

Response to Social Housing Regulator

Assurance on addressing risks relating to damp and mould in tenants' homes

1. Please provide your registered provider code

We do not have one as we are a local Authority.

2. Please provide your registered provider name

City of York 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

We assess and identify damp and mould issues affecting our properties including the prevalence of category 1 and 2 damp and mould hazards in three ways:

- Via individual reports from tenants and staff.*
- Via our structured Stock Condition Survey, last completed in 2019.*
- Via a dedicated investigation into rising damp, in particular Standing Water/High Water Table issues in parts of the city, initiated in 2016.*

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 category 1 and 2 damp and mould hazards

The 2019 Stock Condition Survey identified two Category 1 Hazards related to damp and mould. These were immediately addressed.

In 2016, a structured "Standing Water" survey identified 200 homes [2.6% of the total stock] with a significant "standing water" problem and this has driven a programme of damp and mould works which has run ever since, as detailed in response to Q5.

New properties have been identified in the subsequent years as we progress other investment work and in response to tenant enquiries.

Our management and monitoring of day to day reports of damp and mould shows that, on average each year, we deal with 520 repair reports/requests from tenants relate to damp or mould concerns; this amounts to just over 2% of all repair requests into the service. Our response action includes:

- Carrying out repairs to faulty rainwater goods / cleaning out gutters*
- Cleaning mould off walls and applying anti mould paint*
- The installation of additional extractor fans / Positive Input Ventilation Systems*
- Attending to roof leaks / other leaks*
- Installing additional insulation*
- Repairing / Replacing window seals*

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

We seek to address the “worst first” cases of standing water below suspended floors and rising damp. Since the “Standing Water” survey of 2016, £7,801,546 has been invested with 569 homes benefiting from works to alleviate the problem.

With regard to day-to-day repair requests, many of these are dealt with “there and then”; others are monitored and some are added to the capital investment list because they require substantial works.

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

Through a repair triage process, consisting of:

- 1. Engaging with tenants to understand the problem and its effects, and to fix the obvious causes of localised damp such as broken gutters or fall pipes, blocked drains and defective mechanical ventilation equipment.*
- 2. Provide good advice to tenants on heating and ventilation. However, with competing concerns, we recognise that for some tenants paying to heat their home is a challenge. In such cases we work with our Housing Management team and Local Area Coordinators to offer financial support where possible.*

3. *Monitoring cases so that we can check in periodically to see if the situation has improved or worsened.*
4. *Where necessary we commission a comprehensive Damp Survey for the property.*
5. *A continuous programme of capital investment works to alleviate damp and mould is in place, addressing serious and persistent cases.*

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

Michael Jones

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

Head of Housing Delivery and Asset Management

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

Michael.jones@york.gov.uk

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

01904 552 598

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

N/A