

Update on LBC response to damp and mould

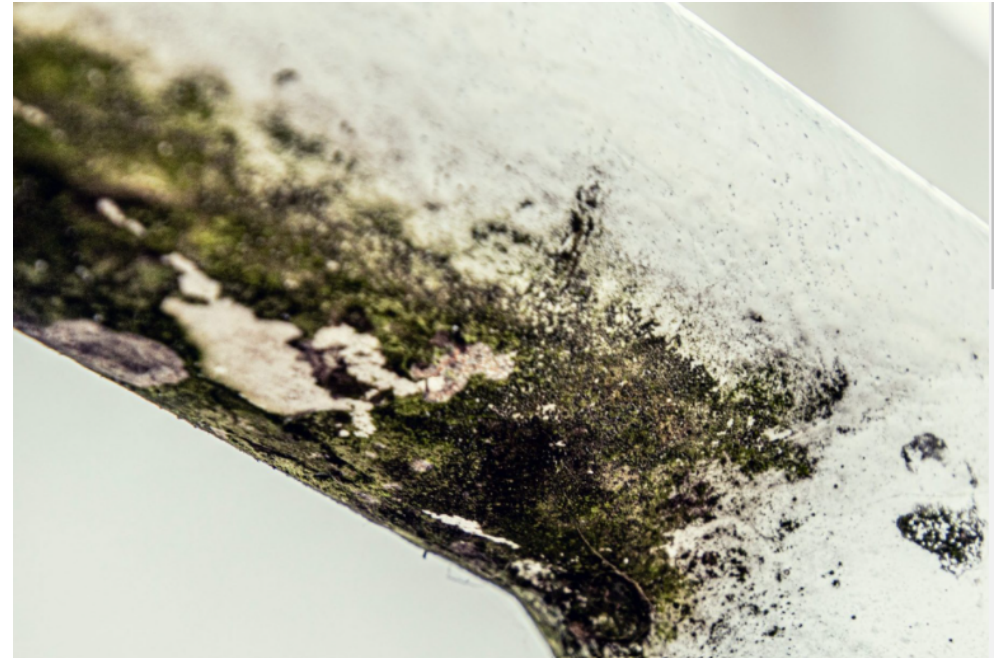
Tenant & Leaseholder Panel April 2023

Context

October 2021- Housing Ombudsman Spotlight Report on Damp & Mould

November 2022- a coroner rules that the death of two-year-old Awaab Ishak was due to prolonged exposure to damp and mould in his home.

February 2023- DLUHC announces Awaab's Law requiring social landlords to fix damp and mould within strict time limits as part of the Social Housing Regulation Bill



Direction from the Regulator of Social Housing

In November 2022, the Regulator of Social Housing wrote to all large social landlords, including Croydon, asking them to provide the following:

- Detail of approach to assessing damp and mould in Council properties
- An assessment of damp and mould in Council properties
- Detail of actions taken to remedy damp and mould issues and hazards
- Detail on how damp and mould cases raised by residents are dealt with promptly and effectively



Our approach to assessing damp and mould

The Council undertook a stock condition survey of 5% of Council properties. The survey found:

- 0 cases of Category One damp and mould hazards (most severe)
- 13% of properties with Category Two damp and mould hazards (moderately severe)
- 11% of properties with Category Three damp and mould hazards (least severe)

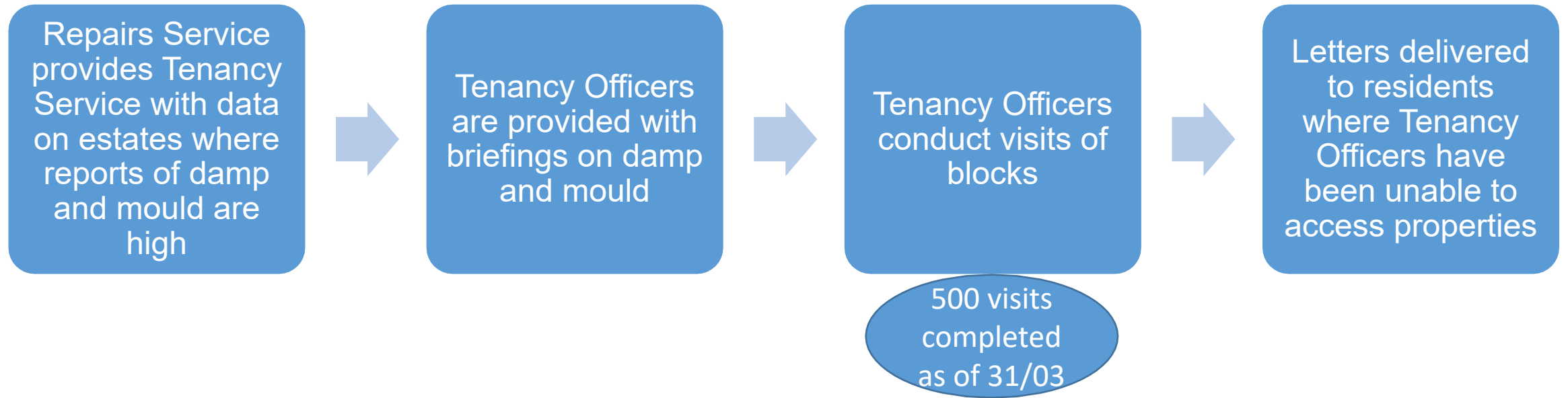
A further stock condition survey of 45% of Council properties will be completed by September 2023 to provide a more accurate measurement of damp and mould hazards in Council properties.

