

<b><u>Meeting</u></b> <b>Housing and Growth Committee</b>
<b><u>Date and time</u></b> <b>Tuesday 17th January, 2023</b> <b>At 7.00 pm</b>
<b><u>Venue</u></b> <b>Hendon Town Hall, The Burroughs, London NW4 4BG</b>

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
7	Registered Providers of Housing	3 - 36

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**Our approach  
to damp and  
mould**

AGENDA ITEM 7



# National Approach to Damp and Mould



At Home Group, a core part of our customer promise is to provide your constituents with a safe place to live.

We have a zero-tolerance approach to damp and mould, and we do not use 'customer lifestyle' to deflect from our responsibility of carrying out any work required.

This is part of our guiding principles for damp and mould, and we have taken the opportunity to stress again to all our colleagues and partners just recently.



# Cat 1 and 2 Cases



## LB Barnet

Total Rented stock in LB Barnet	<b>642</b>
Cat 1	<b>0</b>
Cat 2 (for damp and mould) Slight	<b>84</b>



## How we are responding to issues, including investment plans and how we handle complaints

- Regeneration - Douglas Bader Park – 27 properties Cat 2 (271 properties) overall
- Planned Maintenance 22/23 – 110 component replacements including 28 cat 2 related
- Responsive works to all cat 2



## Approach cont:



- Our approach has been agreed with Customers
- “no Lifestyle” customer facing approach
- Proactive Customer Communication s
- Combined team sweeps to visit at risk properties
- Prioritising complaints – joining up to damp and mould dashboard

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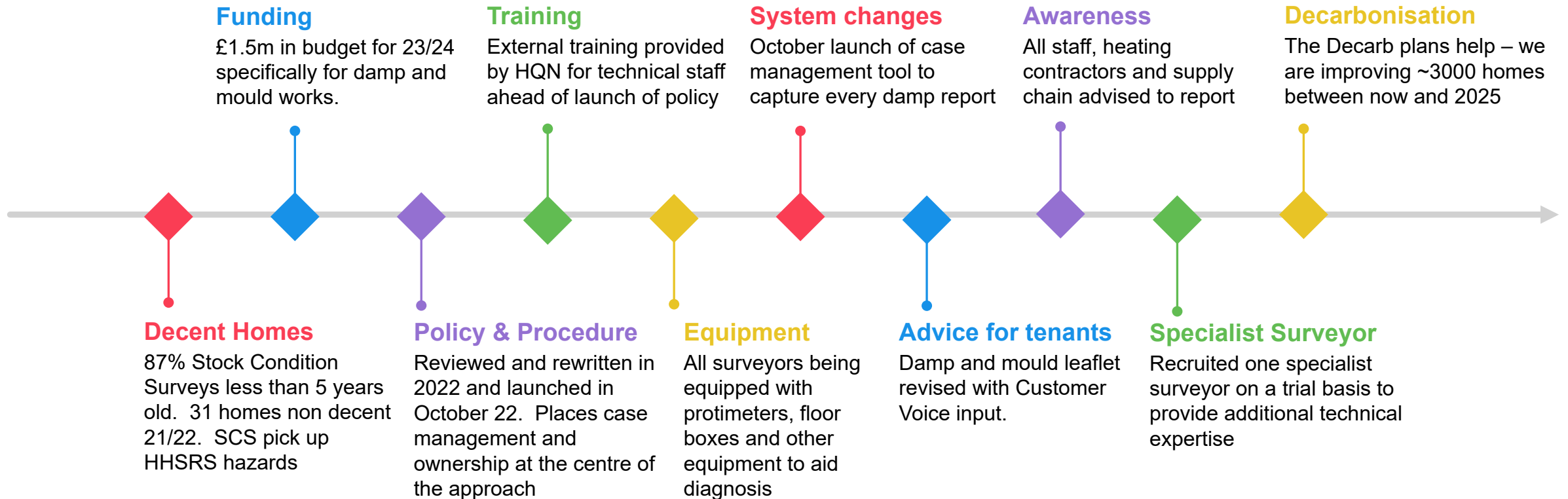


# Barnet Housing & Growth Committee Damp & Mould briefing – MTVH

17<sup>th</sup> Jan 2023



# MTVH damp and mould practice



# Response to the death of Awaab Ishak

- Our focus since the publication of the coroner's report has been on internal review.
- We have looked at all relevant policy areas
- We are reviewing the data we hold on damp and mould cases and revisiting and rechecking
- We are explaining and reassuring our residents, stakeholders and our colleagues

