



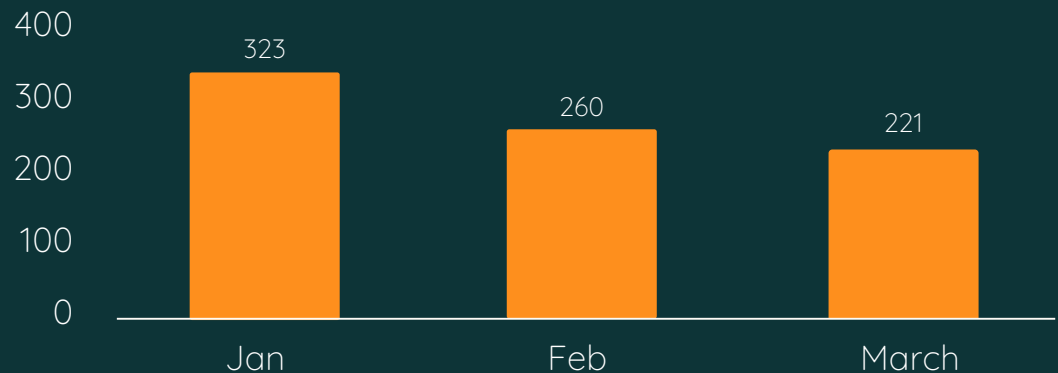
Our damp and mould performance

1 January to 31 March 2024

804

Damp and mould cases raised

1 January to 31 March 2024



Of these cases:

614

had a full inspection

The remaining 190 cases are either booked in for an inspection or there are issues accessing the home

45.27%

reported damp and mould in the bathroom or bedroom (47.26% in the bedroom)

1

were categorised as severe (CAT 1)

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

1,831 homes had a home improvement survey completed



81% of rented homes have had a home improvement survey in the last five years*

*Based on increased number of homes - 13,588