We are **improving our data** by triangulating the stock condition survey information with other existing data sources:

- Damp and mould disrepair cases
- Complaints regarding damp and mould from tenants and leaseholders
- Tenant vulnerability information
- Local knowledge of Tenancy Team and residents

Our targeted approach to identifying damp and mould

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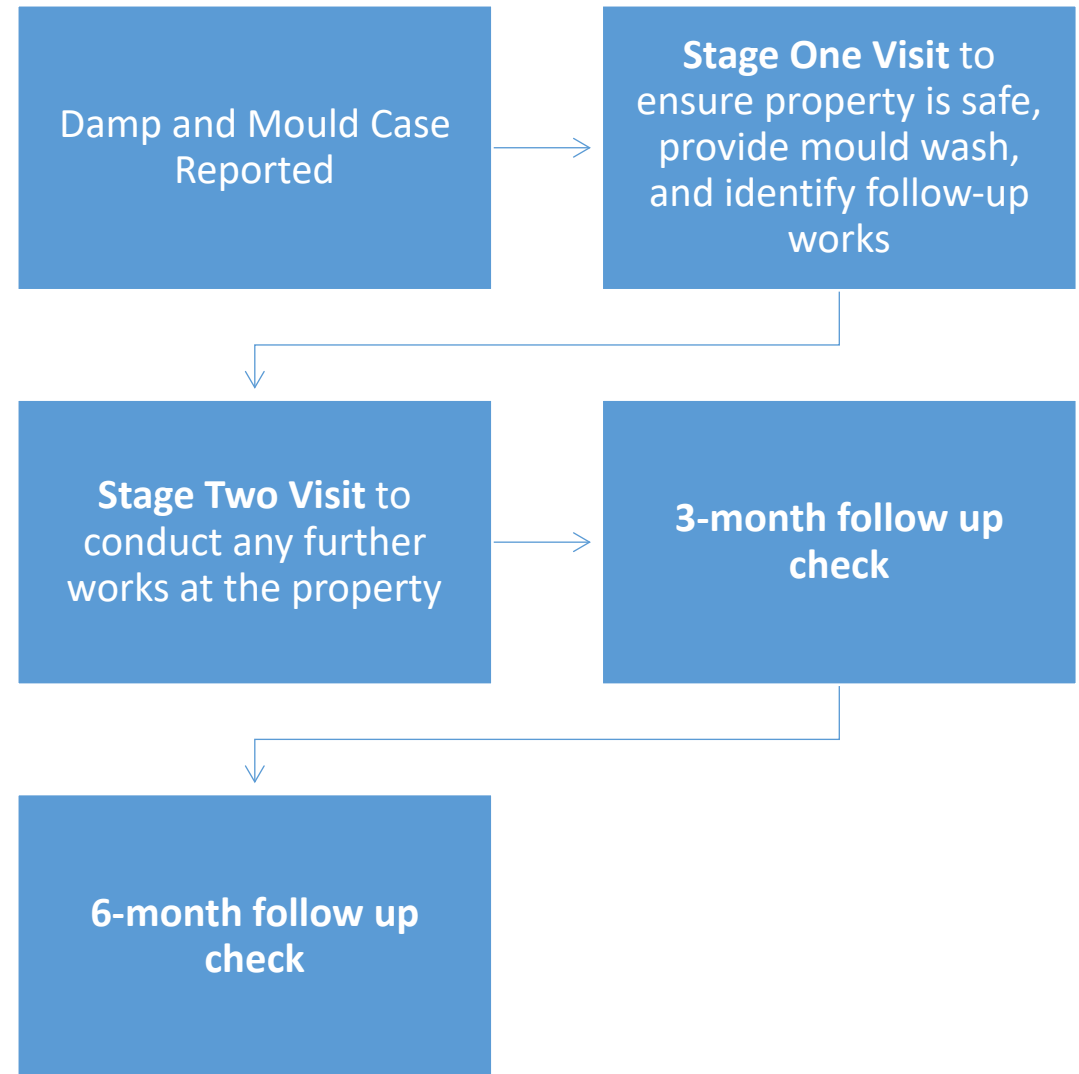


Our approach to addressing damp and mould

Created a specialist Damp and Mould team led by a Damp & Mould Manager and increased our number of contractors and disrepair officers

Commissioned the support of an Damp & Mould Specialist to support staff and enable culture change in how Damp and Mould cases are viewed.

Used vulnerability information and local knowledge to target Damp and Mould visits and prioritise vulnerable tenants.



Developing our approach

Develop and implement a Damp & Mould Strategy

Introduce Damp & Mould training for call centre staff

Develop and implement a Disrepair Strategy

Work with Public Health to raise awareness of impact of Damp & Mould

Continue to gain best-practice from London Councils peer group

Keep our website up-to-date with latest Damp & Mould information

Include Damp & Mould in upcoming Resident Engagement Strategy

Include Damp & Mould in Voids Lettable Standard

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