1. Review of the Rochdale Coroner's report
2. Proactive communication with external stakeholders
3. Review of all reports of damp in the last two years
4. Review of all complaints and Ombudsman complaints
5. Internal communications with colleagues and supply chain partners
6. Testing and review of new damp and mould processes
7. Review of disrepair policy and practice

# Statistics

	MTVH Overall	Barnet
Social Rented Housing	36,750	968
Leasehold/Shared Owners	18,555	806
2 Year Review Cases	1117	13
Current cases	565	17
Complaints	52	4
Ombudsman	6	0
Cat 1 Hazards	3	0
Cat 2 Hazards	28	0
Stock Condition Survey	85%	90%
Disrepair	240	8

# Our learning from Awaab's death

- **Language & Communication**
  - We record language preference on IT systems
  - We use Big Word translation services on Hub and Property Desk
  - We do not routinely share this data with contractors – gap to be addressed
- **Use and occupation**
  - MTVH policy specifically ensures we do not blame tenant's lifestyle
  - We should expect rising costs for things like thermal insulation
  - We should expect rising demand for housing transfers
- **Taking Action**
  - MTVH current policy creates ownership and records all contact on cases
  - Reporting now allows us to ensure all matters are followed up
  - Keeping inspection and delivery/supply chain capacity under review

# Our learning from Awaab's death

- **Managing Disrepair**
  - In practice, we don't wait to get into a home to get works done but our policy says we should
  - Policy is being redrafted urgently to embed this change
  - Legal team identifying ways we can address go-slow tactics by tenant's legal representatives
- **IT systems**
  - MTVH systems identified for improvement
  - New Damp and Mould system launched in October
- **Responsibility**
  - New process now creates single point of accountability
  - New process allows for case management and oversight
  - Need to keep deployment under careful review for training, capacity and reporting
- **Checking and reviewing**
  - MTVH will now check 6 + 12 months after works
  - Risk that this will be de-prioritised in future months with busy diaries
  - Requirement for Management Reporting

# **Our Approach to Damp and Mould January 2023**

**Elizabeth Lill –  
Service Quality  
Manager**

# The Housing Ombudsman Report

In October 2021 the Housing Ombudsman released their “spotlight report” on Damp and Mould, it was called “Its not Lifestyle”





# Our Review December 2021 to November 2022

We've always been responsive to reports of damp and mould within our properties and viewed the Housing Ombudsman Report Spotlight on Damp and Mould, October 2021 as an opportunity to take another look at how we manage damp and mould within our homes. The review started in January 2022 and has just completed.



# The Rochdale Coroners Report

Following the tragic death of Awaab Ishak in Rochdale there has rightly been a great national focus on occurrences of damp and mould and what landlords are doing to address it.

If you or fellow councillors wish to escalate any issues that are raised with you by constituents please send these to [memberenquiries@networkhomes.org.uk](mailto:memberenquiries@networkhomes.org.uk) and we will respond within 10 days. Performance in responding to these queries and all of our complaints is monitored on a weekly basis by our Executive Leadership Team and senior managers from across Network Homes.

We have used the Coroner's findings to review our procedure and have created an action plan which captures the Coroner's findings. The action plan is managed by myself and colleagues and progress is reviewed on a weekly basis.

# Network Homes Stock

We have 21,000 homes including rented, shared ownership and leasehold.

We have 754 homes within the Barnet Council area.

# Our Asset Management System

Our surveyors use an asset management system, which is updated annually to include replacement components which have been installed as a result of a major works programme or void works. The survey uses the Housing Health and Safety Rating System (HHSRS) to generate a hazard rating base on the prevalence of those factors within a home but also considering the condition of the property and its components.

