

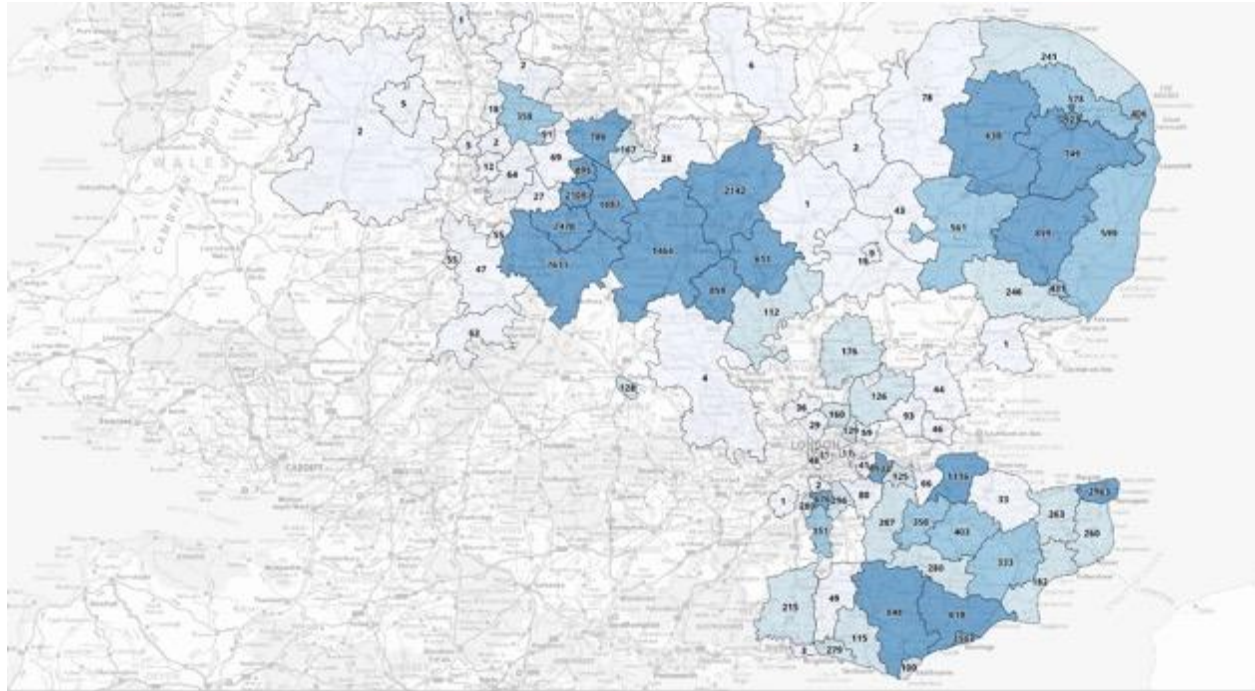
Damp, Mould and Condensation Updates and Learnings



**National Social Housing
Safety & Compliance Week**
6-10 November 2023



Who are Orbit



Scale: 1:1700000 when printed at A4
Production Date: 31/03/2022

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Orbit Managed Properties per Local Authority

