



## TRAFFORD COUNCIL

# AGENDA INCLUDING PAPERS PREVIOUSLY MARKED AS 'TO FOLLOW' FOR SCRUTINY COMMITTEE

Date: Wednesday, 20 September 2023

Time: 6.30 p.m.

Place: Committee Rooms 2&3, Trafford Town Hall, Talbot Road, Stretford  
M32 0TH

<b>A G E N D A</b>	<b>PART I</b>	<b>Pages</b>
1. <b>ATTENDANCES</b>		
To note attendances, including Officers, and any apologies for absence.		
2. <b>MINUTES</b>		Deffered
To receive and, if so determined, to agree as a correct record the Minutes of the meeting held on 12 <sup>th</sup> July 2023.		
3. <b>DECLARATIONS OF INTEREST</b>		
Members to give notice of any interest and the nature of that interest relating to any item on the agenda in accordance with the adopted Code of Conduct.		
4. <b>QUESTIONS FROM THE PUBLIC</b>		
A maximum of 15 minutes will be allocated to public questions submitted in writing to Democratic Services (democratic.services@trafford.gov.uk) by 4 p.m. on the working day prior to the meeting. Questions must be relevant to items appearing on the agenda and will be submitted in the order in which they were received.		
5. <b>DAMP AND MOULD WITHIN THE TRAFFORD HOUSING STOCK</b>		1 - 22
To receive a report from the Executive Member for Housing and advice alongside information from Housing Associations Operating within Trafford.		

- (a) INFORMATION FROM L&Q 23 - 28
- (b) INFORMATION FROM YOUR HOUSING GROUP 29 - 36
- (c) INFORMATION FROM JIGSAW HOMES GROUP 37 - 56
- (d) INFORMATION FROM IRWELL VALLEY 57 - 66

**6. RETROFITTING OF TRAFFORD HOUSING STOCK**

To receive information from Housing Associations operating within Trafford.

- (a) INFORMATION FROM L&Q 67 - 72
- (b) INFORMATION FROM YOUR HOUSING GROUP 73 - 82
- (c) INFORMATION FROM IRWELL VALLEY 57 - 66

**7. PARTNERSHIP BETWEEN TRAFFORD COUNCIL AND L&Q FOLLOWING MERGER WITH TRAFFORD HOUSING TRUST 83 - 88**

To receive a presentation from the Partnerships Director NW for L&Q.

**8. URGENT BUSINESS (IF ANY)**

Any other item or items which, by reason of special circumstances (to be specified), the Chair of the meeting is of the opinion should be considered at this meeting as a matter of urgency.

**9. EXCLUSION RESOLUTION (REMAINING ITEMS)**

Motion (Which may be amended as Members think fit):

That the public be excluded from this meeting during consideration of the remaining items on the agenda, because of the likelihood of disclosure of "exempt information" which falls within one or more descriptive category or categories of the Local Government Act 1972, Schedule 12A, as amended by The Local Government (Access to Information) (Variation) Order 2006 and specified on the agenda item or report relating to each such item respectively.

**SARA TODD**  
Chief Executive

Membership of the Committee

## Scrutiny Committee - Wednesday, 20 September 2023

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Councillors D. Acton (Chair), J. Holden (Vice-Chair), J.M. Axford, G. Carter, G. Coggins, W. Frass, D. Jarman, W. Jones, M.J. Taylor, L. Walsh, B.G. Winstanley, D. Butt (ex-Officio) and D. Western (ex-Officio).

### Further Information

For help, advice and information about this meeting please contact:

Alexander Murray, Governance Officer,  
Tel: 0161 912 4250  
Email: [alexander.murray@trafford.gov.uk](mailto:alexander.murray@trafford.gov.uk)

This agenda was issued on **Thursday, 14 September 2023** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall; Talbot Road, Stretford, Manchester, M32 0TH.

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## TRAFFORD COUNCIL

**Report to:** Scrutiny  
**Date:** 20 September 2023  
**Report for:** Noting  
**Report of:** Executive Member for Housing & Advice

### Report Title

**Damp & Mould within the Trafford Housing Stock**

### Summary

This report sets out an overview of the Council's approach to addressing problems of damp and mould within the housing stock of Trafford. It is intended to set the scene on the subject before the Committee considers comment from leading housing providers about their strategy for tackling the issue.

### Recommendation(s)

The Committee is requested to:

1. Note the Report & the activity being carried out to protect residents from Damp & Mould in their homes.

Contact person for access to background papers and further information:

Name: Adrian Fisher  
Email: [adrian.fisher@trafford.gov.uk](mailto:adrian.fisher@trafford.gov.uk)

Background Papers: None

*Implications:*

Relationship to Policy Framework/Corporate Priorities	Addressing Damp & Mould has clear benefits in terms of reducing Health inequalities.
Relationship to GM Policy or Strategy Framework	Housing Improvement has been championed by the GM mayor as a key objective.
Financial	None directly arising from this report.
Legal Implications:	These are set out within Section 3.2 of the report
Equality/Diversity Implications	The issue of damp & Mould tends to especially

	affect those who are vulnerably housed or who have existing health conditions.
Sustainability Implications	The remediation substandard housing supports the concept of sustainable development
Carbon Reduction	These are set out within Section 4 of the report
Resource Implications e.g., Staffing / ICT / Assets	Damp & Mould is tackled by the Private Sector Housing team in Environmental Health which faces multiple demands for its services
Risk Management Implications	Attention to Damp & Mould issues mitigates the risk of further tragic incidents.
Health & Wellbeing Implications	The adverse implications of damp & mould on human health are well documented. Consequently effective management of the issue has clear benefits in terms of health and well-being.
Health and Safety Implications	None Directly (but see health implications above)

## 1.0 Background

- 1.1 The problem of Damp & Mould in housing has been highlighted by the tragic death of Awaab Ishak. In December 2020 the two year old died of a severe respiratory condition – and in November 2022 the Coroner ruled that the young boys death was linked prolonged exposure to Black Mould in his home in central Rochdale. The Property was managed by the Registered Provider Rochdale Boroughwide Housing.
- 1.2 The death led to additional clauses being introduced into the Social Housing (Regulation) Act 2023, which became law in July of this year. The Act introduces stronger safeguards for social housing by strengthening the role of the Regulator of Social Housing, introducing new powers for the Housing Ombudsman and setting time limits to address hazards within homes (including damp & mould)
- 1.3 This report explains the work undertaken to address the problem of damp and mould by Registered Providers – alongside activity within the private housing stock. It also makes a link to housing improvement programmes designed to reduce carbon emissions.

## 2.0 Registered Housing Providers in Trafford

- 2.1 Trafford currently have approximately 16,000 social housing properties within the borough provided by various Registered Providers. The largest stockholder in Trafford is L&Q (previously THT) who currently own/manage over 50% of the social rented properties in the borough. Irwell Valley and Your Housing Group are the second and third largest stockholders respectively.

2.2 Trafford Council have strong relationships with all Registered Providers who operate within the borough. In addition to ad-hoc 1-2-1 meetings and frequent email communication, the Housing Strategy & Growth Team have several structures and channels in place for communication with Registered Providers including the following:

- Trafford Strategic Housing Partnership – held quarterly
- Registered Provider Developer Forum – held quarterly
- Nominations Monitoring - Monthly data requests and quarterly reports
- A Cost-of-living Group involving L&Q, YHG, MHA, Great Places and CAB, which is chaired by Cllr James Wright.

2.3 Following the recently approved Motion with regards to damp and mould in social rented accommodation in Trafford, the Housing Strategy & Growth Team asked Registered Providers to supply their organisations most appropriate contact to establish a Working Group. In addition, Registered Providers were asked to provide a response to the Motion outlining any improvement programmes, good new stories, and their future plans. Those Associations approached are listed in Appendix 1 and updates received are set out in Appendix 2

### **3 The Work of the Council in addressing Housing standards**

3.1 The Housing Standards Team in the Council's Regulatory Services Department primarily deal with complaints relating to substandard properties in the private rented sector under the Housing Act 2004 and associated Regulations. The team also deal with licensing of Houses in Multiple Occupation and bringing empty properties back into use.

#### Legal powers

3.2 Part 1 of the Housing Act 2004 introduced the [Housing Health and Safety Rating system \(HHSRS\)](#) for assessing housing conditions. The HHSRS is a risk-based assessment and evaluation tool to help local authorities identify and protect against potential risks and hazards to occupants' health and safety arising from any deficiencies identified in residential housing (private, social rented and owner-occupied housing). This includes dwellings which may not be occupied. The underlying principle of the HHSRS is that residential premises should provide a safe and healthy environment for any potential occupier or visitor.

3.3 The HHSRS determines whether a housing hazard falls into one of the following categories:

- **Category 1 hazards (serious).** A local authority **must** take action to deal with a category 1 hazard, either undertaking the necessary works itself, or requiring the owner or manager of the property to do so.
- **Category 2 hazards (other).** Local authorities have powers to take action to deal with the hazard, or can require the property owner or manager to take action.

3.4 An HHSRS inspection may be triggered in a number of ways, including:

- As part of an overall assessment of a particular area. For example, as part of a local authority's routine inspection of their social housing stock.
- At the request of an individual (such as a tenant or neighbour). However, in some cases local authorities may attempt to avoid undertaking inspections and assessments at the request of a tenant or local resident (for example, for budgetary reasons). Where this occurs, a resident can make an official complaint through a local magistrate, or the relevant parish or community council, which can require the local authority to undertake an inspection if it looks likely that there may be a hazard.
- As part of an official complaint (for example, by a magistrate or parish council).
- Following a complaint being made to another agency (such as Citizens Advice).
- At the request of an owner or tenant in order to deal with various aspects of home repair, adaption or improvement.

3.5 During an HHSRS investigation, a local authority inspector assesses what hazards exist and what subsequent enforcement action is required (that is, whether the hazards can be reduced or removed and how this should happen). The inspector then determines the most appropriate enforcement method and informs the relevant landlord of their reasons for choosing this ([section 8](#), HA 2004).

3.6 The Council has a range of enforcement options to address hazards of either Category 1 or Category 2 that exist in residential premises. Notices which may be served in relation to a hazard are as follows:

- Improvement Notices – Section 11 and 12 Housing Act 2004
- Prohibition Orders – Section 20 and 21 Housing Act 2004
- Hazard Awareness notices – Section 28 Housing Act 2004
- Emergency Remedial Action – Section 40 Housing Act 2004



- Emergency Prohibition Order – Section 43 Housing Act 2004
- Demolition Order – Section 265 Housing Act 1985 as amended
- Clearance Areas – Section 289 Housing Act 1985 as amended

The first three options are available for both category 1 and category 2 hazards. The last four are not available for category 2 hazards: The action the Council chooses to take must be the most appropriate course of action in relation to the hazard.

### Complaint procedures

- 3.7 When Trafford's Housing Standards team first receive a complaint, the tenant is requested to complete an online disrepair form [Report disrepair in your privately rented property \(trafford.gov.uk\)](https://www.trafford.gov.uk). This form requires confirmation that a report has been made to their landlord and an opportunity given to remedy the matter (this would not apply in cases where the risk posed by the hazard is imminent).
- 3.8 If the property is owned by a Housing Association, the tenant is asked to follow the Housing Association formal complaints procedure and contact the Housing Ombudsman, prior to completing our online referral. This option for recourse is not available to privately renting to tenants but it is available to social housing tenants, therefore the team tend to not get involved in complaints relating to this sector.
- 3.9 Following receipt of a completed online disrepair form, contact is made with the landlord and/or letting agent to notify them of the issue and request that they make arrangements to inspect the property and contact the Council to outline their plans for remedial action within a specific time period (usually 28 days).
- 3.10 If no or an inadequate response is received, an inspection of the property will be arranged under section 239 of the Housing Act 2004, to assess any hazards and determine whether enforcement action is required. Where applicable, enforcement notices are then served following a HHSRS assessment. If an inspection takes place but no defects are identified which relate to dampness and mould growth, a letter will be sent to tenants confirming the outcome of the inspection and providing advice.

