

Tackling Damp and Mould Together

Action Plan

Our Service Improvement Group (SIG) recently completed a detailed review of our Damp and Mould service, and we want to share with you the impact this review has made to the service.

Working closely with staff, the group looked at:

- **Challenges staff face** when tackling the issue
- **Listened to feedback from tenants affected** by damp and mould to identify ways to improve the service
- **Benchmarked and reviewed** our policy, procedure and communication with five other housing associations
- **Causes of damp and mould** in our homes

"After hearing about the tragedy in the news, we knew it was important to act. Tenants' experiences should shape services, especially when it's about feeling safe at home. No one should feel embarrassed to report damp and mould, and staff should always respond with care. It's great to see our ideas making a real difference. More tenants should get involved – Glen Oaks staff really do listen and take action."

– Eleanor Stewart, SIG Member

Glen Oaks
HOUSING ASSOCIATION



What did they find?

- ✓ **13 best practice** examples that we will continue to deliver
- ✓ **29 recommendations** to improve the service and how we communicate with tenants.

What's changed

The SIG's review has led to many improvements already. An action plan is now in place to guide the remaining changes and ensure they are fully implemented.



Recognition

Our SIG was the **first scrutiny group in Scotland** to carry out a dedicated review into damp and mould. Their work has been recognised across the housing sector:

- ✓ Featured in Tenant Information Service's newsletter
- ✓ Shortlisted for an award in Excellence in Tenant Scrutiny at the Scottish Housing Awards and included in Best Practice Compendium
- ✓ Featured in a Keynote speech at the Social Housing Safety Network Scotland's annual Tenant and Resident Safety Conference
- ✓ Article featured in Scottish Housing News

Continuing Best

The Service Improvement Group has made real improvements and helped some of the great practices we

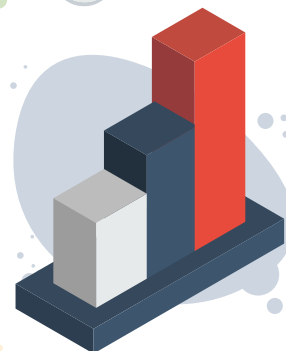
1. Investing in Homes

Homes are maintained through reactive repairs and upgrades. These improvements meet key standards like energy efficiency, health and safety, and government requirements.



2. Improving Services

Efforts are ongoing to make services better and ensure tenants feel supported.



3. Sharing Helpful Info

Tenants are encouraged to watch our video about damp and mould. We've reviewed the wording of letters to make them more encouraging and supportive. Information leaflets have been updated with new recommendations for keeping your home free from damp and mould.



4. Using Communication Tools

Information about damp and mould is shared through newsletters, social media, email and SMS communications, and the website to help everyone stay informed.

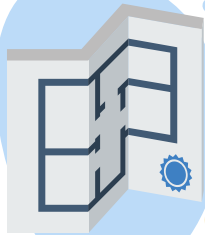


Practice & Making Improvements

Our review of our Damp and Mould service has already led to us focus on what matters most to tenants. It also highlighted what we were already doing.

5. Designing Out Damp & Mould

New homes and planned upgrades are designed to prevent damp and mould. The impact of these changes is monitored and results are shared with tenants.



6. Raising Awareness

Tenants are supported to understand what causes damp and mould, how to prevent it, and how to report it quickly via articles in the newsletter, social media, pre-inspections, Annual Tenancy Visits.



7. Supporting Warm Homes

Help is available to keep homes warm and well-ventilated. This includes referrals to the financial inclusion team, energy vouchers when needed and referral to HEAT at the Wise Group who can provide energy advice.



8. High-Quality Inspections

Thorough inspections are carried out to a consistently high standard by all staff. Damp and Mould concerns are now discussed as part of our Annual Tenancy Visits.



9. Staff Training

Staff receive training to carry out their roles effectively and stay up to date with new issues and solutions.



