



Customer Voice

Damp & Mould Scrutiny Report
December 2025



Contents

Customer Voice - Background	3
Objectives & Project Scope	4
Overview of Activities	5
Key Findings	6
Recommendations	7
Next Steps – Action Plan	11





Customer Voice - Background

The Customer Voice Panel was established in May 2025, with 12 members. The panel have now completed their first scrutiny review.

What is Customer Voice?

The Customer Voice Panel (CVP) is a group of customers who work together to make sure Legal & General Affordable Homes (L&G) listens to customers and improves services. We share feedback with senior staff, the teams managing affordable homes, and the Boards of the Registered Providers of affordable housing (RP Boards). It's all about making things better for customers, by customers.

We report into L&G's governance structure by sharing scrutiny review findings and recommendations for improvement, but we'll also share insight and learning directly with the RP boards.

We have three main roles:

- **Share customer experiences** with decision-makers so they can take action.
- **Suggest service improvements** using customer feedback and performance data before carrying out in-depth reviews of services.
- **Keep an eye on how well resident engagement is working** by overseeing the resident engagement programme at L&G and keeping track of any action plans, ensuring L&G is held to account.

Scrutiny Review

For our first in-depth review, we chose to look at damp & mould. With Awaab's Law now in effect, it's more crucial than ever to make sure the support provided to customers who need it is the best it can be.



Objectives & Project Scope

Objective 1 – Process

Ensuring L&G processes comply with regulation, meet the needs of the customer and are clear and thorough.

Objective 2 - Resources

Making sure customers know where to look for information on spotting, managing, and reporting the signs of condensation, damp & mould. Making sure this information is fit for purpose.

Objective 3 - Communication

Ensuring L&G and its partners communicate with customers throughout the damp & mould process, from when it is reported to when the issue has been resolved.

During our quarterly meeting in September 2025, we agreed on five key areas for scrutiny within the project:

Complaints

Specifically related to ventilation, damp & mould. Looking at the themes to see if there are any trends or clear areas for improvement.

Reporting

Where possible, looking at what stage the damp & mould is at by the time it is reported as an issue by a customer.

L&G Website

Looking at the content on the L&G Affordable Homes website, ensuring any guidance and resources are clear, accessible and contain all the information needed.

New customers

Ensuring guidance for new customers, particularly of new-build homes, is tailored to the type of building.

Communication

Looking at how customers are communicated with after reporting concerns of damp & mould, particularly through My Brolly, the customer portal.



Overview of Activities

Damp & Mould was first chosen as a topic shortly after the CVP's first meeting on 28th May. An overview of activities since the decision is highlighted below.

What did we do?

As a group, we carried out the following tasks:

- Received an overview of damp & mould processes with L&G and its management providers.
- Gained an understanding of Awaab's Law, which came into effect on 27th October 2025: [Awaab's Law: Guidance for social landlords - Timeframes for repairs in the social rented sector - GOV.UK](#)
- Researched resources and guidance currently available for L&G customers, such as website content and educational videos.
- Looked at the key themes for complaints received around damp & mould.





Key Findings

After carrying out our activities with the focus on our 5 key themes, we've highlighted our findings below.

L&G Affordable Homes Website

After a recent website improvement project, a small amount of information is now available on the customer area of the website on preventing and managing condensation. There's a page dedicated to repairs, but there's no separate area or page on damp and mould. The current "Cleaning and preventing condensation" section on the 'Home Responsibilities' page contains useful, actionable steps but does not differentiate between types of damp, which we believe is a source of customer confusion and complaints. It is also text-heavy and does not contain enough engaging content.

What's useful?

- Practical tips on reducing moisture (e.g., using pan lids, wiping wet surfaces, leaving space behind furniture) are simple and effective. This information should be kept but placed in a new, dedicated area.

What's missing or confusing?

- Damp or black mould are not defined. Customers are not advised on how to distinguish condensation issue from a structural issue (e.g. rising damp).

Engaging Content - Videos

The majority of L&G management providers have a video concerning damp & mould on their website. This ranges from information on the role of the damp & mould team, to how to spot the signs of damp & mould. However, not all management providers have a video, and the overall messaging is inconsistent.

New Customers – Guidance

New customers are issued with a 'home user guide' upon moving into their home. At the time of our review, new templates were being developed, as the guides for each development slightly differed in both design and content. Home user guides include a section on looking after your new home, and often there is a mention of moisture and condensation, and how the home is ventilated.



Complaint Themes

Having selected some complaints at random that have been made in 2025, themes included:

- Delays addressing damp & mould issues.
- Lack of empathy from the management provider.
- Issues potentially missed at hand over stage/ at the end of the defects period.
- Issues with the customer not allowing access to their home for works to take place.