### Government Damp & Mould Initiative

- 3.11 In November 2022, the Council received a letter from the Secretary of State for the Department of Levelling up, Housing and Communities, regarding the tragic death of Awaab Ishak as a direct result of the damp and mould in his family home. The letter requested information from the Council regarding its policies and procedures for dealing with damp and mould complaints, the prevalence of damp and mould in our housing stock, together with data regarding damp and mould enforcement activities.

- 3.12 Information was provided in response to this request, including the most recent Stock Condition Survey in Trafford [Trafford Private Sector Stock Condition Survey 2019](#). The information on the Housing Standards web page was reviewed [Disrepair in private rented properties \(trafford.gov.uk\)](#) and all complaints of damp and mould now receive an advice leaflet on dealing with damp and mould. [Dealing-with-damp-and-condensation-2019.pdf \(nea.org.uk\)](#). The team have also created a category code in our management information system to enable reports to be created to monitor the number of complaints received in relation to damp and mould. Since the creation of that code in November 2022, a total of 68 damp and mould complaints have been received (up to and including 8 August 2023).

#### 4. The Link to Housing Retrofit & Other Housing Improvement

- 4.1 There is a linkage between Housing improvement and efforts to reduce carbon emissions from the housing stock. For the most part efforts to improve thermal efficiency will also ensure a higher standard of home overall. However efficiently insulated homes may also require householders to adjust the way they live to avoid undue internal condensation.
- 4.2 Trafford Housing Associations have incorporated home energy efficiency into their estate management plans and have access to funding such as the Social Housing Decarbonisation Fund. Examples of projects undertaken by Housing Associations are provided below:

##### L&Q

2023-25 Multi Measure Programmes: Altrincham

- Refit (~60 homes)
- Empty cavities and failed cavity wall insulation (~80 homes)
- Renewables 215 Solar PV systems, 51 with batteries

##### Irwell Valley Homes

- Launching a retrofit pilot on one of the existing homes on the Sale West estate to test new technology and see how we can make homes across the estate more energy efficient. Irwell Valley received £1,259,000 from the Social Housing Decarbonisation Fund for 157 homes (including some outside of the Borough)

##### MSV Housing

- Energy Performance Target rating C with a road map to B
- Fabric First approach and “no regrets” technology
- Undertaking a deep retrofit pilot programme

- 4.3 There are also a series of public sector lead programmes which seek to improve the thermal standards of housing. Several are summarised below:

#### Your Home Better

In partnership with the Greater Manchester Combined Authority, we have launched the [Your Home Better](#) service offering a whole house approach for residents wishing to install measures for a more energy efficient, healthier and comfortable home.

#### ECO4

In partnership with Greater Manchester Combined Authority, Trafford Council have appointed Installers to deliver whole house energy efficiency improvements funded by the Energy Company Obligation Local Authority Flexible Eligibility Scheme ([ECO4 LA Flex](#)).

#### Local Energy Advice Programme (LEAP)

LEAP is a free service that is helping people keep warm and reduce their energy bills without costing them any money. It is open to all types of householders – homeowners, private renters and social housing tenants.

Once LEAP have checked eligibility, households receive a free home visit from a qualified Home Energy Advisor who can help with:

- Installing free, simple home energy measures such as LED lighting and draught proofing.
- Giving day-to-day energy efficiency hints and tips and making sure your heating controller is working correctly.
- Checking the cheapest tariff.
- Arranging a free telephone advice service to help with benefits, money and bill problems.
- Referring for further energy efficiency improvements such as loft or cavity wall insulation and in some instances a new boiler.

#### Free central heating systems

This limited offer is part of Greater Manchester Warm Homes Fund which will install a free 'first-time' central heating system in 500 homes across Greater Manchester on a first come, first served basis. to help vulnerable households get ready for winter.

It aims to provide a helping hand to vulnerable households that do not currently have a central heating system and who, during the colder months, are struggling to stay warm.

It is open to both homeowners and private tenants (with their landlord's permission) who meet eligibility criteria based on income, health or other personal circumstances.

4.4 Whilst these various initiatives do not directly address the issue of damp and mould, they are part of the wider picture of housing improvement. Whilst the primary aim may well be carbon reduction, there are wider benefits to upgrading the standard of the housing stock.

4.5 Finally it should be noted that all new homes, house extensions and most housing refurbishments require compliance with the Building Regulations. The Building regulations set requirements for the thermal efficiency and ventilation of homes. Consequently adherence to the Building Regulations has an important role to play in maintaining housing standards.

**APPENDIX 1 – List of Registered Providers Contacted**

**APPENDIX 2 - Feedback from Registered Providers**

- Arawak Walton (update & policy)
- L&Q (update)
- Your Housing (update letter)
- MSV – data and documents (circulated separately)
- Jigsaw Housing – documentation (circulated separately)

**Key Decision** No

**If Key Decision, has 28-day notice been given?** N/a

**Finance Officer Clearance** PC

**Legal Officer Clearance** IA

**CORPORATE DIRECTOR’S SIGNATURE** *(electronic)*.....

To confirm that the Financial and Legal Implications have been considered and the Executive Member has cleared the report.

## **APPENDIX 1**

### **LIST OF REGISTERED PROVIDERS CONTACTED**

Irwell Valley Homes  
Arawak Walton Housing association  
Mosscaire St Vincents  
Onward Homes  
L&Q Homes  
Arcon Housing Association  
Southway housing Trust  
Great Places Housing Group  
Your Housing Group  
Jigsaw Homes

## **APPENDIX 2 - Feedback from Registered Providers**

### **Arawak Walton Housing Association**

The Association has had 9 cases of damp / mould in the Old Trafford area this financial year (1<sup>st</sup> April to date):

7 are complete  
2 are outstanding

A copy of the Company's policy and review group scrutiny report is set out below:

### **Arawak Walton Housing Association Review Group Scrutiny Report (March 2023)**

#### **1. Background**

Following the conclusion of a Coroner's inquest that found that the tragic death of two year old Awaab Ishak was a result of prolonged exposure to mould in his family's social housing property, all social landlords have been reviewing their policies and procedures in relation to damp, condensation and mould.

As a result, we wanted to review how effective Arawak Walton (Arawak) is in responding to reports of damp, condensation and mould from tenants.

#### **2. What we reviewed**

To inform our review we:

- Received a briefing from staff on the service
- Considered information available on the website
- Reviewed the 'Draft Damp and Mould' policy.

#### **3. Summary of findings**

We found that Arawak is responsive and effective in responding to issues relating to damp, mould and condensation. Arawak inspects all reports of damp, condensation and mould and takes action to resolve issues.

#### **4. Findings**

##### **4.1 Responding to tenants' reports of damp, condensation and mould**

We found that Arawak inspects every report of damp, condensation and mould they receive. Upon investigation action is taken to resolve the problem, this may include rectifying property issues, mould removal and treatment, provision of extractor fans and advice on how to prevent damp, condensation and mould in the home. Return visits are scheduled to check issues are resolved.

Two of our panel members noted that they had reported mould issues within the last 6 months. The mould issues had been inspected and appropriate action was taken. This has resulted in the mould issues being resolved.

##### **4.2 Preventative Action**

Through stock condition surveys and void inspections Arawak is proactive in identifying damp and mould issues in its housing stock.

Arawak will provide support to tenants to maximise incomes to ensure homes can be adequately heated.

Following the Coroner’s inquest Arawak has been identifying properties that are overcrowded and has contacted tenants to identify if there are issues with damp and mould in the properties that have not been reported.

Clear information is provided for tenants on the website on how to prevent damp, condensation and mould and tenants are encouraged to report issues to Arawak.

**4.3 Draft Damp and Mould Policy**

We support the development of a separate policy; we have reviewed the draft policy and support its aims. We have identified in section 3 areas of the policy that we feel could be improved.

**5. Recommendations**

In response to our findings, detailed below are our recommendations.

Area	Our Recommendations
Preventative Action	1. Consider developing case studies with Arawak tenants on how their issues of damp and mould have been tackled and promote these on the website and in the newsletter.
Draft damp and mould policy	2. We ask you to consider the following for inclusion in the final policy: <ul style="list-style-type: none"> <li>• Clearly state that you inspect all reports of damp and mould.</li> <li>• Revise the headings to make them more relevant to the content, for example headings which summarise preventative action, responding to tenants and support for tenants.</li> <li>• Use ‘EPC rating of C or above’ rather than SAP ratings in section 3.3</li> <li>• Identify performance indicators that relate to damp and mould specifically in section 4.</li> </ul>

**6. Support provided for the Scrutiny Review**

We wish to thank all the staff who have participated in this review by providing us with all the information we have requested.

## Arawak Walton Housing Association

### Damp Mould and Condensation Policy

Approved by	Board
Date of Approval	March 2023
Date issued to staff	TBA
E&D impact Assessed	Yes
Date of Next Review	Feb 2025
Policy Ownership	Maintenance Delivery Supervisor
Strategic Bridges	<p>We are keen financial managers</p> <p>We aim high and move with the times</p> <p>Value our people and our roots</p> <p>We are open and accountable</p>
Legal Review	No
Version	1.0
Revision details	<b>New Policy</b>



## **DAMP MOULD AND CONDENSATION POLICY**

### **1. Introduction/Statement of Intent**

- 1.1. Arawak Walton works in areas where BME communities predominantly live or aspire to live. Our roots, in addressing the needs of African and Caribbean communities and their cultural needs, provide the framework for our work in relation to addressing discrimination and raising aspirations. Over the last 28 years, the increasingly diverse profile of our tenant population confirms that we continue to meet our mission and stated objectives.
- 1.2. We want to do everything we reasonably can to make sure our tenants stay safe, healthy and well in their homes. Damp, mould and condensation are issues which can have a serious impact on the health and well-being of our residents, and cause damage to homes.
- 1.3. Arawak Walton is committed to providing safe and warm housing that meets the needs of our tenants. This policy sets out our approach to dealing with damp, mould and condensation in our homes and communal areas. It covers the services we provided to tenants who rent their home under a tenancy agreement.
- 1.4. Arawak Walton will implement its plan to meet the performance standards expected by the Regulator of Social Housing (RoSH).

### **2. The aims of the damp, mould and condensation policy is to:**

- 2.1. Provide dry, warm, healthy and safe homes for our tenants which are free from any hazards.
- 2.2. Comply with legislative, regulatory and contractual (including tenancy and lease) obligations.
- 2.3. Ensure the fabric of our homes is protected from deterioration and damage resulting from damp.
- 2.4. Treat tenants reporting damp, mould and condensation with empathy and respect, without prejudging the cause.
- 2.5. Take proactive responsibility for diagnosing and resolving damp, mould and condensation in a timely and effective way.
- 2.6. Publicise the standard of properties offered to new tenants. Support tenants in resolving damp, mould and condensation where it occurs as a result of the use of the home, providing appropriate, clear, sensitive, practical and accessible advice.
- 2.7. Communicate with our tenants clearly and regularly regarding any actions we plan to take and any actions our tenants are advised to take.
- 2.8. Ensure staff are trained to enable them to spot potential causes of damp, mould and condensation so they can advise tenants, diagnose problems and provide solutions.
- 2.9. Apply this policy and make reasonable adjustments for people who have a disability and

will take into account the provisions of the Equality Act 2010.

### **3. Background**

3.1 Arawak Walton is a Black & minority ethnic specialist housing association operating mainly in inner city locations where the majority of our communities live; or aspire to live. Particularly in Manchester this means a significant percentage of our properties, c30% are pre-1919 on-street terraces with a predication to damp. In addition, whilst we have a good percentage of smaller accommodation, the majority of our homes, are general needs family homes. Due to bedroom tax restrictions, we cannot under-occupy homes at first-let which means many families with young children can very quickly outgrow their accommodation. As larger properties are increasingly too expensive to build (due to lack of grant) or buy, this creates problems in finding suitable alternative accommodation for growing families. At the time of responding to the Regulator's request (December 2022), we had c250 properties which were over occupied - based on the number of people over the permitted bedroom type - of which 77 required 2+ beds. Therefore, we have always taken a robust approach to requests to deal with such cases because of the potential impact on health, the quality of life for our tenants living in such properties and the impact on decency as damp, and mould conditions deteriorate very quickly, if not treated and have a detrimental impact on property condition.