# What Damp and Mould Information do we have on our System

Within the last 18 months we have had:

- 15 damp and mould related category 1 hazards across our stock and 0 within Barnet. With the all of our category 1's we referenced each report against our repairs history and as a result we resolved 14 of the issues
- 425 damp and mould related category 2 hazards across our stock and 6 within Barnet
- 79 Damp and Mould Complaints across our stock 6 damp and mould complaints since April 2021 for Barnet Council Area. One open complaint for the Barnet Council area
- 3601 damp and mould repairs raised across our stock and 135 in the Barnet Council area within the last 18 months with 6 open repairs for the Barnet Council area
- 84 damp and mould active disrepair claims across our stock, we have 2 disrepairs cases for Barnet Council area
- 52 properties with non-decent components which relate to damp and mould- all relate to resident refusal

# Our SAP Ratings

- Our SAP (Standard Assessment Performance rating on a property's energy performance) show that 28.55% of our homes are Band D or below with fewer than 3% of our homes in bands E to G.
- In 2021/22 we completed 1,258 stock condition surveys, this survey includes the HHSRS assessment, and no concerns were highlighted which required immediate action. We plan to complete a further 1000 stock condition surveys by March 2023 as part of our Social Housing Carbonisation Bid for properties within the Brent and East Herts areas.

# Investment

- Analysis of our stock investment requirements shows a backlog of investment starting at £34.8 million as of 01 April 2023, this is due to the prioritising of building safety spend by our Board. We have maintained our decent Homes compliance (with the exception of resident refusals).
- We have planned increased investment for capitalised maintenance works over the next 5 years with £122.2 million allocated. This will result in backlog on investment reducing to £10.5 million in 2026 and a surplus in investment from 2027.
- We have submitted a Social Housing Decarbonisation Fund bid (SHDF) for properties within the Brent and East Herts Area focusing on our properties with lower SAP ratings. If our bid is successful then this will result in us spending £19.7 million over 3 years

# Damp and Mould isn't a new issue- Redevelopment of sites

The Old Ridgeway



The Old Rectory Park



The New Ridgeway



The New Rectory Park





# Staff and Contractor Training

- Back in 2021 we provided 2 days of training to responsive and planned maintenance colleagues on the HHSRS system to enable them to categorise and record hazards effectively.
- At the beginning of November 2022 we trained 30 frontline staff and key contractors on damp and mould, this was a specialist 1 day course provided by Housing Quality Network.
- Our staff and contractors are trained to know how to spot, manage and report cases of damp and mould they spot as part of their day-to-day activities

# Our Policy and Procedure

- Our Policy and Procedure when combined with our recent training and updated website enables us to be empathetic, supportive and informative to our residents at their first point of contact.

The key stages of our procedure are:

- Report received
- Property inspected within 48 hours, excluding weekends
- Report and photo submitted to specialist damp and mould team for review by surveyor
- Works orders or further in-depth inspection is arranged to determine and rectify the underlying cause of damp and mould.

# Any Questions?



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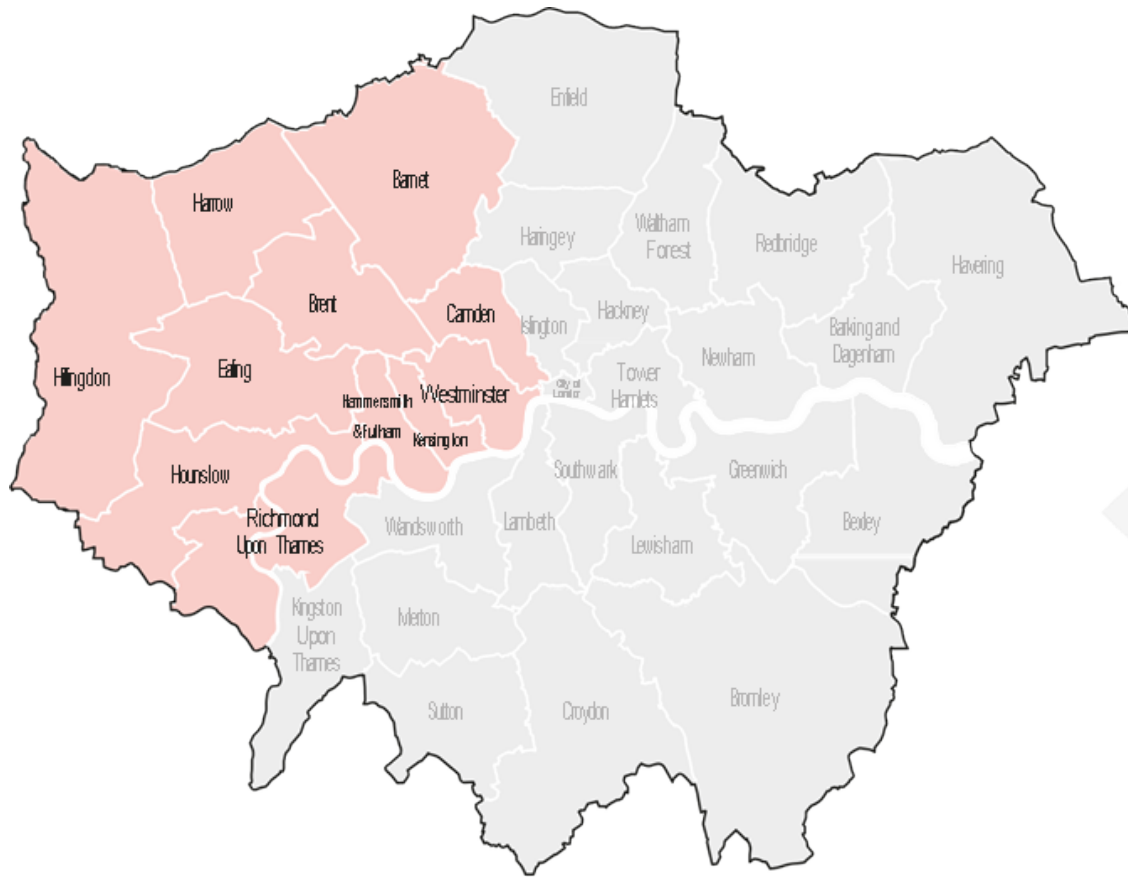
# Response to Damp and Disrepair for Peabody Residents in Barnet

