



# CX – HomeSafe

## Track, evidence and improve outcomes after damp and mould repairs

From October 2025, social landlords must demonstrate clear, timely action on damp and mould issues. This includes **fixing hazards within defined timescales** and **proving remediation has been effective**. Unlike traditional repairs, the nature of damp and mould treatment means that following up 8–12 weeks later is **vital to assuring compliance**. It's this area we excel at.

CX HomeSafe provides a **straightforward way to meet these obligations** — backed by structured tenant feedback, actionable reporting, and clear data for assurance.

## How CX HomeSafe helps you comply 📱

### Capabilities

- ✓ Resident surveys (after repair and follow-up)
- ✓ Clear reports on feedback trends
- ✓ Summaries of tenant comments
- ✓ Automatic alerts on poor feedback
- ✓ Exportable evidence reports

### What it does

- Gathers direct feedback to prove repairs were successful and identify if problems return
- Shows patterns across areas or contractors to help target inspections and improvements
- Provides insight into recurring concerns to support transparency and continuous improvement
- Flags unresolved issues early so you can act before they escalate or breach timeframes
- Creates easy-to-share records for boards, regulators, or inspections

The screenshot shows a mobile app interface with a purple header and footer. The main content area is white and contains a survey question: "Have we fully resolved the mould problem?". Above the question is the text "DAMP AND MOULD". Below the question are two radio button options: "Yes" and "No". The "No" option is selected. Below the options are two buttons: "Back" and "Continue >". The "Continue >" button is green and highlighted. The footer of the app shows the govmetric logo.

FIND OUT MORE 🖱️



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## The safe choice for compliance

GovMetric has vast experience of working with Housing Providers to capture tenant feedback across multiple channels for repairs and damp and mould.

So, whether you're preparing for Awaab's Law, meeting TSM standards, or managing risk under the HHSRS framework, CX HomeSafe helps you:

- ✓ Capture and act on feedback at scale
- ✓ Prove your process is working (and show where it isn't)

- ✓ Build trust through transparency
- ✓ Respond before issues escalate



**Juliana Beshiri**  
PERFORMANCE  
AND DATA ANALYST

"I think the features speak for themselves: instant feedback and a simple to use data dashboard. We particularly love the mapping functionality."