### **4. Action Plan to address damp mould and condensation**

- 4.1. We will take action to identify homes that have, or may be at risk of developing, problems with damp, mould and condensation. We will use data on our households and homes to help us understand the risk profile in relation to it.
- 4.2. A programme of stock condition surveys will be carried out. Where works are identified to treat serious cases of damp, mould and condensation they will be ordered as priority. Where tenants need to be moved temporarily from their home for remedial works to be carried out, We will administer the decant process in accordance with our Tenancy Management policy. Where tenants do not need to move, or choose not to move, we will maintain regular contact with them during the duration of the works and for 3 months following completion of the work.
- 4.3. We will prioritise improving EPC ratings to C and above in our planned programmes to increase thermal efficiency to assist tenants with their ongoing household running costs and budgets.
- 4.4. When a property becomes vacant, and prior to re-letting, we will seek to identify and remedy any issues which may cause damp. This may include ensuring doors and windows (incl. window vents) are serviceable and can effectively ventilate the property, ensuring extractor fans are working well, as well as applying mould treatments and fitting floor coverings where necessary.
- 4.5. We will give tenants advice on how to prevent damp and what they should do to remove mould and condensation. However, we recognise that not every resident will be in a position to resolve this themselves. We will provide appropriate support in such cases in relation to the specific circumstances and the individual tenant's needs.
- 4.6. We know that some tenants cannot afford to heat their homes adequately due to their income levels. We will work with tenants to ensure that they are receiving the income to which they are entitled.

- 4.7. Where homes are overcrowded humidity will tend to be higher and this increases the likelihood of condensation. We will work with the tenant and explore solutions which may include them moving to a more suitable home if this is available and appropriate. In the interim we will provide dehumidifiers.
- 4.8. We will engage consultants / contractors to assist us managing complex cases.
- 4.9. We will ensure that our staff (whether in house or our contractors) have the required skills and training to diagnose and remedy damp, mould and condensation. Monitors will be made available to staff and tenants so we can assess quickly whether action is needed to protect our asset and maintain comfort for our tenants.

## **5. Engaging and Supporting Tenants**

- 5.1 We will inspect reports of damp mould and condensation.
- 5.2 We aim to resolve complaints as quickly as possible without tenants needing to resort to disrepair claims and legal action. Where legal action is taken, we will follow the Pre-Action Protocol for Housing Conditions Claims so that we may resolve the dispute outside of court to help ensure issues are resolved quickly for customers.
- 5.3 We will provide advice and literature to tenants regularly. This will include advice when they report damp mould and condensation, articles in our newsletters, on our website, in our office reception and in sign up packs for new tenants.

## **6. Monitoring and development**

- 6.1 Arawak Walton has a number of key performance indicators, and the Association will strive to achieve or exceed the indicators.
  - Annual home visits to tenants / property inspections
  - Damp & Mould repairs completed within target timescale
  - The average time taken to re-let void properties
  - The level of rent loss from void properties (rolling 12 months)
  - Delivery of planned works
  - Complaints responded to within target timescale
- 6.2. Performance against the targets will be monitored by the Operations Director.
- 6.3. Performance will be reported to the Senior Management Team monthly and to Board on a quarterly basis through the association's performance management structure.
- 6.4. We will learn lessons from damp mould and condensation cases, update our technical approach and how we communicate with tenants, in order to improve future responses.
- 6.5. Where available, Arawak Walton will benchmark its performance in this area against other Housing Associations (HA's) and aim to continuously improve and achieve performance in the top quartile of similar HA's.

## 7. Linkages with Other Arawak Walton Policies

7.1. This policy should be read in conjunction with the following policies.

- Customer Service Charter
- Repairs and Maintenance Policy
- Equality, Diversity and Inclusion Policy
- Allocations and Lettings Policy
- Tenancy Management Policy
- Tenants Responsibility and Recharge Policy

## 8. Legal framework

8.1 This policy and the way in which services are delivered comply with the requirements of the following standards and legislation:

- The Housing Act 1985 / Housing Act 1996 (Part 6)
- Housing, health and safety ratings system (HHSRS) inc in the Housing Act 2004
- Building Safety Act 2022
- Equality, Diversity and Inclusion Policy
- Equalities Act 2010
- Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended 2018. Approved Code of Practice and guidance
- British Standard 7671 As Amended (Electrical Installations)
- Data Protection Act 2018 and GDPR

## 9. Equality and Diversity

9.1. AWAHA is committed to equality and diversity and will not unlawfully discriminate. We will recognise and consider tenant's protected characteristics of the Equality Act 2010 including: Race, Gender, Gender Reassignment, Disability, Sexual Orientation, Religion or Belief and Age.

9.2. As part of this undertaking, we give equal standing to tenants who are married, civil partners or cohabiting partners, except where this approach is overridden by the law.

9.3. We will be sensitive to individual needs and will tailor our services and approach accordingly.

9.4. All tenants will have access to this document upon request.

9.5. This document can be translated or provided upon request in alternative formats, such as, Braille, large print and audio where resources allow.

9.6. Equality and diversity training is mandatory for all staff.

## **L& Q HOUSING - Response**

L&Q consider any case beyond minor damp and mould as a service failure. Therefore, all L&Q staff and contractors are asked to report any cases of damp and mould that they come across when visiting residents' homes. In addition, all call handlers are trained to carry out follow-up questions when logging damp, mould, and condensation cases and L&Q's website encourages reporting of damp and mould and provides details of how to raise/track a complaint relating to damp and mould.

Reports of damp and mould from vulnerable residents are prioritised along with referrals from TMBC, other L&Q staff, and contractors.

All reports of damp and mould are inspected by an L&Q Surveyor, with serious cases being assessed within 24 hours (usually the same day) and follow up visits are arranged if required. Remedial action is taken in the form of repairing structural and ventilation issues, and checking heating systems are working effectively. Residents are advised on effective use of heating and provided with a leaflet containing guidance on preventing and curing damp, mould, and condensation in their properties.

In terms of preventing damp and mould, L&Q have a rolling programme of Stock Condition Surveys covering 20% of their stock each year which includes a damp and mould survey. Residents who are flagged as vulnerable are visited regularly with support provided on damp and mould prevention. L&Q also invest in "SkyVac" technology and carry out regular Estate Inspections which residents and local Councillors are invited to attend.

L&Q's future plans for tackling damp and mould include stock investment programmes which include window, roof, and door replacements, and enhanced roof insulation. They are also looking to utilise the Social Housing Decarbonisation Fund to improve thermal efficiency on approximately 210 'hard to heat' homes in Altrincham, Sale Moor and Stretford.

Since the inquest into the death of Awaab Ishak in late 2022, L&Q have seen a significant increase in requests for damp and mould inspections; requests for Surveyor Assessments have more than doubled and the number of damp and mould repairs carried out has increased by 126%. While most of these reports were for minor cases of damp and mould, some significant cases have come to light which had previously gone unreported for a number of years. As such, L&Q welcome the additional publicity around damp and mould as this is bringing more residents who are experiencing issues forward.

**YOUR HOUSING GROUP LETTER:**

Ref: D&M response to Trafford Cllr Ross

Youggle House  
130  
Birchwood  
Blvd  
Birchwood  
Warrington  
WA3 7QH

Councillor Tom Ross  
Leader of the Council  
Trafford Council  
The Leader's Office  
Trafford Town Hall  
Stretford, Manchester  
M32 0TH

21 August 2023

Dear Councillor Ross

First of all, may I thank you for your letter dated 10<sup>th</sup> August 2023 and the opportunity to share with you our arrangements in relation to tackling damp and mould (DM). Your Housing Group (YHG) welcomes your support in responding to these matters within both the social and private rented sector.

### **Background**

YHG have a now well established 'Damp & Mould Taskforce' to manage our customer's DM complaints and queries. This team has developed a bespoke case management system for all DM queries and reports which tracks the case from initial receipt through the various stages including all contact with the customer, surveys and works through to completion. In addition to this, we are also building our dedicated 'Damp & Mould Delivery Team' who are entirely focussed on DM works.

In the past 12 months (July 22-July 23) YHG has received 199 direct damp and mould related reports for our 1,772 properties in the Trafford area. Of those, 63% were reported from the Partington/Carrington area and 29% were in the Old Trafford District, the two districts within Trafford with the highest YHG stock levels. The remaining 8% or reports recorded were in the Sale and Urmston/Davy Hulme Districts.

### **Damp & Mould Complaints and Process**

For all formal Damp & Mould complaints we aim to agree a resolution including timescale for any repairs within 10 working days. However, to ensure reporting damp & mould is as easy as possible we have several ways in which customers, colleagues and contractors can report:

- **Customer reports:** Customers can contact us directly with issues by speaking to a member of our staff (including our Contact Centre), using a dedicated webform on our website and via a Your Home Hub (online resident portal). Residents are supported with information available on our website and regular newsletters providing details and guidance.

2.

Councillor T Ross

21 August 2023

- **Colleague reports:** All colleagues are encouraged to keep their eyes and ears open when out and about. All colleagues are provided with training to better understand damp and mould, how it is caused, how to spot it, and to report to our dedicated 'Damp & Mould Taskforce' when they see it.
- **Contractor reports:** We have liaised with our wider contractor-base (including stock condition surveyors, gas servicing contractors) to keep their eyes and ears open when out and about our properties and to report instances of damp and mould again to our dedicated 'Damp & Mould Taskforce'.

### **Prioritising Vulnerable Tenants & Prevention**

In all the processes described above and when dealing with DM repairs/queries our vulnerable customers are prioritised by accelerating any necessary surveys or works. In addition to this we have developed a gutter and flat roof clearance programme which incorporates our Older Person, Extra Care and Sheltered schemes.

### **Property Surveys**

Within the Trafford District, 1,607 properties (90.69%) have been surveyed in the last five years with the remainder to be completed over the next two and a half years. Any properties that have potential category 1 or 2 hazards under the housing health and safety rating system (HHSRS) assessment are triaged through to the relevant Repairs & Maintenance team for urgent action.

We also undertake specific damp & mould surveys to any properties where the customer has reported a damp and mould issue. This survey is recorded within our bespoke damp & mould case management system and a copy provide to the customer which includes what action we will take and when. We aim to complete all repairs within 21 working days and keep the customer informed on timescales for larger scale works.

### **Guidance for Customers**

At YHG we have ensured that customers have easy access to guidance:

- A page on our website – Tips for preventing damp/mould in your home
- A leaflet – Your guide to condensation, damp & mould
- Visited every customer via our customer connect visits to explain how to report DM & provided them with a card stating that plus tips and guidance on prevention

### **Training**

Your Housing Group has provided training and guidance not only to call handlers but to the entire business. This has emphasised our cultural and zero tolerance approach. Surveyors and Contract Supervisors have also received more bespoke technical training or diagnosing DM whilst inspecting properties.

### **Inspection Walkabouts**

We are happy for local councillors to join neighbourhood walkabouts with our housing teams. This currently works well in Partington with councillors attending walkabouts and regular meetings with our housing management team. We will review our neighbourhoods across Trafford and where applicable, will engage Trafford Councillors accordingly.

3.

Councillor T Ross

21 August 2023

Again, I would like to thank you for giving us this opportunity to share our progress and ongoing development with tackling damp and mould. I hope that the information has provided you with assurance that we treat such issues, and the safety of our residents, as our number 1 priority, and that we are not complacent in our performance and are committed to our continual improvement in this area. We do this with enthusiasm to work with our customers, colleagues, sector peers and external professional bodies in a collaborative approach.

Yours sincerely



**pp Conan McKinley**  
Director – Asset Management

cc: Jacque Allen



**MSV HOUSING:**

**The number of properties in Trafford currently reporting issues with damp and mould.**

We have put in place a program of planned pro-active preventative works for customers reporting issues with damp or mould (over the past years) as well as a reactive program of works for surveying and planning of works for damp or mould, the figures for these are combined and shown below.

The total properties in the planned/preventative works for Damp/Mould = 84

- WA14 = 2
- M16 = 34
- M32 = 22
- M33 = 8
- M41 = 18

\*M16 properties only in Trafford.