- Less than 100
- 100 to 300
- 300 to 600
- 600 or more



Safe, high quality
affordable homes
and places



Our Approach



DMC Volumes

5,500 Inspections



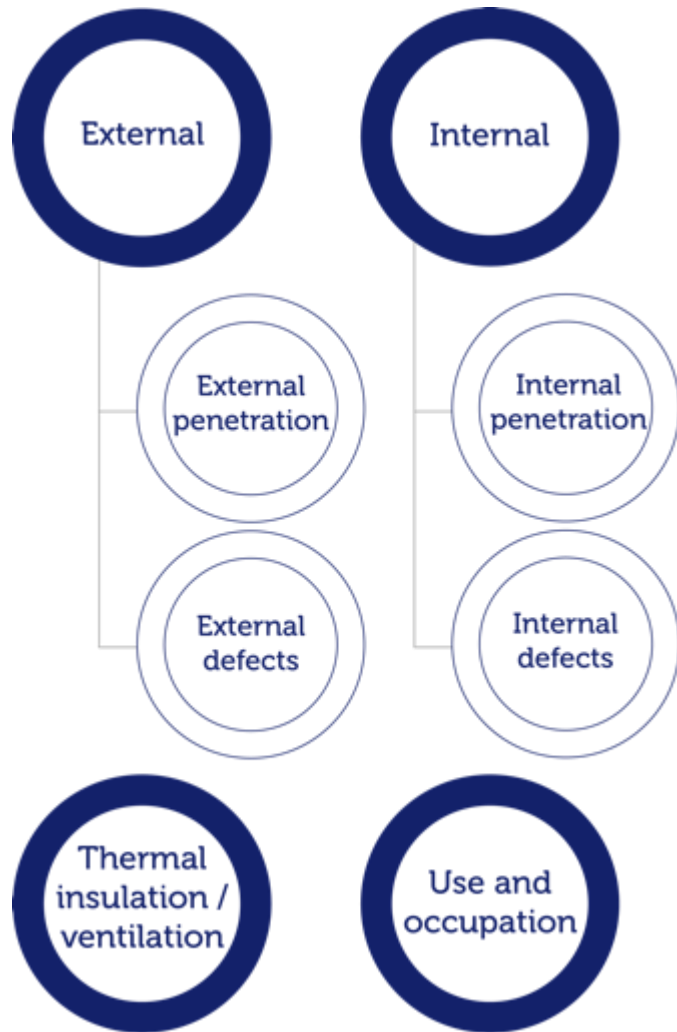
7,500 Repairs



450 Complaints



Causes of DMC



Property Photos

P1



Property Photos

P3



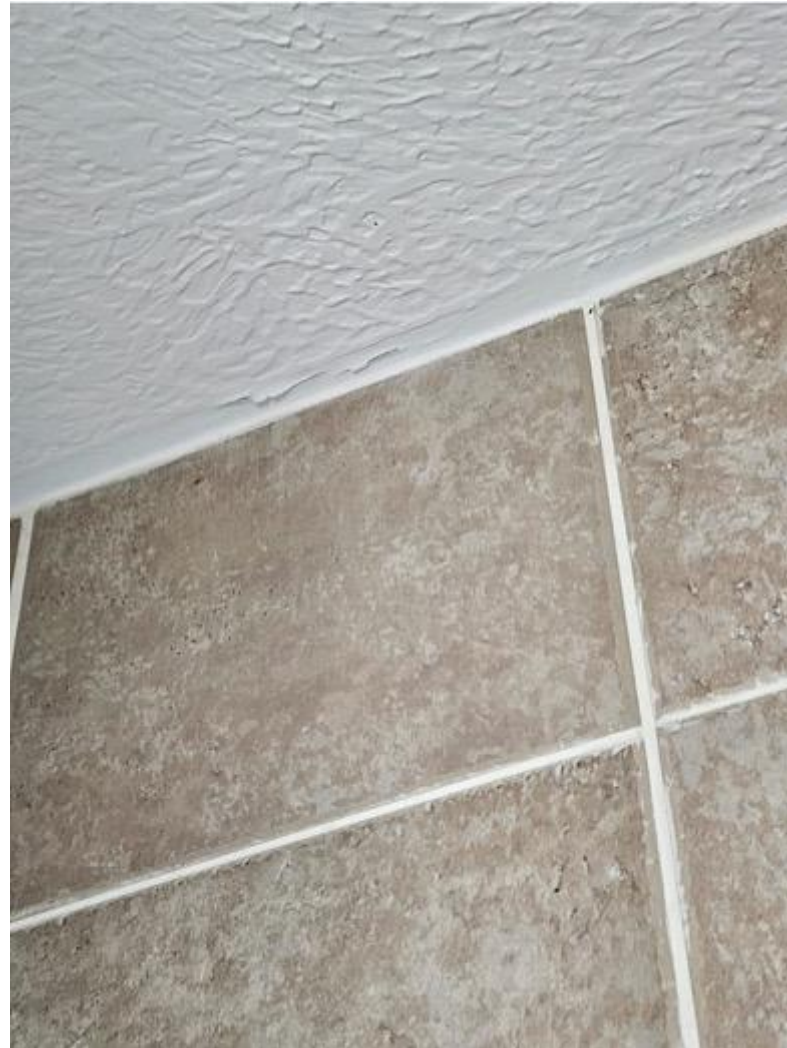
Property Photos

P4



Property Photos

P5

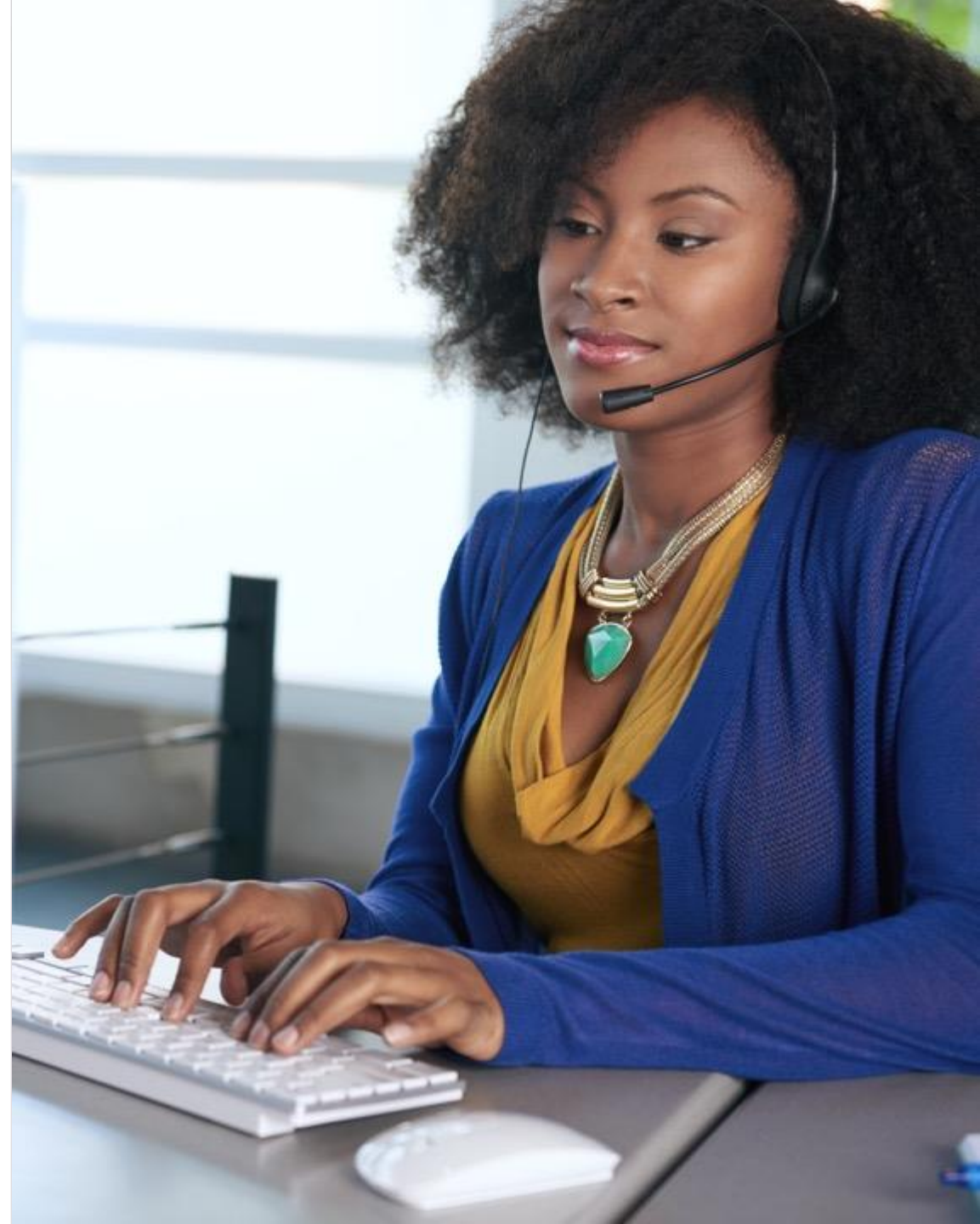


Delivering excellent
