

Regulator of Social Housing – Assurance on addressing risks relating to damp and mould in tenants’ homes

This short survey is designed to capture a detailed outline of your organisation's approach to assessing, recording, monitoring and remedying damp and mould issues affecting your properties.

You should provide detailed responses to all questions, and these should be supported with recent data, if data are not available, you should note this in your response.

Please do not provide data or information by which individual tenants could be identified.

If you wish to provide more information than this form allows, please upload additional documents as regulatory documents via NROSH+ (<https://nroshplus.regulatorofsocialhousing.org.uk/>). You should select the category ‘Other Documents’ and provide a description. If you are a local authority, please upload your additional documents as a supporting document to your LADR survey, providing a suitable description. You must also confirm in Q11 of this survey whether documents have been uploaded to NROSH+.

We will review all the information provided in the survey and documents and may request further information if necessary.

Should you identify that your homes do not meet the relevant standards, you should self-refer immediately.

For information on how the regulator processes and protects your personal data please see our privacy notice available here: <https://www.gov.uk/guidance/regulator-of-social-housing-privacy-notice>

1. Please provide your registered provider code

L4229

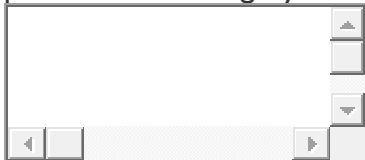
2. Please provide your registered provider name

Saxon Weal

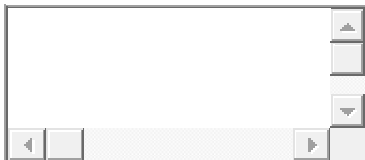
3. Please detail your approach to assessing the extent of damp and mould issues affecting your properties, including how you assess the prevalence of category 1 and 2 damp and mould hazards



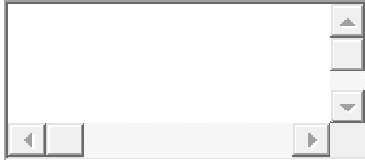
4. In the context of the approach detailed in Q3, please provide details of your most recent assessment of the extent of damp and mould hazards in your homes, including the prevalence of category 1 and 2 damp and mould hazards



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



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



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

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

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

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

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

- I have uploaded additional document(s) to NROSH+
- I have NOT uploaded any additional documents to NROSH+

Draft responses to RSH questions – Saxon Weald

Q3 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

Saxon Weald will carry out stock condition surveys every 5 years to all homes as well as ad-hoc surveys to empty homes, proactive stock surveys to those homes in similar situations to those homes affected by mould and damp and those homes where we have a CRM request or complaint.

Where Saxon Weald has contact with a resident on mould and damp, we follow our Damp and Mould Policy to work with the resident in a no blame culture to isolate the issue, carry out any repairs to resolve the problem and work with the resident to eliminate the mould and damp. Where we have mould and damp in flats in a block, we are also making proactive contact with other customers to ensure they remain mould and damp free.

In many of our properties which were built post second world war, we have insulated the cavity, increased loft insulation, installed double glazed windows and doors and installed new heating systems. The areas that we are now working on are the replacement of roofs where required, re-pointing of brickwork and we are also working on the installation of insulation materials to the internal and external parts of our home in line with meeting EPC C by 2030.

Q4 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

We have assessed that we currently have two cases of HHSRS Category 1 mould and damp hazards in our homes. In accordance with our Policy, we have taken the decision to offer to move residents out of their homes into other similar homes in order that we can deal with the issue.

We have assessed that we have sixty HHSRS Category 2 mould and damp hazards in our homes. We have worked with residents to identify the source of the damp, carried out work to repair the issue and then provided recompense to the resident for the distress and time taken to resolve the issue. Once resolved we will ensure that we continue to monitor the position to eliminate mould and damp from resident's homes.

We report monthly to our Executive Team on the number of homes with Category 1 and Category 2 mould and damp issues and report to our Board at regular intervals on progress.

Q5 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

As highlighted above, Saxon Weald will offer to move residents from their homes to other similar properties where there is a Category 1 mould and damp issue. Where there is a Category 2 issue, we will carry out repairs or planned works to eliminate the issues faced by residents.

Many of the mould and damp relate to roofing and chimney issues where water has penetrated the roof space. Planned replacement of roofs, chimneys and repointing to brickwork has been brought forward in our programme to affected individual properties and blocks of flats.

Saxon Weald will also remove cavity wall insulation where the external environment is not suited to its continued use and find alternative ways of insulating the external wall. We are also embarking on a programme of brickwork repointing and cavity wall tie replacement.

Internally we are replacing mechanical extract fans with positive pressure and heat recovery fans which facilitate non-stop ventilation to the home and carry out internal wall cleaning operations where mould and damp is at an initial stage.

Q6 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

3,800 of our homes are visited every year when we carry out gas safety inspections and 1,200 homes have an electrical inspection which provides opportunities for mould and damp issues to be raised directly by our trade staff. Additionally, the 597 extra-care flats and 980 older person flats and bungalows are visited by our scheme managers and external support staff on a very regular basis.

Mould and damp issues are logged in our CRM system and a patch surveyor will meet the resident, research the causes of the mould and damp and initiate any work required to resolve the problem as well as follow up on completion of works.

Alongside our Mould and Damp Policy, we have a procedure which the surveyor will follow supported by a Senior Surveyor if appropriate. A RAG system is used to categorise cases. The surveyor will take photos and videos and liaise with health or environmental agencies as required. Once work has been identified, surveyors will work with the contractor and keep the resident informed of what work is being performed, why it is being done and when it will take place. Detailed records are kept on our CRM system.