New cases open in Trafford to be checked = 10

**Total = 94**

**the Damp and Mould policy**

Attached, I have also included our strategy document which compliments our policy and has recently been audited and benchmarked favourably.

**The breakdown of EPC ratings for the stock in Trafford.**

MSV have a commitment to improve all properties with an EPC rating of D or below by 2030. We are part of the GMCA SHDF consortium and delivered works under Wave 1 with a Wave 2 programme due to commence in October 2023.

Any Trafford properties below EPC C will be included in a programme of works to bring the EPC rating up to at least a C, by 2030.

Row Labels	Count of Rate
B	2
C	135
D	42
E	3
<b>Grand Total</b>	<b>182</b>

(policies to be circulated Separately)

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# L&Q - Trafford Council Scrutiny Committee

Vicky Holland - Head of Special Projects and Sustainability

Alyson Heald – Partnerships Director NW

L&Q



# Stock Overview

## About L&Q

We house around 250,000 people in more than 107,000 homes primarily across London, the South East and the North West

In Trafford, we currently have 9,498 residential properties as well as 23 Freeholders

- 10,389 tenants and 18,575 total householders (per records disclosed at sign-up).
- 81% General needs in Trafford
- 10% Sheltered in Trafford
- 7% Leaseholders/Freeholders/SO in Trafford
- 2% other tenures (Non-social lease, non-social rent, rent-to-buy, social services)
- 51% flats (including maisonettes)
- 49% houses (including bungalows)

# L&Q's approach to Damp and Mould

## Our approach:

- Inspection and thorough assessment including the structural of the building and checking the heating system
- Mould prevention advice and a detailed leaflet is left with residents
- All potential works are discussed with the resident prior to leaving the property and remedial works are raised and follow up visits arranged where necessary.
- All vulnerabilities are reported and flagged on our internal systems. All flagged vulnerability residents are visited to ensure they are provided with the right support services.

## Current Data

- 120 Damp and Mould cases
- This has resulted in 150 raised repairs
- We have no Cat 1 and Cat 2 cases.

# Any Questions?

The logo consists of the letters 'L' and 'Q' in a bold, sans-serif font, with an ampersand between them. The letters are white and are set against a dark blue rectangular background.

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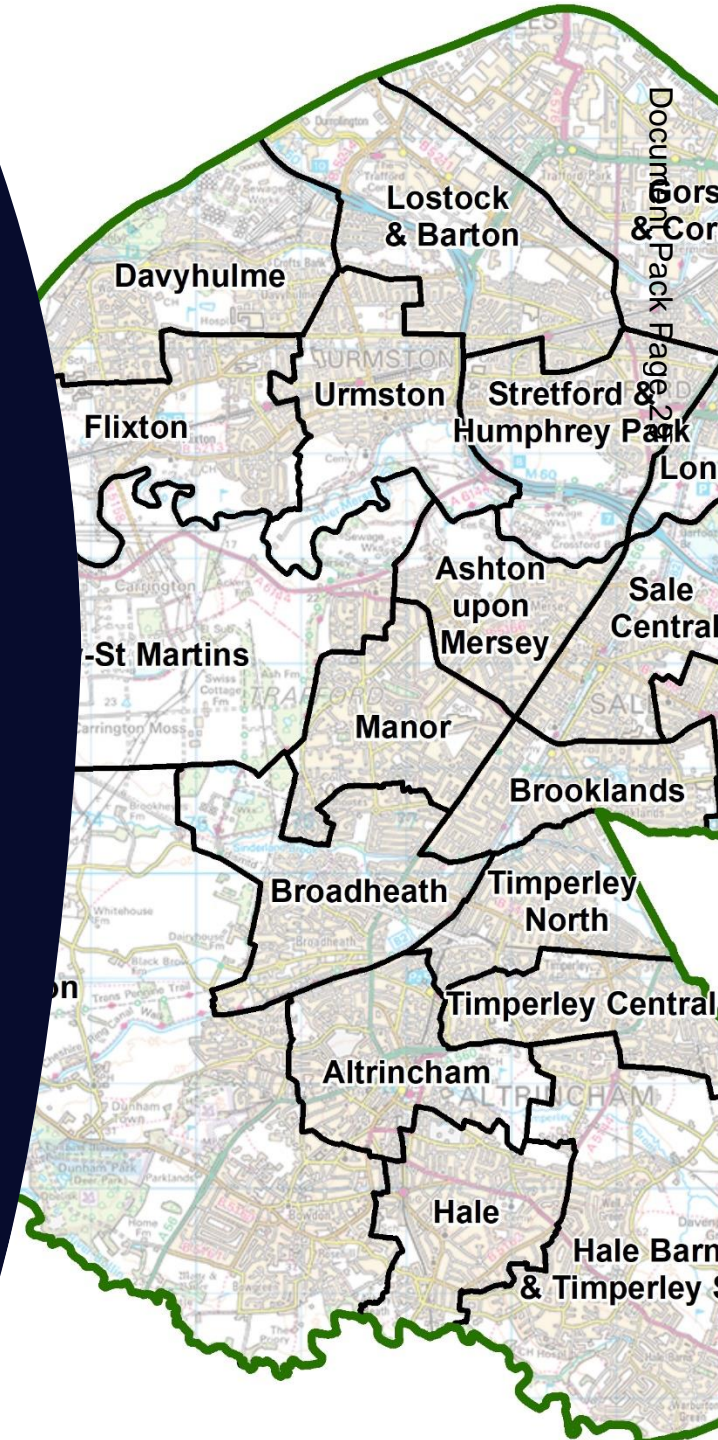
# Your Housing Group

## Trafford District Update

Conan McKinley  
Director of Asset Management

Sept 2023

Creating more places for people to thrive and be recognised as a sector leading landlord



# Tackling Damp & Mould



# Identification

Our wider eyes and ears



## Colleagues

Mandatory awareness training (all colleagues)



## Contractors

Internal repairs team & external contractors (including gas servicing, stock condition surveying)



## Residents

Online, contact centre, or F2F within our schemes



## Void Inspections

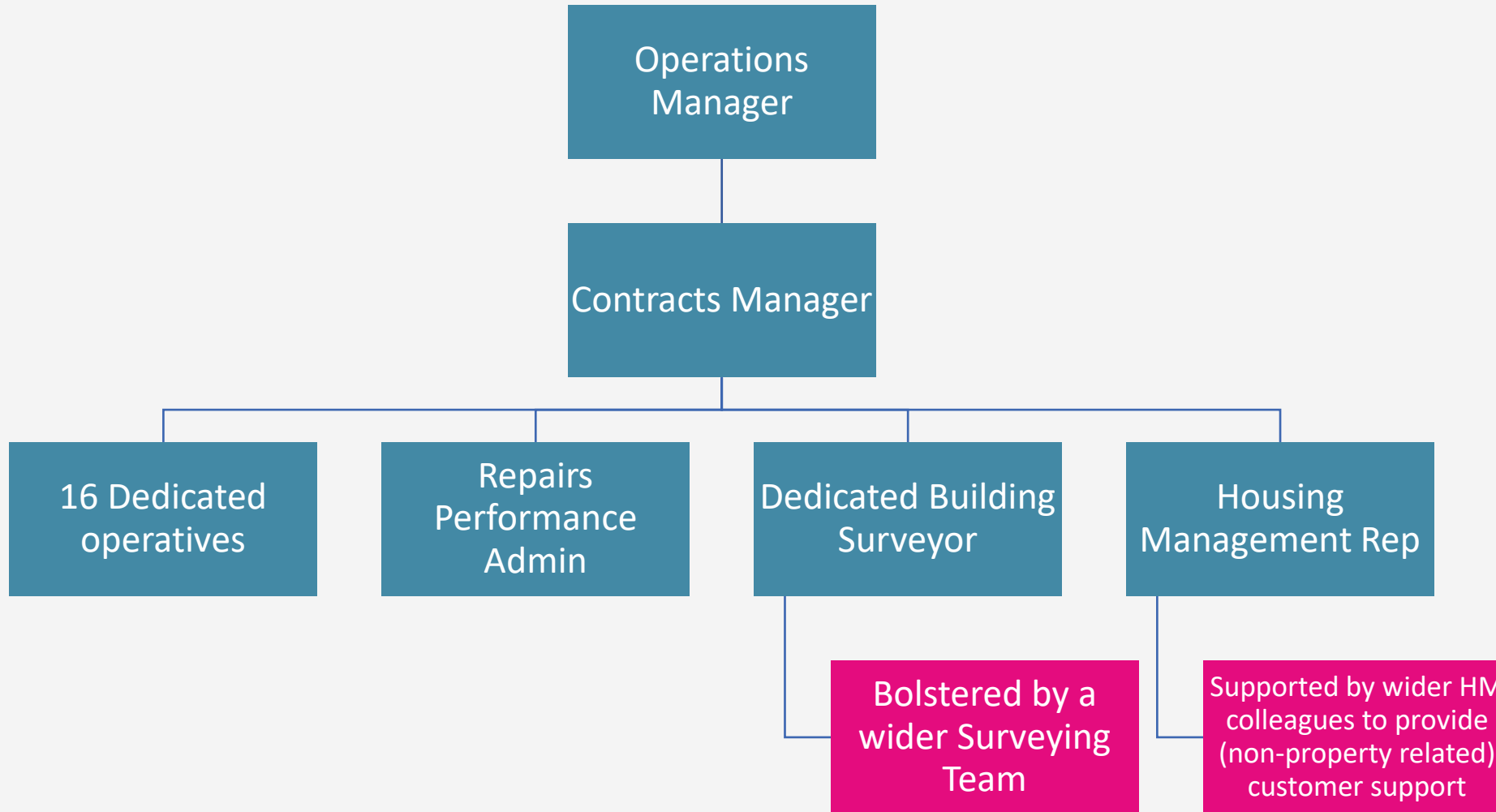
Our colleagues equipped with protimeters and training

# YHG Embedded Culture

- **Training** – Focussed culture for all existing YHG employees and future new starters – “Don’t ignore it. Report it”.
- **Data** - Continued use of Data to drive our investment programme and direct visits to customers
- **Eyes & Ears** of wider organisation: Surveys, gas servicing, repairs, Investment Plan works etc.
- **Surveys** - Stock condition surveys (100% stock over 4 years)
- **Disrepair** – Checking other roofs in the same street. Damp in a flat, checked others.
- **Embedded Culture** – the way we do things!

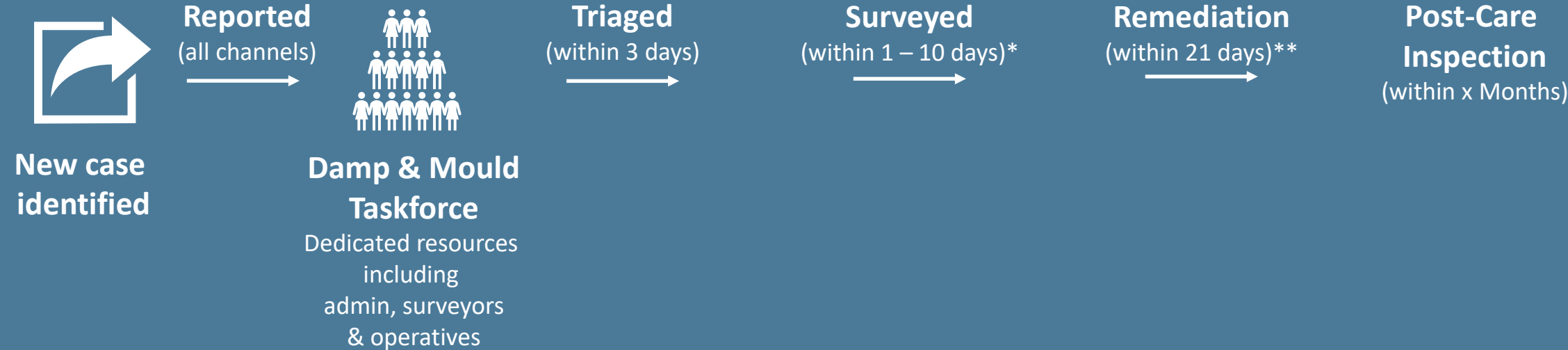


# Dedicated DM Taskforce



# Case Management

Dedicated Damp & Mould Task Force



## Case Management System

- Recording of case details from creation to post-care & closure
- Recording all YHG response including repairs & additional customer-support

\* Majority of cases depending on volume and complexity

\*\* Target for less complex cases

Thank you  
Any questions?

