



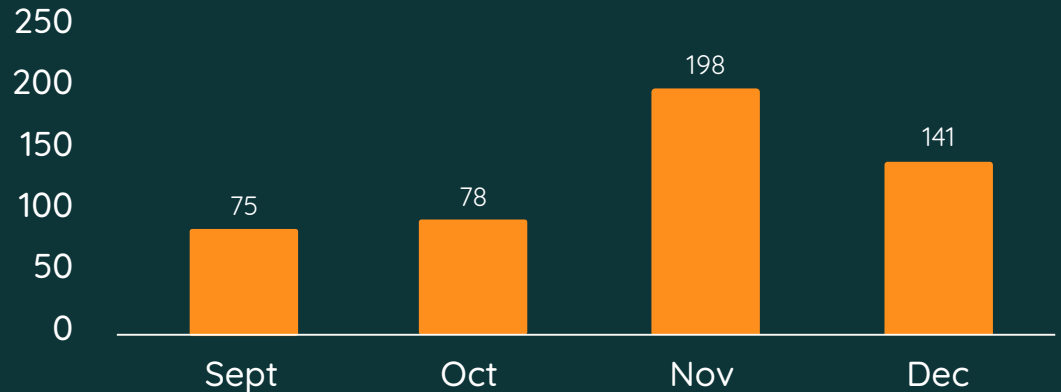
Our damp and mould performance

1 September to 31 December 2023

492

Damp and mould cases raised

1 September to 31 December 2023



Of these cases:

398

had a full inspection

The remaining 94 cases are either booked in for an inspection or there are issues accessing the home

50%

reported damp and mould in the bathroom or bedroom

4

were categorised as severe (CAT 1)

Meaning temporary house moves for these customers while we make repairs.

2,355 homes had a home improvement survey completed



77% of rented homes have had a home improvement survey in the last five years