring tenants to support services for cost-of-living assistance where needed (included in policy).

Q7 Were any repairs or works explained clearly before they happened?

Yes	20	67%
No	5	17%
Partly	5	17%

Q8 Why do you feel this way?

10 responses were provided to this question. Summary below:

- Tenants raised concerns about timescales.
- Some say works remain outstanding.
- Repairs that were carried out were described as incomplete, or low quality.
- Some repairs may have made the problem worse.
- Comments mention mould returning after treatment.
- One resident reports the issue has been ongoing for a substantial amount of time despite repeated visits.
- Tenants report being told conflicting information or that messages were not passed on.
- One response stated: "No problem."

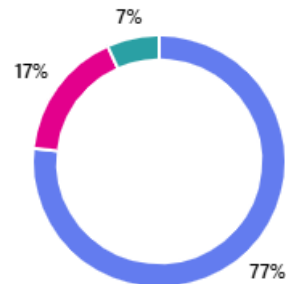
Where identifiable information has been provided tenants have been contact by the Damp and Mould Team to follow up on queries raised.

Appendix 2



Q9 If contractors visited, did they give you notice before attending?

Yes	23	77%
No	5	17%
Not applicable	2	7%



Changes proposed:

Policy to specify the key stages where updates to tenants must occur (e.g. case reported, survey booked, findings shared, works scheduled, works completed, follow up).

Contractor code of conduct has also been recently introduced to ensure contractors notify tenants in advance of a visit.

Q10. Is there anything you think should be improved in the policy or the way we manage damp and mould?

30 responses were provided to this question. Summary below:

Communication is the strongest and most repeated theme. Tenants would like:

- Clear, consistent updates throughout the process
- Notification of visits in advance
- Better communication between internal teams (damp & mould team and housing repairs)
- Information to be passed from one operative/team to another without the tenant repeating themselves.
- Consistent messaging

Changes proposed: Policy to specify the key stages where updates to tenants must occur (e.g. case reported, survey booked, findings shared, works scheduled, works completed, follow up).

Several tenants asked for improved follow up and monitoring.

- Checks to ensure damp/mould isn't returning
- Confirmation that repairs have been completed.

Changes proposed: Policy had been updated with 6 months call back to check damp and mould isn't returning. Tenants will benefit from this going forward. Communication with tenants to advise not to wait for the follow up call if damp and mould has returned to report to the team.

Comments that repairs aren't completed.

- Works not complete

Appendix 2



- Works being passed between operatives and contractors
- Repairs not done to the right quality

Change proposed: Awaabs Law requires written summaries and works to be completed within set timescales and for tenants to be kept updated on the progress of the works. This will be made more explicit in procedures to ensure staff keep tenants informed.

Provide preventative measures, several tenants said.

- Mould is returning
- Root-cause fixes needed
- Cleaning alone is ineffective

Changes proposed: Inclusion of “accurate diagnosis of the root cause of damp mould of effective long-term solutions, not just treatment of symptoms” in the policy.

Neutral feedback.

- Many tenants said no or nothing else to add.
- Operative was good.
- Everything was fine.

Q11 Before completing the survey, were you aware the Council had a Damp, Condensation and Mould Policy?

Yes	13
No	15
Maybe	2

Changes proposed:

Policy and process updated to make this clear that SLAs will be communicated with tenants at triage and tenants will be informed there is a Policy.

Inclusion that guidance to tenants will be published in the annual report which is posted to all tenants.

Q12 Would you like us to contact you about other ways to get involved to help improve the services tenants receive?

Yes	13
No	17

Tenants who indicated yes have been passed onto the Tenant Engagement and Influence Lead to make contact and share tenant forum information.