Creating more places for people to thrive and be recognised as a sector leading landlord

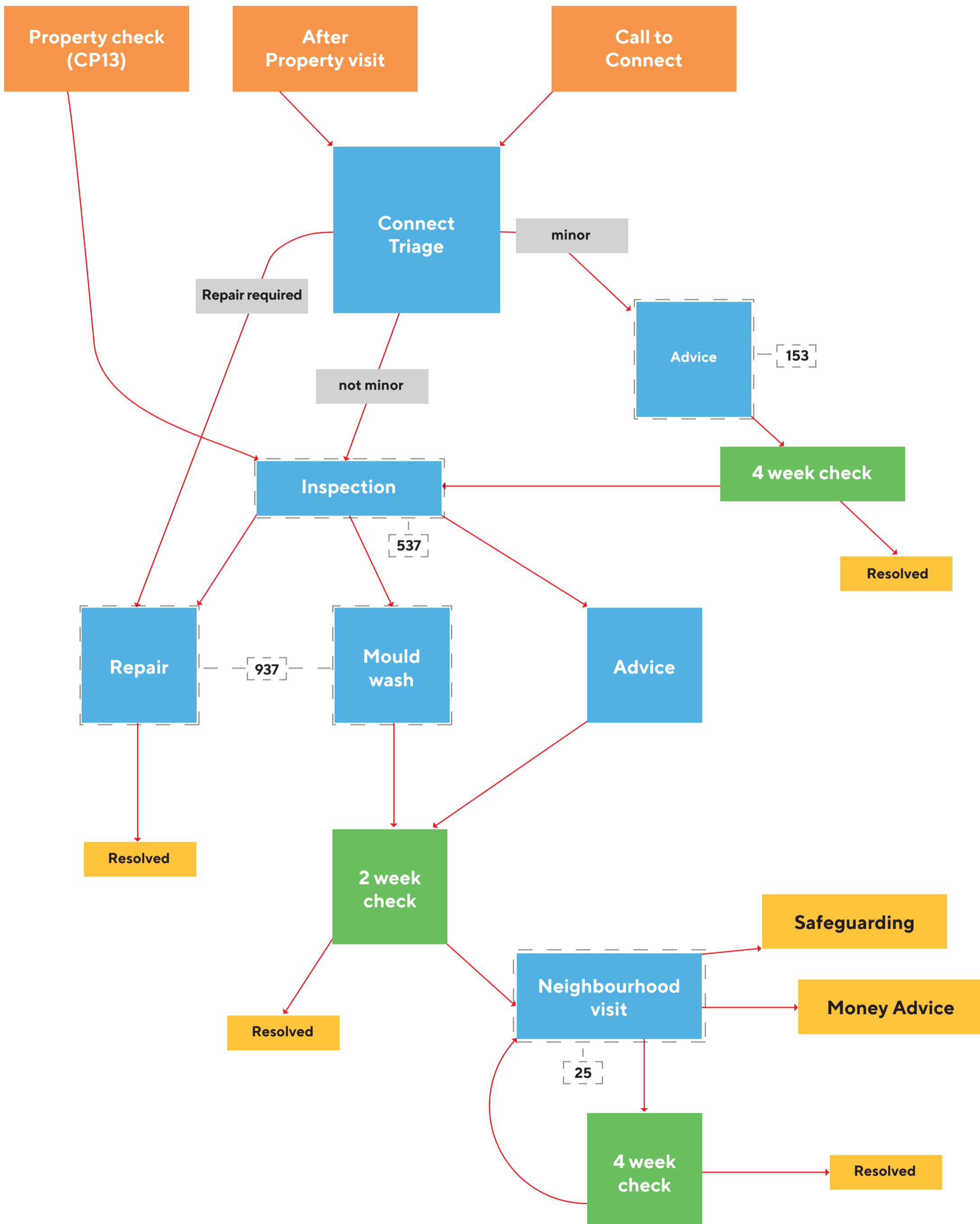


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# Damp and mould process (simplified)

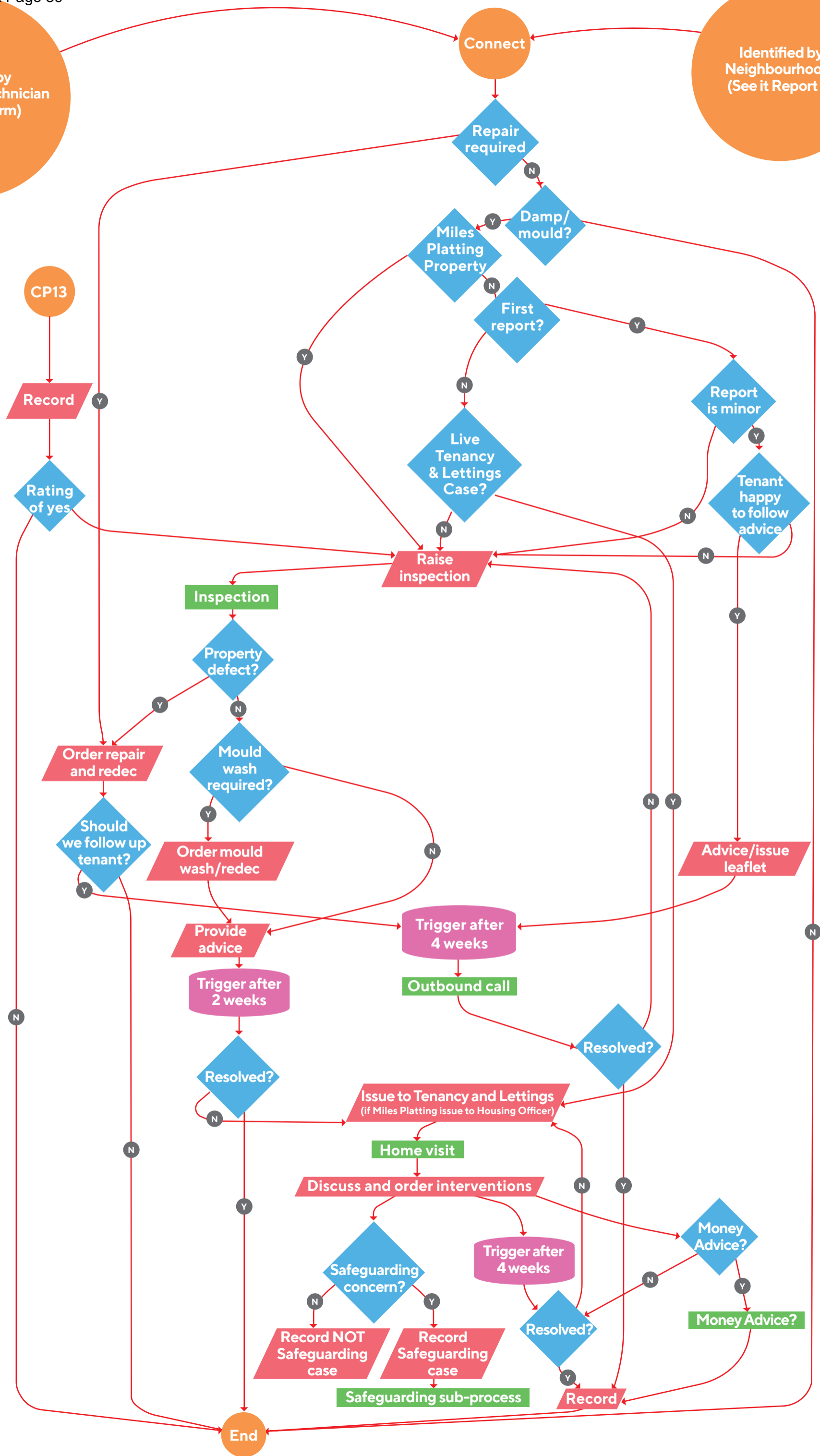
Case numbers Jigsaw Homes Group (late January 2023)



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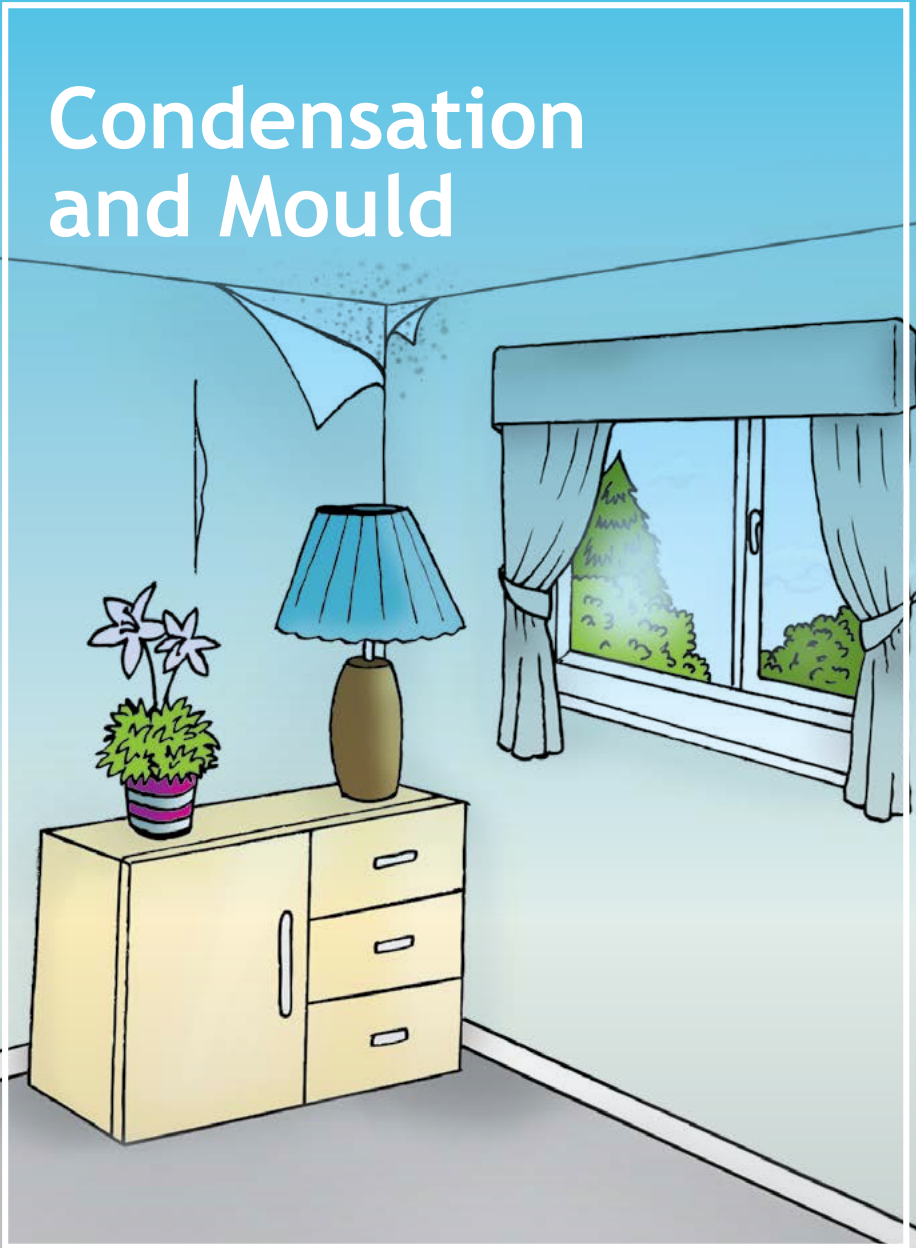
Identified by Maintenance Technician (1st Touch form)

Identified by Neighbourhoods (See it Report it)



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# Condensation and Mould



# KEEP YOUR HOME FREE FROM CONDENSATION AND MOULD...

If you have a condensation problem within your home, you may find that small changes to your household routines can help to improve your living environment. A well ventilated home, free from condensation and mould is a healthy home.

