



Repairs and Building Safety Group Notes
Wednesday 1/3/2023
2pm West End Village Meeting Room

Attending

Steve Wilson – Project Director – Asset Management and Compliance
Tim Sheail – Director of Housing Services
Mary Walker – Head of Customer Experience
Anne Thornley – resident, Grange Lane
Neil Brammer – resident, Bishop Court
Sue Clowes – resident, West End Village
Allan McCue – resident The Hollies
Morris Grant – resident, The Hollies
Kevin Picking – resident, Bradeley Village
Malcolm Mullett – resident, Bradeley Village
Katie Wakefield – Customer Engagement Officer
Jo Tolley – Business Support

Apologies

Graham Barnett

1 Damp and Mould Policy – Steve Wilson and Tim Sheail

Tim Sheail introduced the item and gave an overview of why we have written our Damp and Mould policy.

The group had already received a copy of the draft Damp and Mould Policy in January 2023 for comments and have fed back to Tim Sheail.

Following the coroner's November 2022 report into the death of Awaab Ishak in Rochdale, The Regulator of Social Housing asked all larger registered providers of social housing to submit evidence to them about the extent of damp and mould

in tenants' homes and their approach to tackling it. This covered local authorities and private providers such as housing associations who together own and manage over four million homes in England.

Honeycomb Group (Honeycomb) is responsible for maintenance and repairs to its homes, communal blocks and other properties it owns and manages. Tenants in some of these properties may experience problems with damp and mould. Honeycomb has a duty to manage and minimise damp and mould, to prevent it becoming a health hazard for residents and to stop properties deteriorating because of damage caused by damp and mould.

During 2023/24 our business analysts will develop a predictive model for damp and mould. This will build on the data we have collected to predict with more accuracy the properties and locations likely to report damp/mould faults. This will enable us to continue to target these homes for proactive property inspections and stock condition surveys. This will build on those properties we have already identified for proactive stock condition surveys to assess the presence of damp and or mould problems.

There is a guide and video on the Staffs Housing website, which was passed to the group to read and they gave the following comments;

- What are they supposed to do when there are no drying areas or laundry rooms?

Tim and Steve responded that it is this something that needs looking at.

- Blocked guttering causing issues but there is not a programme to clean them out anymore.

Tim responded that the gardening team are trialling some equipment called SkyVac that also has a camera, so that debris is removed and removes the need to get scaffolding up which is very expensive. A programme is being timetabled in for the gardening team.

- The group asked when damp and mould has been reported how long do you have to wait for someone to come out and look?

Mary said that the Customer Services team would log it as urgent and should be done in 3 days and there is a form that staff fill in logging any damp and mould calls.

- The group said that getting through to the CST is still an issue and that there is only one number on the leaflet.

Mary explained that there are several lines to the one number.

2 Update on Repairs Contract

Tim updated the group about the repairs contract. Several local companies have been approached who we think are suitable for the contract. The tender will go out at the end of March and we are basing it on quality and price. Steve will be making sure that there is a smooth handover of contracts and some staff from Ian Williams will TUPE over. It was explained that the Ian Williams contract was price per property, which meant it was very good for Staffs Housing but not good for the contractor as the cost of materials had risen, and they couldn't provide a good service. The new contract will be schedule of rates which will work very well for us and the contractor.

The group asked if the planned maintenance will starting again, in particular the kitchen programme - this will be starting again in April 2023. The planned works will be programmed so that several replacements will be done at the same time which means less disruption.

3 Front Door – Housing app

Mary told the group that the housing app was live now and that we want our involved customers to create an account and test it. The group logged onto Front Door and they all thought it was good and will be testing it out over the next couple of weeks.