

Your Ref:
Our Ref: IMF/VEA
Contact: Ian Fytche
Email: ian_fytche@n-kesteven.gov.uk

Ms Kate Dodsworth
Director of Consumer Regulation
Regulator of Social Housing
Level 1A – City Tower
Piccadilly Plaza
Manchester M1 4BT

via email: Carol.Miles@rsh.gov.uk

3 March 2023

Dear Kate,

RE: ASSURANCE IN RELATION TO DAMP AND MOULD ISSUES IN TENANTS' HOMES

Thank you for your letter of 28 February 2023 regarding our response to the damp and mould survey.

The tragic case of Awaab Ishaak has been deeply felt within this Council by Officers and Members alike. The Council has reviewed the findings of the Coroners court and undertaken a comprehensive review of policies and processes to ensure a focus on: -

- a. identifying incidences of damp and mould at an early stage using our rolling condition surveys to supplement cases identified through repairs requests;
- b. responding to repairs requests in a timely manner, recognising the individual requirements of tenants;
- c. resolving repairs effectively using specialist contractors to supplement the existing repairs and maintenance contractors where necessary; and
- d. ensuring appropriate monitoring protocols are also in place.

I have also now requested that the team take into account the findings of your survey work in refining our Damp and Mould Policy and procedures. This will ensure our approach continues to strengthen and is both robust and effective.

Our monitoring regime is a particularly important strand of our Policy. All homes identified as having a damp and mould problem are retained on our tracker system for a period of two years so that we can review outcomes and if necessary pursue further remedial action.

In December, we reported a figure of 245 properties on this system but it is worth noting that the majority of those (170) were not live cases i.e. inspection and remedial work had been carried out. At the time we had 75 cases with outstanding damp and mould issues which equates to approximately 1.94% of the stock and I hope this clarification is helpful.

The Council acknowledges that damp and mould is a serious issue and we will continue to drive a policy and procedural driven approach which makes the best use of good practice advice.

We look forward to presenting our approach as part of the planned regulatory process but If you have any further issues you would like to discuss then please feel free to contact Philip Roberts, Deputy Chief Executive via email philip_roberts@n-kesteven.gov.uk.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ian Fytche', written in a cursive style.

Ian Fytche
Chief Executive