## WHAT IS CONDENSATION?

There is always some moisture in the air. Condensation occurs when the air gets so cold that it cannot hold all the moisture and tiny droplets of water appear. You will notice condensation when you breathe on a cold day and when the mirror mists over when you have a bath.

Condensation usually occurs when there is a big difference between the temperature inside your home and the temperature outside, so it occurs most often in cold weather. Condensation will form on cold surfaces within the home and in places where there is little air movement, such as corners, behind wardrobes and cupboards.

Soft furnishings can also have condensation form on them and often absorb moisture from the air. There is usually a musty smell where condensation forms.





## HOW TO RECOGNISE CONDENSATION

Condensation does not leave a 'tidemark' (this is the mark left by dampness after the moisture has dried). Other forms of dampness such as rising damp and leaks from plumbing often do leave 'tidemarks'.

If condensation is allowed to happen on a regular basis, mould can form on walls and furniture. Mould usually appears on the inside of external walls - often forming on north-facing walls - and tends to get worse in cold weather.

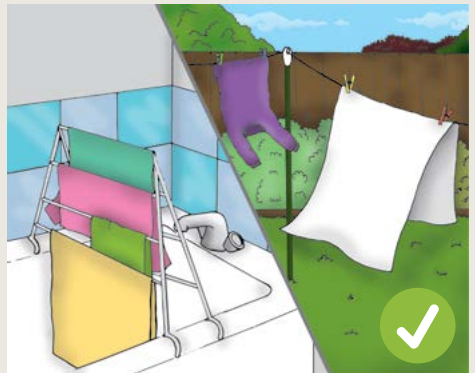
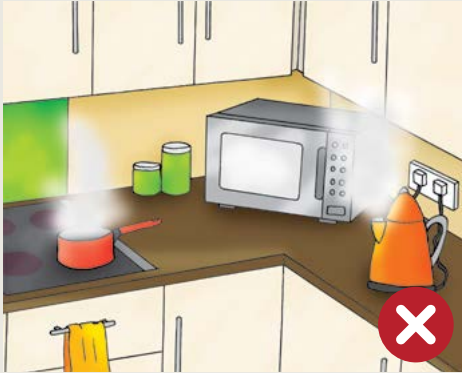
## OTHER FORMS OF DAMPNESS

Some types of dampness are not caused by condensation.

**Penetrating damp**, caused by leaking pipes, wastes and overflows. Or by rain getting through holes in roofs, spilling from a blocked gutter or leaks through cracked pipes. Penetrating damp will show as a damp patch on the walls or paint may be peeling off.

**Rising damp**, caused by faulty damp course. Rising damp could lead to a white salt like substance appearing up to a metre above ground level. Both these types of damp leave 'tidemarks'.

# HOW TO AVOID CONDENSATION...



## 1. Produce less moisture

Every day the average UK household puts about 12 litres (around 20 pints) of moisture into the air in their home. In homes where clothes are dried indoors, or where paraffin or bottled gas heaters are used, the total amount of moisture being produced can be over 20 litres (36 pints) a day\*.

Some everyday daily activities produce a lot of water very quickly for example cooking, use of bottled gas heaters and washing/drying clothes.

- **Cooking** - Always cook with lids on pans and turn the heat down once water has boiled, this keeps the steam that causes condensation under control and will also save energy.
- **Washing and drying clothes** - Dry washing outdoors if possible. If drying indoors is unavoidable, then dry it in a closed, heated and well ventilated room, such as a bathroom, with the window slightly open. If there is an extractor fan fitted, use it. Avoid drying clothes on radiators or in front of a radiant heater.



- **Using a tumble dryer** - If you use a tumble dryer, make sure it is ventilated directly to the outside air. Venting kits are available for many popular brands of dryer. Avoid tumble dryers that vent directly into the room.
- **Filling your bath** - Run the cold water first then add the hot. This will reduce the steam that causes condensation by 90%. This can also save energy as you are not using hot water unnecessarily. Try to keep a window slightly open for the steam to escape.
- **Bottled Gas Heaters** - Avoid using these heaters. They produce a lot of moisture which causes condensation. An average gas cylinder produces about 8 pints of moisture. **These heaters are NOT recommended.**



## 2. Ventilate to Remove the Moisture

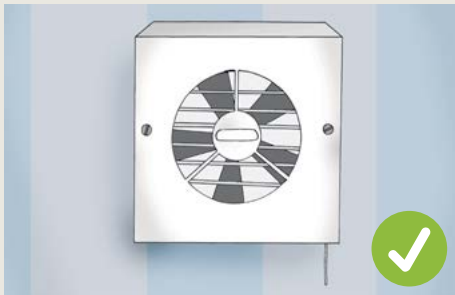
Ventilation can help to reduce condensation by removing moist air and replacing it with drier air from outside. You can ventilate without making draughts.

- **Cross-ventilate your home** - Try to cross-ventilate your home at least once a day for 30 minutes. To cross-ventilate your home open windows (they do not need to be wide open, slightly open is fine) at opposite sides of the house, or diagonally opposite if you live in a flat. At the same time open interior room doors, this will allow the drier outside air to circulate through your home.

**NB: Opening accessible windows may cause a security risk. Remember to close all windows when you go out.**

- **Occupied rooms** - In occupied rooms some ventilation is needed all of the time. This is to get rid of the moisture being produced, which includes water vapour produced by breathing. Keep a small window ajar or a trickle vent open.
- **Ventilate bedrooms** - Try to leave a bedroom window slightly open at night, or use trickle vents if fitted. This will allow moisture that causes condensation to escape. Remember to think about security. Do not overfill cupboards and wardrobes. Overfilling reduces air circulation and increases the risk of mildew forming on clothes. Leave sufficient space to allow air circulation between the backs of large furniture, such as wardrobes. Avoid locating wardrobes and large furniture against external walls wherever possible.

- **Kitchens and bathrooms** - These rooms need more ventilation when you cook, wash up, bathe or dry clothes. You will need to open windows and use cooker extractor hood or extractor fan, if fitted. They are relatively cheap to run and very effective. Close kitchen and bathroom doors whilst these rooms are in use and for a while afterwards to allow the moisture to be vented to the outside. This will help to reduce the passage of moisture to other parts of your home.



### 3. Reduce cold surfaces in your home

Condensation commonly forms on cold surfaces within the home. Loft insulation, cavity wall insulation and draught proofing windows and external doors will help keep the surfaces within your home warm. When the whole home is warmer, condensation is less likely, plus fuel consumption should be reduced, having potential to lower fuel bills.

### When fitting draught proofing:

- Do not draught proof rooms that have a condensation problem, they will benefit from extra ventilation
- Do not block permanent ventilators or airbricks that have been installed for heating or heating appliances
- Do not draught proof rooms where there is a fuel burning heater (gas fire) or cooker
- Do not draught proof windows in the bathroom and kitchen, the steam produced in these rooms needs to escape and be replaced by drier outside air.

### 4. Heat your home effectively

Keep your home adequately heated when occupied (ideal temperature 18°C - 24°C). Try to keep a reasonable level of heat throughout your home. Heating one room to a high level and leaving other rooms cold can make condensation problems worse in the unheated rooms. Warm air will always try to escape to the colder areas of the home, once the warm air hits the cold surfaces condensation will occur.

If you don't have heating in every room, try to leave the doors of unheated rooms open to allow some heat into them. If it is necessary for you to have additional heating in rooms without central heating, use plug in electric oil filled radiators or panel radiators, with thermostatic controls (use a low setting). The thermostatic control will ensure that the heater is not using constant electricity. Try not to use electric fan heaters, as these will use a lot of your electricity.

# DEALING WITH MOULD GROWTH

If you follow the advice in this leaflet, it is less likely mould will form in your home. However, if condensation has led to mould growth, it is better not to leave it untreated.

If treated at an early stage, mould should not reappear. Any condensation on windows and window sills should be dried every morning, wringing out the cloth rather than drying it on a radiator.

Wiping down walls and window frames with a fungicidal wash, should kill and remove mould. If you are attempting this yourself, please make sure you wear rubber gloves and follow the manufacturer's instructions carefully.

Any mildewed clothes will need to be dry cleaned and carpets shampooed thoroughly. Brushing or vacuuming mould is not advisable, as this will cause mould spores to be released into the air which can cause breathing problems.

After treatment, surfaces may need to be redecorated using a good quality fungicidal paint to help prevent mould. Fungicidal paint is not effective if overlaid with ordinary paints or wallpaper. Using wallpapering paste that contains a fungicide, will also help prevent further mould growth.

The only lasting way of avoiding severe mould build up is to prevent condensation. If you are struggling with mould build up in your home, please get in touch.



## POINTS TO REMEMBER

### 1. Produce less moisture

- Cover pans
- Dry clothes outdoors
- Vent your tumble dryer to the outside
- Fill your bath with cold water first
- Avoid using paraffin or flueless bottled gas heaters

### 2. Ventilate to remove moisture

- Ventilate all the time, especially when someone is at home
- Increase ventilation of the kitchen and bathroom when in use and shut the door
- Don't overfill cupboards, wardrobes

### 3. Reduce cold surfaces

- Contact Jigsaw Homes to find out about loft insulation and cavity wall insulation
- Draught proof windows and external doors

### 4. Heat your home effectively

- Keep your home adequately heated throughout when occupied (ideal temperature 18°C - 24°C).

\*Building Research Establishment;  
Good Repair Guide 7 - Treating  
Condensation in Houses.

# GETTING IN TOUCH

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**Jigsaw Homes North:**

T: 0300 111 1133

[north.jigsawhomes.org.uk](http://north.jigsawhomes.org.uk)

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**Jigsaw Homes Thameside:**

T: 0300 011 1144

[thameside.jigsawhomes.org.uk](http://thameside.jigsawhomes.org.uk)

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**Jigsaw Homes Midlands:**

T: 0300 011 1144

[midlands.jigsawhomes.org.uk](http://midlands.jigsawhomes.org.uk)



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**Jigsaw Homes Group Ltd:**

Regulated by the Regulator of Social Housing. Registered No. LH 4345.

Registered under the Co-operative and Community Benefit Societies Act 2014 Registered No. 29433R

Registered Office: Cavendish 249, Cavendish Street, Ashton-under-Lyne OL6 7AT

# Damp and Mould Policy

Jigsaw

## Contents

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## 1 Aims

1. We want to do everything we reasonably can to make sure our residents stay safe, healthy and well in their homes. Damp and mould are issues which can have a serious impact on the health and well-being of our residents, and cause damage to homes.
2. This policy sets out Jigsaw Homes Group (JHG) approach in dealing with damp and mould in our homes and communal areas.

## 2 Scope

3. This document should be used by all employees, customers and stakeholders of JHG to understand the obligations placed upon JHG to maintain a safe environment for their customers and employees within the homes of each customer and within all buildings.
4. This policy applies to all buildings within JHG's portfolio where JHG have the responsibility to maintain the asset.

## 3 Policy Statement

5. In October 2021 the Housing Ombudsman issued a report to social landlords, recommending that they adopt a zero-tolerance approach to damp and mould. The report recognised the challenges for landlords tackling these issues, and identified best practice and 26 items for landlords to implement including:
  - Greater use of intelligence and data to prevent issues.
  - Adopting a consolidated policy for actions it may be take based on diagnosis.
  - Reviewing communication with residents to improve tone .
  - Improve access to complaints to resolve issues, including alongside disrepair claims, and learn from them.
6. Our policy is that we will:
  - Provide dry, warm, healthy and safe homes for our residents which are free from any hazards.
  - Comply with legislative, regulatory and contractual (including tenancy and lease) obligations.
  - Ensure the fabric of our homes is protected from deterioration and damage resulting from damp.
  - Treat residents reporting damp and mould with empathy and respect and will not prejudge the reason for any issue.

- Take responsibility for diagnosing and resolving damp and mould in a timely and effective way.
- Support residents in resolving damp and mould where they result from the use of the home, and provide our residents with appropriate, clear, sensitive, practical and accessible advice.
- Communicate with our residents clearly and regularly regarding any actions we plan to take and any actions our residents are advised to take.
- Ensure staff are trained to enable them to spot potential causes of damp, mould and condensation so they can advise residents, diagnose problems and provide solutions.

