

## **Social Housing Regulator request dated 22/11/2022 Including NKDC Response dated 16/12/2022**

**1. Please provide your registered provider code**

Registration number 32UE and LA Code E07000139.

**2. Please provide your registered provider name**

North Kesteven District Council

**3. Please detail your approach to assessing the extent of damp and mould issues affecting your properties, including how you assess the prevalence of category 1 and 2 damp and mould hazards**

The prevalence of damp and mould issues affecting properties in North Kesteven is extremely low. At the current time we are actively managing reports relating to approximately 6% of the Councils housing stock.

The Council's Response and Maintenance service is delivered by a contractor on our behalf. All requests for day-to-day response repairs, from tenants are made direct to the contractor and recorded on a shared IT system. Any requests for work relating to damp and mould are recorded on the IT system and picked up by the Council's Repairs team. Reports are also received direct to the repairs team from tenants, contractors and colleagues from Housing and Property Services visiting officers. All reports relating to damp and mould are collated on a "Tracker" system to ensure a consistency of approach. This system was established in November 2021 due to an increase in the number of reports being received.

Following a report of damp and/or mould being received the target is for a property on-site inspection to be undertaken within 10 working days (subject to access) by trained Property Services technical staff who assess against Hazard Profile 1 (Damp and Mould Growth) of the Housing Health and Safety Rating System (HHSRS). The Council currently has three officers within Housing and Property services qualified in HHSRS with all other officers within the team currently undergoing awareness training on both damp and mould and HHSRS.

Subject to the outcome of the survey either remedial works are arranged, or advice provided to the tenant depending on the extent and nature of the problem. All properties identified with damp and mould are kept under review and re-visited at either three monthly or six-monthly intervals.

The Council's housing stock are also subject to a rolling 5 yearly condition survey to ensure ongoing compliance with the Decent Homes Standard. Damp and mould are assessed as part of the survey, along with all other HHSRS hazards, and any properties identified with either Category 1 or 2 hazards will be captured on the system detailed above.

**4. In the context of the approach detailed in Q3, please provide details of your most recent assessment of the extent of damp and mould hazards in your homes, including the prevalence of categories 1 and 2 damp and mould hazards.**

As of 19<sup>th</sup> December 2022:

- 245 properties are being monitored on the Housing Repairs live tracker system.
- 207 properties have been inspected in the period 05/11/2021 – 19/12/2022 and found to have HHSRS Cat 2 damp and Mould.
- 144 properties have had either remedial works undertaken, or advice given on eradicating mould growth between 05/11/2021 – 19/12/2022.
- 63 properties have remedial works ordered and/or works in progress.
- 12 properties are still awaiting a site survey visit.

From the information held at present the Council has no properties with HHSRS Cat 1 damp and Mould

We have seen a marked increase in the number of reports of damp and mould in the last three weeks with 46 reports being received since the 24th of November.

All properties identified on the Damp and Mould tracker system where remedial works have been carried out have been contacted to establish if the remedial works previously undertaken have been successful. Where it has been identified that the problem may still be present a revisit is arranged and an assessment against HHSRS (Housing Health & Safety Rating System) Hazard Profile 1 is undertaken again to assess the current position.

**5. Given the findings of the assessment outlined in Q4, please outline the actions you are taking to remedy any issues and hazards, and ensure that your homes meet the Decent Homes Standard**

Where damp and mould has been identified either advice on eradication and remediation is given and where required a remedial works specification is prepared and implemented by our term maintenance contractor.

The Remedial works undertaken to date include measures, such as:

- Repair of identified property defects such as leaking gutters, windows, soil and vent pipes, installation of DPC systems, repointing of brickwork etc
- Removal of active damp mould spores and redecoration.
- Forced positive pressure ventilation system installation or alternative ventilation system as appropriate.
- Insulation check to cavities and loft spaces with remedial upgrades where required.

Tenants are provided with guidance on reducing moisture levels and good heating practice within property.

The condition surveys of the Council's housing stock are undertaken on a five-year rolling programme (i.e., 20% surveyed per year). The condition survey includes an assessment against the Decent Homes Standard. From the information held within the Council's Asset Management system, there are currently no properties that fail to meet the Decent Homes Standard.

**6. Please tell us how you ensure that individual damp and mould cases are identified and dealt with promptly and effectively when raised by tenants and residents.**

Reports from all sources are collated on a tracker system directly by the Council's Housing Repairs team and follow procedures as detailed earlier in the response. All reports of Damp and Mould are inspected by a trained officer from the in-house repairs team with the aim of being within 10 working days, subject to access. Any remedial work that may be required is carried out in accordance with the terms and timescales of the Council's Response Repair contract. These were agreed with our tenants as part of the Council's Home standard.

**7. Please provide the name of the person in your organisation that we can contact further queries:**

Russell Shortland

**8. Please provide the job title of the person provided in Q7.**

Property Services Manager

**9. Please provide the email of the person provided in Q7.**

russell\_shortland@n-kesteven.gov.uk

**10. Please provide the phone number of the person provided in Q7.**

01529 414155

**11. Please confirm if you have uploaded additional document(s) to NROSH+**

No documents to add at this stage.