Response to the Tenant & Leaseholder Review Panel Final Report

Dear Members of the Tenant & Leaseholder Review Panel,

Thank you for your final report and the work undertaken to review our approach to damp and mould services. I would like to thank all panel members for the time, effort and commitment invested in completing this review and for the constructive recommendations you have provided.

Having considered the findings of the review, I am pleased to confirm that I accept all of the recommendations outlined within the report. The recommendations align with our commitment to ensuring tenants are well informed, supported, and engaged throughout their customer journey. They also support our ambition to continuously improve communication, increase awareness of available services and resources, and strengthen our understanding of customer experiences.

In particular, the recommendations recognise the importance of raising awareness of damp and mould, improving access to information, and seeking feedback from tenants to help shape future service improvements. By taking forward these actions, we will be better placed to support tenants, encourage early reporting of issues, and use customer insight to drive continuous improvement across the service.

The recommendations contained within this report will help strengthen our approach to supporting tenants affected by damp and mould. I would like to thank the Panel once again for their commitment and collaborative approach throughout this review.

Yours sincerely,

Deborah Walthorne.

Interim Head of Housing and Corporate Assets

Head of Housing and Corporate Assets

Cannock Chase District Council