

My Ideas – Damp and Mould

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Ideas – Damp and Mould

Date of Meeting: Tuesday 8th September 2026, 11am – 1pm

Location / Format: Hybrid Meeting (Teams and Popes Lane, Oldbury)

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Head of Specialist Repairs, Customer Liaison Manager, Tenant Engagement and Scrutiny Officer, Tenant Insight Officer, AICO Partnership Manager and One Ops Committee member

Number of Tenants: Six

Summary

The group reviewed Damp and Mould performance, noting an increase in DM1 cases but fewer DM2 and Stage 2 cases, with proactive repairs, gutter clearance, staff training, tenant communication and early identification of higher-risk homes contributing to improved outcomes. Tenants stressed the need to investigate root causes, improve first-time fixes, ensure consistent workmanship and operative explanations, and avoid repeated visits; concerns were also raised about appointment notice, cancellations, reminder texts and the effect of tenants' work, holidays and vulnerabilities on the 21% no-access rate. Satisfaction results had fluctuated, although the small survey samples were recognised, and further analysis was needed. AICO sensors and the new app were demonstrated, with discussion covering humidity alerts, installation, tenant guidance, Customer Liaison Officer support, fuel-poverty referrals, follow-on repairs and tenants' right to refuse sensors; the group supported the proposed survey of tenants with sensors. Agreed follow-ups included arranging a visit regarding one tenant's unresolved Mould, reviewing appointment text messaging, considering a sensor request and confirming how the sensor survey will be issued.

Key Discussion Points

- **Performance**

- When reviewing no access rates, tenants identified a range of factors that can make it difficult to attend appointments including work commitments, caring responsibilities, holidays and mental health concerns. They also highlighted issues with missed appointments and 'on the way' text messages. The group agreed that no access rates should be explored in greater detail at a future meeting.
- Tenants emphasized the need for a more flexible approach to managing no access cases and discussed opportunities to strengthen communication and engagement before an appointment is formally recorded as no access.
- The group noted that tenant satisfaction had dipped in July and recognised that improving operatives' explanations during repair visits had been identified as a key area for improvement. Tenants stressed the importance of providing individual

My Ideas – Damp and Mould



Resident Meeting Summary Sheet

feedback and targeted training where there are recurring issues relating to poor workmanship or repeat visits.

- The group discussed the seasonal nature of repairs and planned maintenance programmes, supporting the proactive completion of roofing works during the summer months to help prevent problems arising during winter. The team confirmed that they are actively prioritising homes with recurring roof leaks and known damp and mould risks.
- In addition, tenants highlighted the importance of operatives fully investigating the root cause of a repair issues and delivering an effective first-time fix, reducing the need for multiple visits to the same property and improving the overall tenant experience.
- **Tenant perception of the AICO sensors**
 - Following a demonstration from AICO's Partnership Manager, the group recognised the sensors potential to identify persistent humidity issues, enabling earlier intervention and support for tenants.
 - The group highlighted the importance of providing tenants with clear information about how the sensors work, including guidance on sensor readings, installation, use of the app and reassurance that having a sensor installed in their home is entirely optional.
 - The group reviewed and approved the Damp and Mould Sensor Survey questions and confirmed that no amendments were required. They were satisfied that the survey could be distributed to tenants who currently have a sensor in their home.

Decisions Made

- Following a review of the Damp and Mould sensor survey, the group approved the questions (with no amends required) and that they were happy for the survey to be distributed to tenants.

Actions

- The Damp and Mould sensor survey to be circulated to all tenants with an AICO sensor currently installed in their home, analysis of the data to be shared at the next meeting (due for Tenant Engagement and Scrutiny Officer by 18th November 2026)
- Update to be provided on the work being undertaken by the Tenant Insight Team regarding text messaging (due for Tenant Insight Officer by 18th November 2026)

Future Engagement

Next Meeting Date: 18th November 2026

Contact for information or to get involved: Customerscrutiny@midlandheart.org.uk