### 3.1. Causes

7. Mould is a type of fungus. It spreads through spores, which are invisible to the naked eye but are in the air around us all of the time and can quickly grow on surfaces where dampness persists or water has formed into a visible covering.
8. Dampness is an excess of moisture that cannot escape from a structure, which if left can lead to further significant property damage.
9. There are four main causes of dampness. It is important to understand the difference between them because they each need different solutions:
10. **Water leaks** from defective supply and waste pipework (especially in bathrooms and kitchens) can affect both external and internal walls and ceilings. The affected area looks and feels damp to the touch and stays damp regardless of the prevailing weather conditions. It is the result of a problem or fault with the home, which requires repair.
11. **Rising damp** is caused by water rising from the ground into the home. Water gets through or around a defective damp proof course (DPC) or passes through the masonry that was built without a DPC. Rising damp will only affect basements and ground floor rooms it will be present all year round but can be more noticeable in winter. It is uncommon but is generally the result of a problem or fault with the home, which requires repair.
12. **Penetrating damp** appears because of a defect in the structure of the home, such as damaged brickwork, missing roof tiles, loose flashing or leaking rainwater goods. These defects allow water to pass from the outside to the floors, walls or ceilings. Penetrating damp is far more noticeable following a period of rainfall and will normally appear as a well-defined 'damp-patch' which looks and feels damp to the touch. It is the result of a problem or fault with the home, which requires a repair.
13. **Condensation** is the most prevalent type of dampness and is caused by moisture in the air (water vapour) inside the dwelling coming into contact with a colder surface, such as a window or wall. This moisture develops through everyday activities such as cooking and drying clothes. The drop in temperature causes liquid water to form on the surface and then soak in. It is usually found in kitchens, bathrooms, the corners of rooms, on north facing walls and on or near windows - all places that either tend to have a lot of moisture in the air, or to be cold generally. It is also found in areas



of low air circulation such as behind wardrobes and beds, especially when they are pushed up against external walls.

14. All homes in England can be affected by condensation because the climate is often cool and wet. Normal household activities also constantly release moisture into the air. Good practice in the home minimises and alleviates condensation, and in many cases will prevent it causing dampness and persistent mould. However the root cause can be a problem that requires a repair or an improvement to the home. In others, a different solution may be needed (for example, in cases of severe overcrowding).

### **3.2. Preventative Action**

15. We will take action to identify homes that have, or may be at risk of developing, problems with damp and mould. We will use data on our households and homes to help us understand the risk profile in relation to damp and mould.
16. We will seek to mitigate any increased risks of damp and mould arising as a result our work to decarbonise our homes.
17. When a property becomes vacant, and prior to re-letting, we will seek to identify and remedy any issues which may cause damp. This may include ensuring doors and windows are serviceable and can effectively ventilate the property, ensuring extractor fans are working well, as well as applying mould treatments where necessary.
18. We will provide information on our website, and through other channels, to raise awareness about the causes of damp and mould. This will include details about how everyday activities in the home can generate condensation and what residents can do to help prevent damp through, for instance, ventilation, controlling the build up of moisture and adequate heating. Where there is mould growth, we will provide advice on how this could be treated.
19. Our staff and technicians will have the skills and knowledge to identify signs of damp and mould and discuss with residents how to manage the problem. Staff and technicians will be encouraged to look out for signs whenever they visit a resident's home and report it through their hand held device.

### **3.3. Dealing with Damp and Mould**

20. Residents will be encouraged to report any problems with damp and mould as soon as possible. When we are notified of a problem through Connect our trained staff will determine the severity and type of issue affecting the tenant and property. This will determine the next steps in dealing with the issue including raising a repair, raising an inspection or providing advice. If the issue is relatively minor and the tenant is given advice they will be encouraged to call back after 2 weeks if the problem persists or is getting worse. If the tenant does not call back a trained member of staff will call them within 4 weeks to understand if the problem has been resolved. If the problem persists an inspection will be arranged.
21. Sometimes finding out what is causing damp and mould is not always straightforward and could be due to a combination of factors. Any repairs that are required to be

carried out will be dealt with in accordance with our Responsive Repairs Procedure and Planned Maintenance Procedure.

22. Where damp is as a result of condensation, we will work with our tenants to take appropriate measures to prevent the damp and mould occurring. This might include advice about how to control moisture levels or increase ventilation or heating, so that damp levels are kept low.
23. When a particularly severe or recurring damp or mould issue is identified we will undertake a comprehensive assessment which might result in a range of actions to support the resident depending on their circumstances, including providing and funding dehumidifiers, the installation of positive pressure ventilation, mechanical or passive ventilation systems, dry lining walls or applying mould resistant coverings, as appropriate, on a case by case basis.
24. We will keep tenants informed of any property inspections, diagnosis of issues and the timetabling of works, where these are required. This includes explaining to them why work might be needed and what work might be done. If any changes to the programme of works are needed, we will keep them informed.
25. We will give residents advice on how to prevent damp and what they should do to remove mould. However, we recognise that not every resident will be in a position to resolve damp and mould themselves. We will provide appropriate support in such cases in relation to the specific circumstances and the individual customer's needs through our Tenancy Matters Team.
26. We know that some residents cannot afford to heat their homes adequately due to their income levels. We will work with residents to ensure that they are receiving the income to which they are entitled through our Money Advice Team.
27. Where homes are overcrowded humidity will tend to be higher and this increases the likelihood of condensation. We will work with the tenant and explore solutions which may include the tenant moving to a more suitable home if this is available and appropriate.

## 4 Monitoring and Delivery

28. The monitoring of this Policy will take place by:
  - The level of complaints received regarding damp and mould.
  - Monitoring of disrepair cases.
  - Annual property inspection undertaken by our trained Gas Engineers.
  - An internal audit inspection.
  - Regular meetings across departments.

## 5 Legislation and Regulation

- Defective Premises Act 1972.
- Environmental Protection Act 1990.
- Landlord and Tenant Act 1985 (Section 11).
- Housing Act 2004.
- Decent Homes Standard 2006.
- Equality Act 2010.
- Home Standard, Regulator of Social Housing, 2015.
- Homes (Fit for Habitation Act) 2018.

## 6 Related Policies and Procedures

- Asset Management Strategy.
- Compensation Policy.
- Complaints Policy.
- Customer Contact Strategy.
- Equality and Diversity Policy.
- Health and Safety Policy.
- Responsive Repairs Procedure.
- Planned Maintenance Procedure.

## 7 Document Control

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Responsible Officer/s:	Andy Marshall Group Director of Asset Management
Date of Approval:	1 December 2022
Approved by:	Group Board
To be Reviewed Every:	Two years

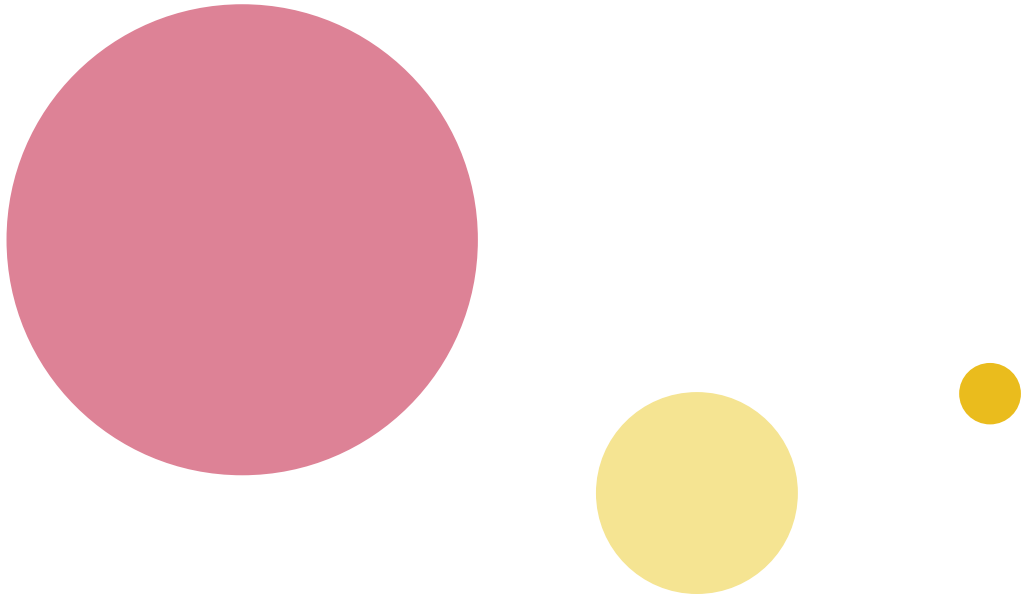
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## Creating homes. Building lives.

Jigsaw Homes Group Ltd.

Cavendish 249  
Cavendish Street  
Ashton-under-Lyne  
OL6 7AT

<https://www.jigsawhomes.org.uk>  
0300 111 1133  
[info@jigsawhomes.org.uk](mailto:info@jigsawhomes.org.uk)



# Damp and Mould update

Trafford Council – Scrutiny Committee  
20<sup>th</sup> September 2023

Scott Murray, Executive Director (Homes)  
Ed Hogarth, Head of Asset Management





Agenda  
discussion  
points

1. Our initial response and approach
2. How we identify and monitor damp and mould within our homes.
3. Dealing with issues once identified.
4. Supporting customers and recognising diverse needs.
5. Retrofitting our housing stock.

## Our initial response & approach

- In response to the inquest finding, Task and Finish Group set up and overseen by the Executive.
- Developed new damp and mould policy and procedure with customers, plus training and support for colleagues.
- Responded to the Regulator of Social Housing's request for information on our approach to tackling damp and mould.
- Completed a self-assessment against the Housing Ombudsmen's Spotlight on damp and mould report.
- Developed specific reporting for damp and mould. This is reviewed and monitored by customers, our executive, and Board.
- Carried out an internal audit (PwC) plus our Resident Scrutiny Panel have carried out a review of our approach.
- Our CEO chairs the Greater Manchester Housing Providers Partnership (GMHP) damp and mould workstream - sharing best practice and developing a shared action plan.
- Through GMHP we are also involved in the development of the GHCA Good Landlord Charter and it's adoption across the city region.

## How we identify & monitor damp & mould within our housing stock

Targeted stock condition survey, currently exceeding 40% of homes, includes the Housing Health, safety rating system.

Rolling programme of stock condition surveys, target to achieve a min of 60% by March 2024 and 100% by March 2025.

Investment in equipment and training for colleagues (circa £20k), to ensure we have the skills and capability to manage this inhouse.

Recruited additional property inspectors and trade staff who are trained to carry out Housing Health and Safety Rating Systems assessments.

Scripts for our customer teams to help them prioritise damp and mould cases as they are received.

Identify issues through service requests such as our housing transfer list, tenancy sustainment support and financial inclusion - where related issues such as overcrowding, and fuel poverty can increase the risk.

All colleagues who visit customers are trained to identify concerns around customers wellbeing, damp, and mould and how to arrange action to address this.

After every visit, colleagues are required to report any concerns via an app on their mobile device, which triggers action(s) for an inspection, or a support visit.



## Dealing with known issues.

Awarded grant funding from the SHQF. Currently mobilizing programme of works commencing in Sept.

All reports or contact mentioning damp or mould triggers an inspection.

Assessment conducted by our in-house property inspectors and housing officers, so we consider property condition and customer's needs.

Aim to inspect within 10 working days and complete any works within 28 working days. For urgent repairs, we aim to complete these within 10 working days.

Once work is complete, customer get a survey asking them how the repair was - any dissatisfaction is picked up and passed to manager

12-month automated reminder to re-visit homes where we have treated mould, to ensure the problem has stayed fixed.

## Supporting customers & recognising diverse needs

Regularly contact all customers with specific damp and mould communications that have been developed with customers. Multichannel approach.

Use customer census data to ensure information is accessible, including using online accessibility tools, language translations, and distributing page magnifiers.

Published case studies to make messages meaningful and dispel misconceptions i.e. highlighting how little it costs to run an extractor fan.

