

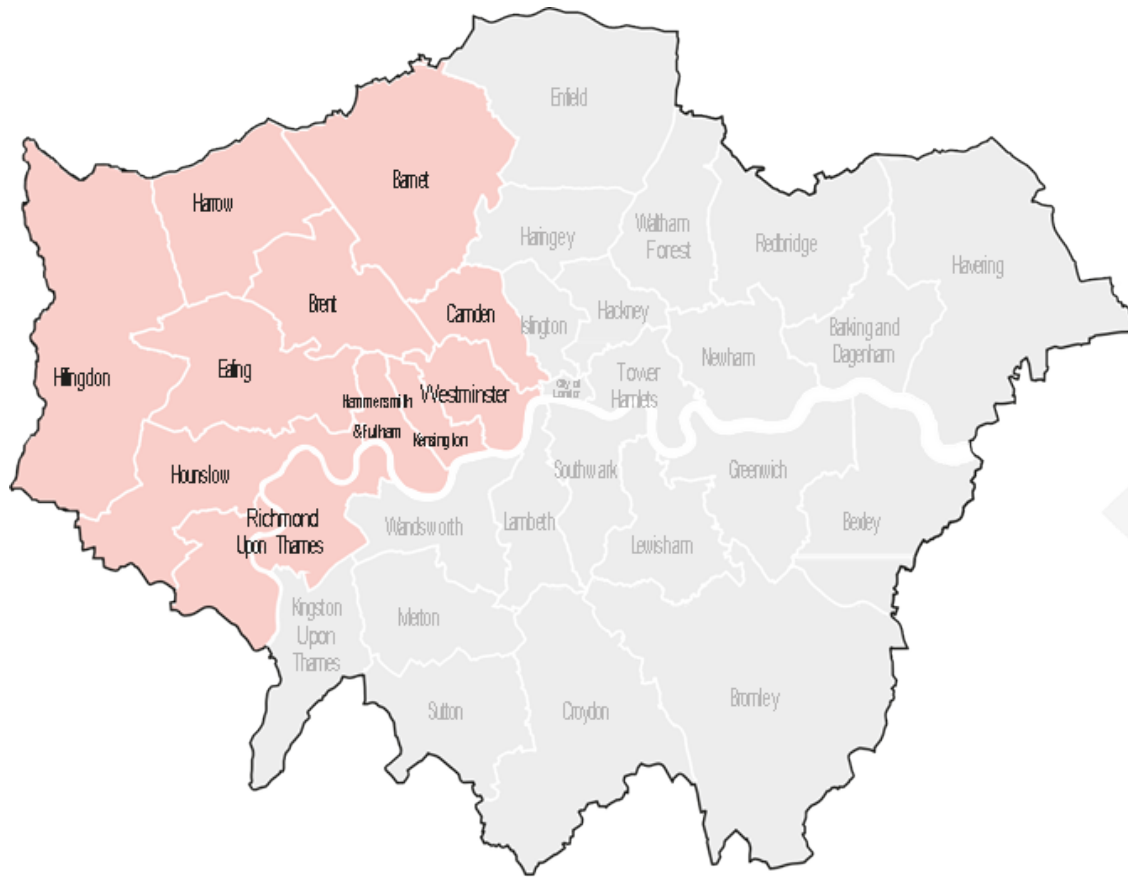
Response to Damp and Disrepair for Peabody Residents in Barnet

Annemarie Fenlon – MD North West London

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Peabody Homes in Barnet



	Peabody	Catalyst	Total 104,000 Homes overall
Barnet	1,465	610	2,075

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 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?

