

Our Approach to Damp and Mould January 2023

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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 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.



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Network Homes Stock

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

We have 754 homes within the Barnet Council area.



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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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