Recommendations

Based on the findings from this review, the Customer Voice Panel have made the following recommendations:

1

Develop a webpage dedicated to damp & mould on the L&G Affordable Homes website, focused on spotting the signs of damp & mould early and when to report.

The page should include:

- A troubleshooting flow chart as the main feature. This chart should guide customers: Is it condensation? → No? → Report a Repair (Structural Damp).
- A brief summary of the problems damp can cause
- Signposting to adequate maintenance
- Specific pictures of damp, with indicators on which is early, middle, or late identification.
- What next steps are adequate once damp has been identified.
- Signposting to contractual arrangements (What is the customer's responsibility and what should be reported?)

The web pages need to be communicated to customers at regular intervals where possible.

2

Ensure images are used wherever possible on any guidance, resources or information on damp & mould for customers.

This includes the website, home user guides and any other material that customers receive.



3

Introduce a video on the L&G Affordable Homes website on how to spot, manage and report condensation and damp and mould at the earliest stage.

This should be present on the new damp and mould webpage, and customers should be made aware once it has been launched. It should use clear, empathetic language to explain the need for quick reporting.

4

Ensure there is a detailed section on moisture/ condensation and damp and mould within the new home user guide templates.

This recommendation should also include a customer review of home user guides in the customer engagement plan, to take place in early 2026.

5

Make sure the damp and mould policy is clear that the customer must comply with essential works, and consider consequences where possible.

This will hopefully help with issues accessing customers' homes to carry out urgent works to tackle any damp and mould. To aid with building trust, when appointments to fix damp and mould issues are booked, L&G and its partners where possible could consider:

- Offering more specific timeslots for repairs
- Sending name/ photo of the operative visiting the customer's home
- Explaining the risk of not carrying out the works



6

Ensure all customer facing L&G Affordable Homes staff (and that of their management providers) are regularly trained on customer service and communication.

This should include training on empathy, accountability and building positive relationships with customers.

7

Regularly analyse the volume and types of complaints relating to damp & mould.

Keeping on top of any recurring issues and ensuring management providers are supported and held to account where needed.

8

Consider fluidity in the defects period to accommodate human error which may cause issues further down the line.

Defects identified after the defects liability period can be reviewed to consider whether the origin of the issue began within the defects period (E.g. a faulty pipe that leaks slowly over a long period of time).

To assist with ensuring defects are reported within the appropriate timeframe, L&G could proactively remind the customer that the defect period is coming to an end (e.g. 6 months then 30 days before). The reminders should include a checklist of to prompt customers on what to check for.



Next Steps – Action Plan

Recommendation	Action	Owner	Timescale
Develop a webpage dedicated to damp & mould on the L&G Affordable Homes website.	Create a new webpage focused on spotting signs of damp & mould early, including a troubleshooting flow chart, summary of problems, signposting, images, and next steps. Communicate the page to customers regularly.	Repairs and Maintenance Manager Resident Engagement Manager	March 2026
Ensure images are used wherever possible on any guidance, resources or information on damp & mould for customers.	Update website and home user guide template to include clear images illustrating damp & mould issues.	Repairs and Maintenance Manager Resident Engagement Manager	February 2026
Introduce a video on the L&G Affordable Homes website on how to spot, manage and report condensation and damp and mould at the earliest stage.	Produce and publish a video with clear, empathetic language, and notify customers once launched. Include video on new damp & mould webpage.	Repairs and Maintenance Manager Resident Engagement Manager	March 2026
Ensure there is a detailed section on moisture/condensation and damp and mould within the new home user guide templates.	Update home user guides to include this section and schedule a customer review of guides in the customer engagement plan for January 2026.	Repairs and Maintenance Manager Resident Engagement Manager	February 2026
Make sure the damp and mould policy is clear that the customer must comply with essential works, and consider consequences where possible.	Update policy to clarify compliance requirements and consequences. Consider operational improvements (e.g., specific repair slots, operative details, risk explanations).	Repairs and Maintenance Manager	March 2026
Ensure all customer facing L&G Affordable Homes staff (and that of their management providers) are regularly trained on customer service and communication.	Implement regular training on empathy, accountability, and positive customer relationships.	Head of Contract Management	April 2026



Regularly analyse the volume and types of complaints relating to damp & mould.	Set up a process for ongoing analysis of complaints to identify trends and hold management providers accountable. Incorporate into complaints learning framework.	Resolution Team Manager Resident Engagement Manager	March 2026
Consider fluidity in the defects period to accommodate human error which may cause issues further down the line.	Proactively remind customers as the defect period ends, including a checklist of what to lookout for. Ensure latent defects are logged and actioned appropriately.	Head of Aftercare	March 2026