

Tenant Question Time – damp and mould

Thank you to everyone who joined our latest Tenant Question Time (TQT) on damp and mould on 1 July 2026. We were delighted to welcome 20 residents, with a great mix of people attending both online and in person.

This session was particularly special as it was our first Tenant Question Time since the merger, bringing together residents from both former Thrive Homes and former Watford Community Housing. It was fantastic to see so many people taking part, sharing their experiences, and asking important questions.

What residents wanted to know

Residents raised a range of thoughtful questions and ideas, including:

- How we identify, investigate and resolve damp and mould issues in our homes
- How concerns can be reported on behalf of neighbours when signs of damp and mould are visible from outside a property
- Who is responsible for the cost of dehumidifiers
- The role of our dedicated Damp and Mould Team and the support they provide
- How we can take a more proactive approach to maintenance and prevention

The discussion highlighted the importance of this topic and gave us valuable insight into what matters most to residents.

We also discussed matters such as parking, bin collections and repairs – we will follow up with these residents directly. Remember, there is no need to wait for a TQT – you can let us know about these issues at any time by contacting us on our usual channels.

What happens next?

The questions, feedback and experiences shared during the session will help shape our upcoming scrutiny session, where we'll take a deeper look at the issue, review our performance, and explore opportunities to improve services for residents.

Thank you to everyone who took part and helped make the session such a success.

Your voice matters – help shape our damp and mould services

Following our Tenant Question Time on 1 July, we're taking a closer look at damp and mould and inviting residents to join an in-depth scrutiny session.

Hosted by the Gateway Membership Team – a panel of resident volunteers who help scrutinise and improve our services – this is your opportunity to share your views and help drive meaningful change.

 **Wednesday 22 July 2026**

 **10am – 2.30pm**

 **Gateway House, WD17 1LA, or online**

 **Free lunch provided**

 **Transport available if needed**

What to expect

This will be an open and constructive conversation where you can:

- Hear real-life experiences from former Thrive Homes customers and former Watford Community Housing residents
- Meet our dedicated Damp and Mould team
- Share your views and experiences
- Tell us what improvements you'd like to see
- Learn about our policies, processes and performance
- Discuss compensation and how cases are handled

No special knowledge is needed – just your views and ideas. Your feedback will help influence and improve services for residents across our communities

Ready to get involved?

To let us know you'd like to attend, and to submit any questions in advance, simply complete the booking form below.

[I would like to attend!](#)

Book your place today and help shape the future of damp and mould services – we look forward to welcoming you on 22 July.