

Damp and Mould Cases – Quarter 1 2026-27

Willow Tree Housing Partnership are committed to providing safe, healthy, and well-maintained homes for our residents. As part of this commitment, we closely monitor reports of damp and mould and take prompt action to investigate and resolve issues.

During Quarter 1 of the 2026/27 financial year (April to June 2026), we received 15 reports of damp and mould across our housing stock.

Our Approach

Every report of damp and mould is taken seriously. When a case is reported, our team will:

- Contact the resident to understand the issue.
- Arrange an inspection where required.
- Identify the underlying cause of the damp or mould.
- Complete any necessary repairs or remedial works.
- Provide advice and support to residents where appropriate.

Our focus is always on finding and addressing the root cause rather than simply treating the visible symptoms.

Learning from Reported Cases

The 15 cases reported during the quarter provide valuable insight into the condition of our homes and help us identify trends that may require longer-term investment or targeted maintenance programmes.

We continue to review all damp and mould reports to ensure:

- Repairs are completed within agreed timescales.
- Residents receive clear communication throughout the process.
- Lessons learned are incorporated into our asset management and investment plans.

Reporting Damp and Mould

If you notice signs of damp or mould in your home, please contact us as soon as possible. Early reporting allows us to investigate quickly and prevent the issue from becoming more severe.

Common signs to look out for include:

- Black mould spots on walls, ceilings, or around windows.
- Peeling wallpaper or paint.
- Damp patches or water staining.
- Condensation on windows and colder surfaces.
- Musty odours.

Our Commitment

We remain committed to ensuring all residents live in homes that are safe, warm, and free from damp and mould. We will continue to monitor performance, invest in our properties, and work closely with residents to address issues promptly and effectively.