

Barnet Housing & Growth Committee Damp & Mould briefing – MTVH

17th Jan 2023





MTVH damp and mould practice

Funding

£1.5m in budget for 23/24 specifically for damp and mould works.

Training

External training provided by HQN for technical staff ahead of launch of policy

System changes

October launch of case management tool to capture every damp report

Awareness

All staff, heating contractors and supply chain advised to report

Decarbonisation

The Decarb plans help – we are improving ~3000 homes between now and 2025

Decent Homes

87% Stock Condition Surveys less than 5 years old. 31 homes non decent 21/22. SCS pick up HHSRS hazards

Policy & Procedure

Reviewed and rewritten in 2022 and launched in October 22. Places case management and ownership at the centre of the approach

Equipment

All surveyors being equipped with protimeters, floor boxes and other equipment to aid diagnosis

Advice for tenants

Damp and mould leaflet revised with Customer Voice input.

Specialist Surveyor

Recruited one specialist surveyor on a trial basis to provide additional technical expertise



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



	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