



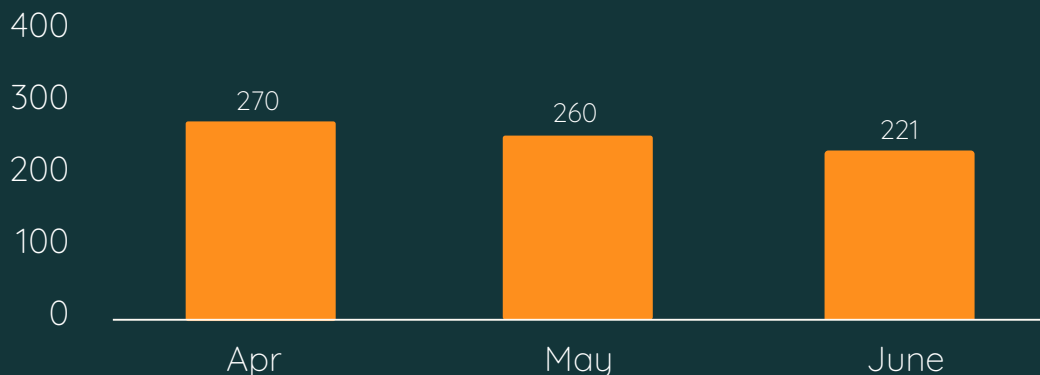
Our damp and mould performance

1 April to 31 June 2024

751

Damp and mould cases raised

1 April to 31 June 2024



Of these cases:

271

had a full inspection

The remaining 480 cases are either booked in for an inspection or there are issues accessing the home

48.92%

reported damp and mould in the bathroom or bedroom (40.68% in the bedroom)

1

were categorised as severe (CAT 1)

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

1,524 homes had a home improvement survey completed



83% of rented homes have had a home improvement survey in the last five years*

*Based on increased number of homes - 13,588