10. Managing Expectations

Tenants are informed about how long damp and mould issues may take to resolve, with regular updates provided throughout the process.



11. Listening to Feedback

90.9% of tenants who had reported an issue now feel they understand damp and mould. Feedback is collected from tenants who report damp and mould, through quick surveys and annual reviews.



12. Better Record Keeping

A new housing system helps staff record inspection details clearly, including photos and follow-up actions. This helps track progress and keep tenants informed.



Our Damp and Mould Action Plan

The Service Improvement Group recommendations for how we could further improve the service for our tenants have shaped our action plan.

Ref	Recommendation	Target
1	Inform tenants about the Damp and Mould Champion role, sharing benefits and improvements to service.	Completed
2	Include damp and mould as a discussion point at our Annual Tenancy Visits and promote the benefits of the visit in every newsletter.	Completed
3	Share our 'Protecting your home from condensation' video with staff and make sure they understand its content and where tenants can access it.	Completed
4	Provide inspection reports to tenants who report damp and mould to ensure they understand the works required to their home.	Completed
5	Use damp and mould 'report' instead of 'complaint' in procedures and communications with tenants via letters, emails or articles in our newsletters.	Completed
6	Review triannual survey results to understand lower satisfaction levels and use this to create and implement a new Customer Service Strategy and action plan.	Completed
7	Provide dehumidifier bags to tenants reporting damp and mould and as part of our Damp and Mould Action and Awareness Week.	Completed
8	Support the National Damp and Mould Action and Awareness Week by sharing tips, giveaways and encouraging inspections etc.	Completed
9	Reduce background music levels in existing information videos to make them easier to understand.	Completed
10	Update our 'Tackling Damp and Mould Together' leaflet by updating it with the latest advice and add graphics showing moisture from daily activities.	Completed
11	Ensure all frontline staff are trained and encourage staff to ask about damp and mould during visits.	Completed
12	Create new videos to show inspections, causes, and solutions for damp and mould.	Ongoing
13	Explore enforcing access for inspections when tenants deny entry for damp and mould works and consult tenants before deciding a way forward.	Ongoing
14	Introduce AI systems to monitor moisture and damp levels in homes affected by damp and mould once our new Housing Management System is live.	April 2027
15	Reduce response times for damp and mould issues and installation time for ventilation systems by the end of the reporting year March 2026.	April 2027
16	Increase satisfaction target for damp and mould resolution to 85% by April 2027.	April 2027
17	Consult tenants and staff before the next damp and mould policy review in 2026 and share outcomes in Newsletter.	Completed
18	Ensure any reports of health being impacted because of damp and mould are treated seriously, recorded and referrals for additional support made if required.	Ongoing
19	Record damp and mould reports separately with full tracking and report outcomes quarterly to our Board and tenants in our Newsletter performance article.	Ongoing
20	Continue to be innovative in our approach to tackling damp and mould, making sure we use best practice tools and products.	Ongoing

Read our quarterly newsletter for regular updates on the amazing work of the Service Improvement Group and how we are tackling damp and mould together!

Want to make a difference in your community and help improve our services?

Join our Service Improvement Group! Training and support are provided. Contact Laura Strang, our Customer Experience Lead.

0141 620 2742 or email laura.strang@glenoaks.org.uk

Are you concerned about **Damp and Mould** in your home?

Our staff are here to help, and early intervention is always best.
Contact us to arrange an inspection today!

✉ Email go@glenoaks.org.uk

☎ Call 0141 638 0999 option 1

🖱 Online www.glenoaks.org.uk/report-a-repair

Read our [‘Tackling Damp and Mould Together’ leaflet](#).

It gives you information on what action we will take when you report damp and mould, what can cause damp and mould and how you can help to prevent condensation in your home.

You can also read our full [Dampness, Mould and Condensation Policy here](#).

Watch our information video on [‘Protecting your home from condensation’](#)