Annemarie Fenlon – MD North West London

17 January 2023



# Peabody Homes in Barnet



	Peabody	Catalyst	Total 104,000 Homes overall
<b>Barnet</b>	<b>1,465</b>	<b>610</b>	<b>2,075</b>

# Condition of Homes

## Damp, Mould & Compensation Cases

Total = 2097

Barnet = 40

## Cat 1 HHSRS Cases (Damp & Mould)

*Therefore does not meet Decent Homes Standard*

Total = 29

Barnet = 1

## Cat 2 HHSRS Cases (Damp & Mould)

Total = 9

Barnet = 0

# Our Approach for Residents with Damp & Mould

The complaint is assessed for severity by:

- discussing the problem with the resident
- sending a repairs supervisor/surveyor to the property to assess the issue and cause

If the mould is severe we will arrange for the resident to be moved into alternative accommodation while the works are carried out.

All personal circumstances are taken into account, regarding age of children, medical issues and the needs of the resident at that time.

If damp and mould issue is an emergency or has a severe impact on someone who is vulnerable (including where English is an additional language or BSL is required to communicate with our resident) then this is treated as urgent and alternative accommodation offered where needed.



# Reporting for Residents with Damp & Mould

- Call or report to a member of the Neighbourhoods / Housing team
- Dedicated option on all Contact Centre numbers to direct residents to report their Condensation, Damp and Mould issues
- Dedicated Condensation, Damp and Mould webform on our website
- For members or local authority colleagues then any issues can be sent to [ceoandmpcouncillor.enquiries@peabody.org.uk](mailto:ceoandmpcouncillor.enquiries@peabody.org.uk) who are recording and monitoring issues and responses and will liaise directly with our Damp, Mould and Condensation team to ensure resolution for our residents.

# Peabody Approach

**New housing management delivery model being adopted in new merged organisation – smaller patches; mobile housing officer function – 'closer to the resident'**

In addition we have developed the following over the last 12 months:

- **Dedicated Damp, Mould & Condensation Team:** manage complex cases and deal with escalations.
- **Dedicated Supply Chain:** From surveying to mould treatment, monitoring and delivery of remedial work,
- **Robust Case Management:** we have strengthened our case management process to ensure all newly reported cases are effectively triaged, tracked and monitored through to completion.
- **Proactive Reviews:** We have reached out to over 10,000 residents with regards to DM&C, and are continuing this initiative having started with our residents living in the highest risk homes.
- **Case Reviews & Audits:** Numerous teams carry out on-going case reviews and audits of existing cases to ensure works are progressing.  
Higher risk cases are reviewed, with alternative accommodation put in place if living conditions are not to standard.
- **Team dedicated to resolving disrepair cases being created in new merged organisation**

Thank you for your time – any questions?



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