

CUSTOMER IMPACT REPORT

Customer Inspection Report: Damp and Mould

Date: October 2025

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Background

In preparation for Awaab's law coming into force on 27 October, Accent set up a project group to make sure we're fulfilling our obligations as a social landlord.

One obligation is to send customers written findings of the damp and mould inspection within three days of visiting the property. Accent refer to this as the 'Damp and Mould Inspection Report'. To ensure customers understand the report, a draft version was shared with a group of customers to gather feedback.

Consultation

Following the Damp and Mould Scrutiny workshop on 20th August, customers who attended invited to give feedback on the Inspection Report. We approached these customers as they were familiar with the Damp and Mould service.

The consultation ran for 9 days (17–26 October). Three of the six customers responded with valuable feedback that helped improve the final template.

'At a glance' summary

Customers told us the Damp and Mould Inspection Report needed clearer language, better explanations and improved formatting. Feedback focused on making technical terms easier to understand, ensuring timescales and next steps were clearer, and presenting information in a more customer-friendly way. As a result, we simplified terminology, removed potentially confusing information, improved formatting and clarified what customers can expect following an inspection.

Listening and Acting on Customer Feedback

Customer recommendation	Accent's response	Service Lead	Completion date/notes
Using the word 'obliged' sounds as if you are only doing it because you must, and not because you want too.	Accepted: The word obliged will be removed from the report.	Steve Gathercole	October 2025
Further explanation of what 'extent of issue' means	Accepted: Rather than explaining what this section means we have changed the heading to reflect what the section covers i.e. <i>More detail of issue found on inspection.</i>	Steve Gathercole	October 2025
Some customers may not know what 'Awaab's law' is. More information or a link should be included.	Accepted: Reference to Awaab's law has been removed as the communications team believe it is not necessary to mention it in this report.	Steve Gathercole	October 2025
In the list covered under Cause of the issue', add the option 'not known'	Accepted: 'Unknown' option will be added.	Steve Gathercole	October 2025
Please could you explain what the classifications are and what does this mean to the customer	Accepted: We've realised this may cause worry and confusion to the customer so the classifications will be removed fully from the report and the report will focus on what Accent are doing and when.	Steve Gathercole	October 2025
Checklists would be easier to understand if the information was in a table so can read the information more easily.	Accepted: The formatting will be amended to make the checklist easier to understand.	Steve Gathercole	October 2025
These two points below that are under access and appointments should be under the timeframes section: 'Awaab's Law is being introduced in phases from 27 October 2025. From this	Accepted: This information has now been pulled into the 'timescales' section.	Steve Gathercole	October 2025

date, social landlords must meet fixed timeframes to investigate and fix damp & mould hazards and make emergency hazards safe within 24 hours. • The law also requires us to give you this written summary within 3 working days of finishing our investigation, set out the actions and timescales, and keep you regularly updated.'			
Reword the 'Timelines' section so it's clearer what customers should expect.	Accepted: The timelines section has been amended to clearly explain the timescales associated with each type of issue identified.	Steve Gathercole	October 2025

Next steps

Once finalised, the report will be shared on the 'You Said, We Did' page of the Accent website and provided to the Customer Experience Committee for information.

The Customer Engagement Team is responsible for monitoring the progress of the agreed recommendations and ensuring actions are completed within the agreed timescales. The team will also review and report on the impact of the recommendations at 6, 12 and 18 months, demonstrating how customer feedback has influenced service improvements and the difference those changes have made for customers.

Impact Review schedule:

- 6 months: April 2026
- 12 months: October 2026
- 18 months: April 2027