customer service



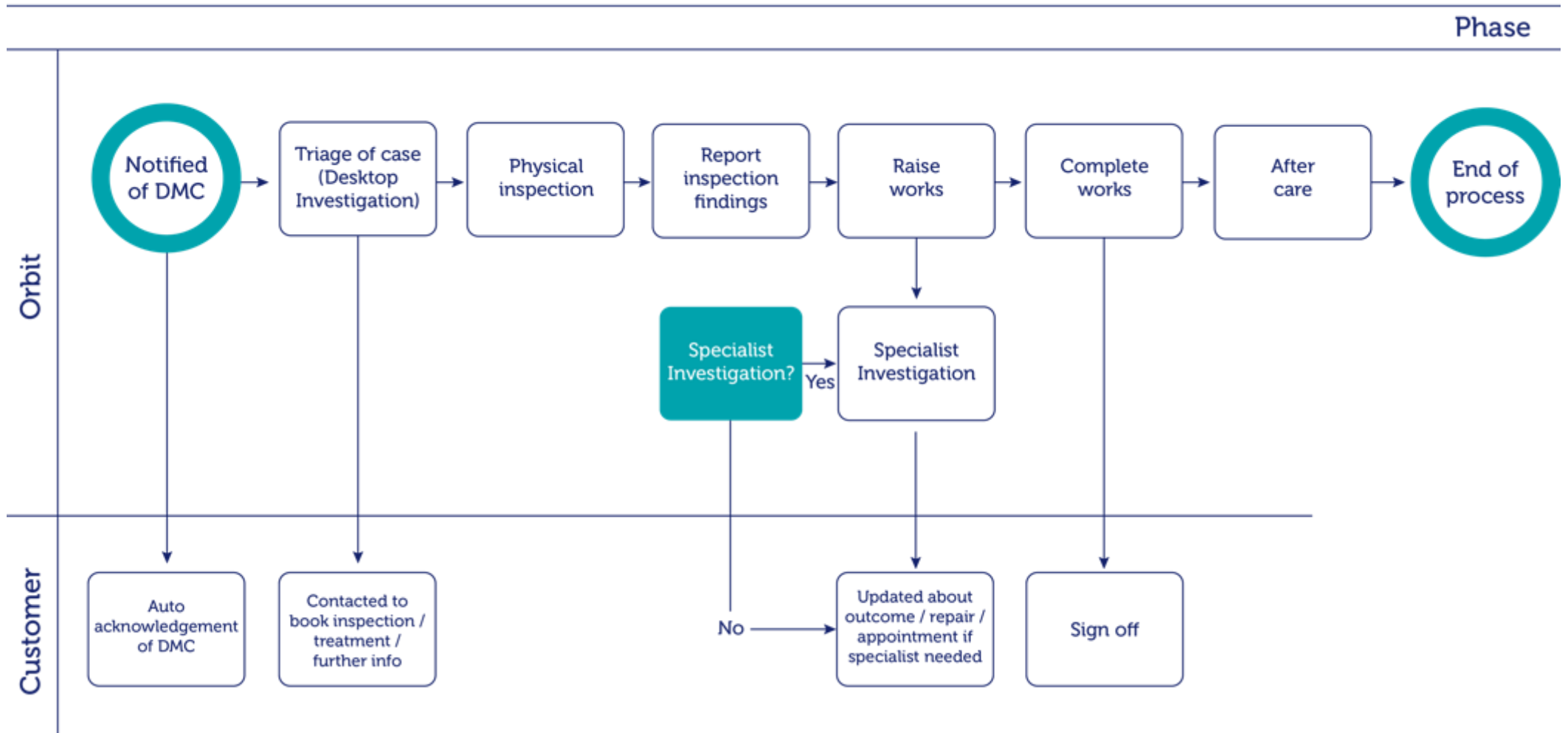
Features of the taskforce

- Management System
- DMC report form
- Staff training
- Customer communication
- Joint working
- Inspections
- Root causes



Features of the taskforce

High Level DMC Process Map



Doing more for Customers



**Make it
easy for our
customers**



**Follow
through on
repairs**



**Communicate
and loop back
to customers**



**Trust
customers**

A great place
to work



Building a great team



Key points to deal with, and resolve, DMC



Health and
Safety and
Legislation

Zero-tolerance
and inspections

Customer
service

Data to
inform proactive
maintenance
regimes

**“We must free
ourselves of the
hope that the sea
will ever rest. We
must learn to sail in
high winds”**

Aristotle Onassis



Thank you, any questions?



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