

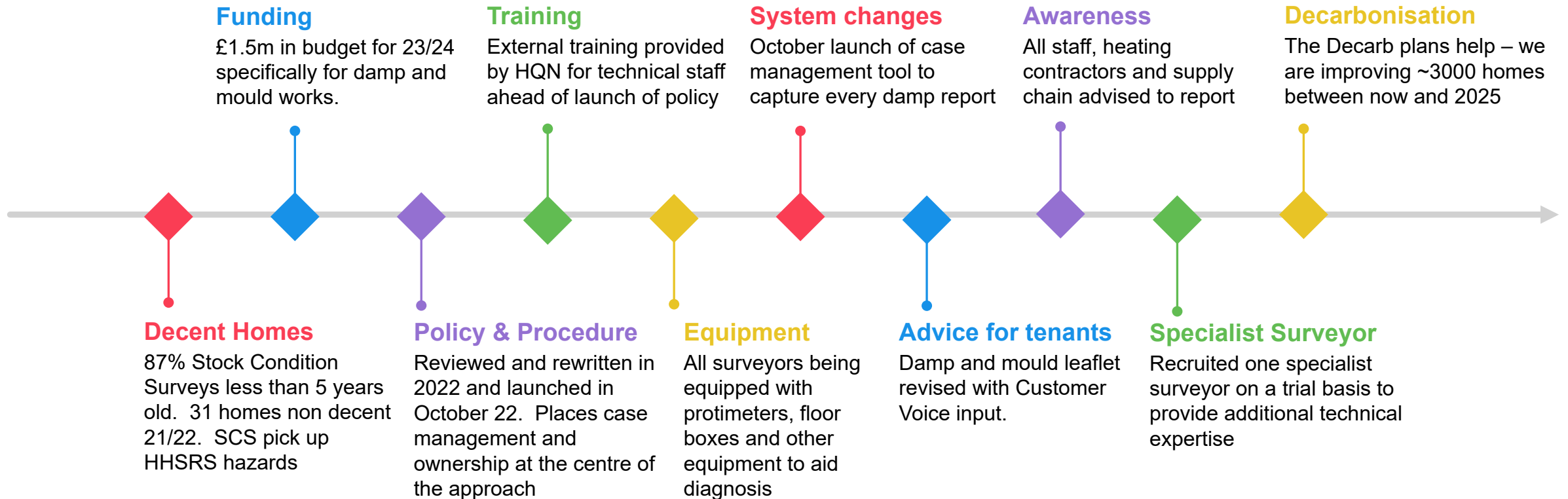


# **Barnet Housing & Growth Committee Damp & Mould briefing – MTVH**

**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