Established skills and competences for key colleagues along with new processes, management information and reporting.

Cost of living support fund set up to support customer experiencing financial hardship with measures to help prevent damp and mould – fuel, furniture, floor and window coverings.

In quarter one this year we have supported 195 customers with financial inclusion, maximised customers income to the value of £56,277, and provided over £5700 of support in relation to food, fuel, and furniture.

# Retrofitting our housing stock

- Asset Management Strategy sets out our strategic approach to investing in the quality, safety and sustainability of our homes.
- Specific focus on how we will work towards Net Zero Carbon (NZC) – EPC C, fuel efficiency, fabric first, trialling and monitoring new technology, and attracting external funding.
- Average EPC of homes in Trafford is 66.5, high D.
- Some of blocks, which are predominantly electrically heated, are E – currently assessing funding options for alternative heating and improved insulation (ECO4).
- Eco trial - 1 Chepstow Avenue and 33 Epsom Avenue -improved insulation and Wykamol/Iso-therm insulation fitted to the inside of the brick faced section, air source heat pump, solar PV, window sealing – air tightness.
- Reviewing approach during void works in relation to air tightness and low level works.

# Sale West Regeneration

- £50 million regeneration project 2020-30.
- 263 high quality new affordable homes for rent and sale.
- c£7m investment in 1,100 existing homes - new kitchens, fencing, roofs, parking areas.
- New roads, pedestrian links and cycle ways.
- High quality public realm and including new and improved play areas.
- Investment in community projects and initiatives to meet local needs and create opportunities for residents.
- Economic mobility with jobs for local people, apprenticeships, skills and training.





## Summary & questions

We are committed to ensuring our customers can live well in a safe, decent home.

We continue to track the development in Awaab Law and will reflect this in our development on our policies, processes and transformation works to ensure we continue to take a robust and effective approach.

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# Scrutiny and Partnerships

## Trafford Council and L&Q

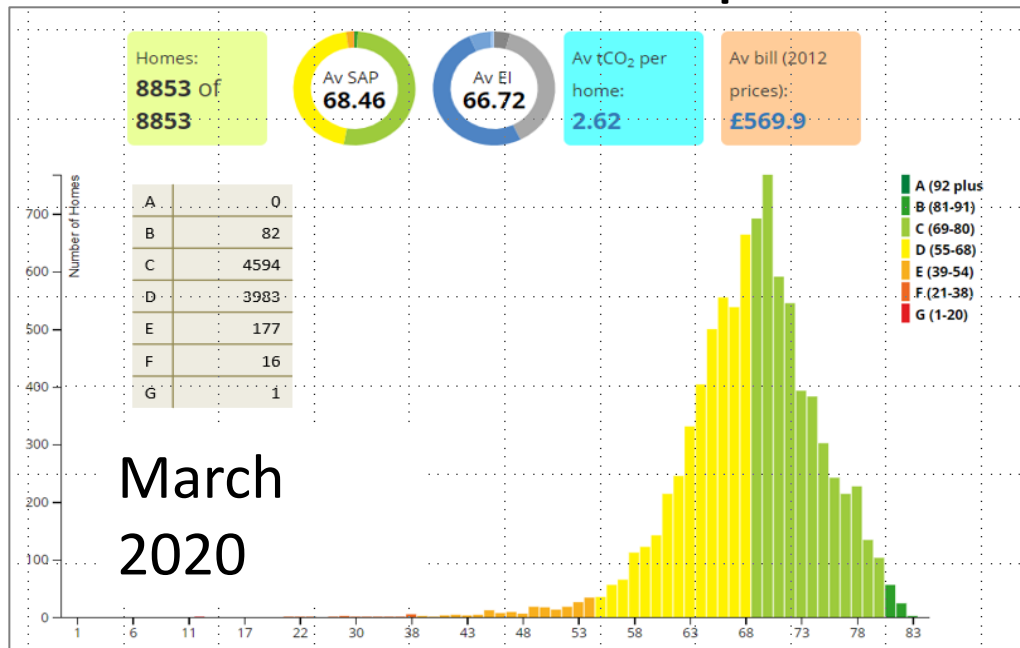
L&Q



Alyson Heald: Partnerships Director (NW)

# L&Q's Retrofit plan for the NW

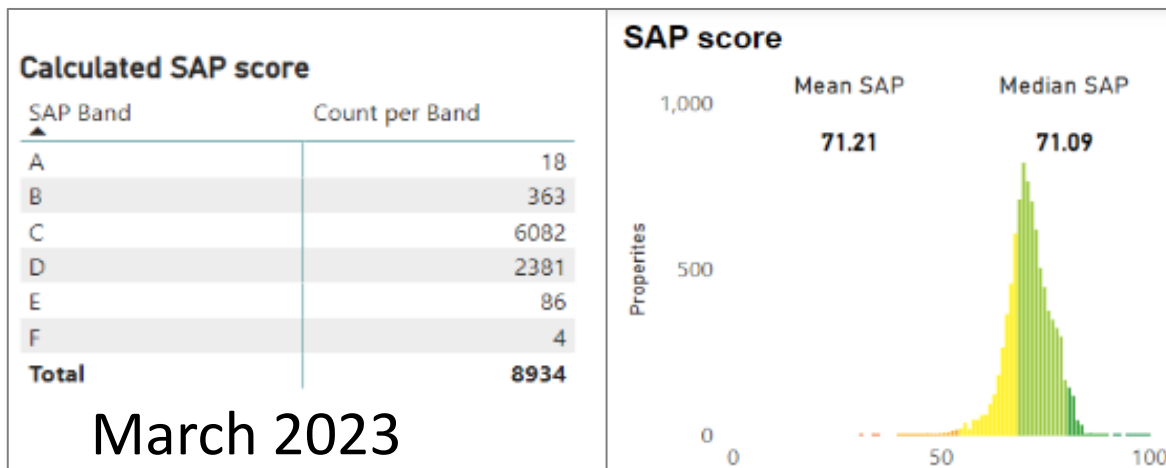
Our SAP scores have improved since 2020 and we have seen the number of Band D to G homes decrease by 1700. This is for our general needs properties.



Drivers of change:

- a) Reactive boiler programme
- b) Windows, doors and roofs
- c) Energy efficiency programmes eg 213 PV systems in 2022
- d) But better data has made the biggest impact (on the numbers, but not tenant's lives). In 2020 we relied upon EPC information which can be 10y+ old. In 2023, our finance repayment rate is linked to average SAP, so we record stock changes and remodel the stock SAP scores every quarter.

Note the government target is that all our homes should reach EPC C by 2030, we have 2457 general needs properties below EPC C, in our North West area, that's 27% of our stock. Most of these lie in the EPC D band as shown.





# 2024 & 2025

We have budgeted to spend £4.5M by March 2025 on energy efficiency programmes, over and above BAU eg boilers and reactive insulation. There are 377 properties on the planned programme this year and 139 properties featured in our SHDF bid and the government allocated £2.2M towards this.

## **Delivery model**

We have secured a 15-year framework agreement with our contractors who have vast experience. Wates will be working in the North West area. We have written to our tenants who will be receiving the upgrades to their homes and Wates have also written a secondary letter introducing themselves and they have started booking appointments.

## **Types of work to be installed**

These will include works such as roof, kitchen refurbishment, bathroom replacement, window renewal, doors and porch replacements as well as our retrofit works such as loft insulation, cavity wall insulation, underfloor insulation, external wall insulation, roof insulation ventilation and double glazing

# L&Q's Retrofit plan for the NW

Our focus is on expensive and difficult to treat Band E homes:

Targets include:

- 60 solid wall homes in Altrincham
- 80 – 140 cavity wall homes in Stretford
- A full refurb of Lindow Court (with support from TMBC – thanks!)

We are surveying stock to prepare for post 2025 programmes

Urban Road

Moss Lane

Urban Drive



Urban Road

Urban Avenue



Lindow Court



# Any Questions?

L&Q



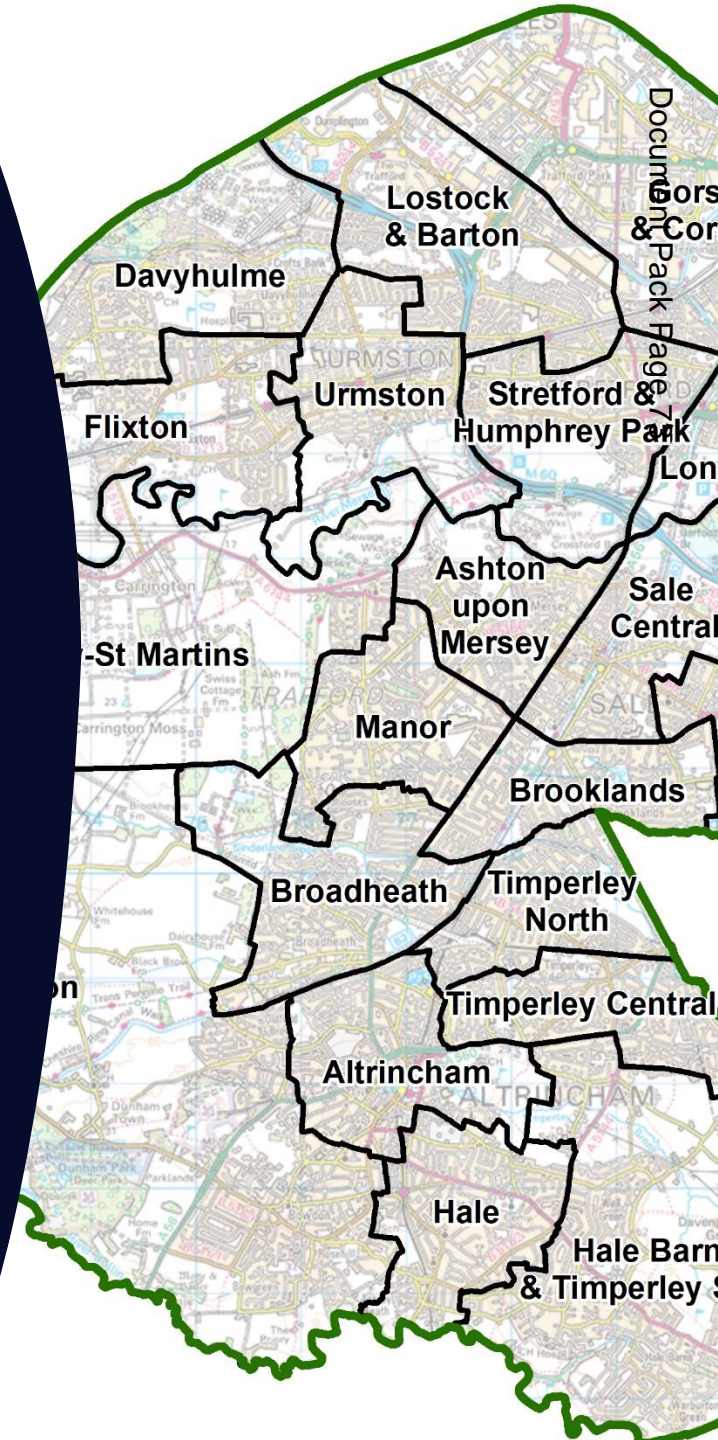
# Your Housing Group

## Trafford District Update

Conan McKinley  
Director of Asset Management

Sept 2023

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# Sustainability & Retrofitting



# What are we doing?

- YHG have adopted a sector wide recognised approach of ‘fabric first’ improvements, as the first step towards decarbonisation of our portfolio.
- In the past 12 months YHG have introduced a dedicated Energy & Sustainability team to manage and drive forward our Sustainability Strategy.
- YHG Awarded Silver SHIFT accreditation in recognition of our environmental & sustainability considerations
- We have mobilised a sector leading energy intelligence system to help create and model the most efficient and effective way for YHG to comply with the EPC C 2030 and Net Zero 2050 targets.
- Our Recently approved Sustainability Strategy includes Key Strategic aims with specific focus on:
  - Biodiversity / Ecology
  - Climate risk
  - Energy efficiency
  - Responsible sourcing
  - Supply chain / Procurement
  - Transport / Fleet
  - Waste / Recycling
  - Water consumption

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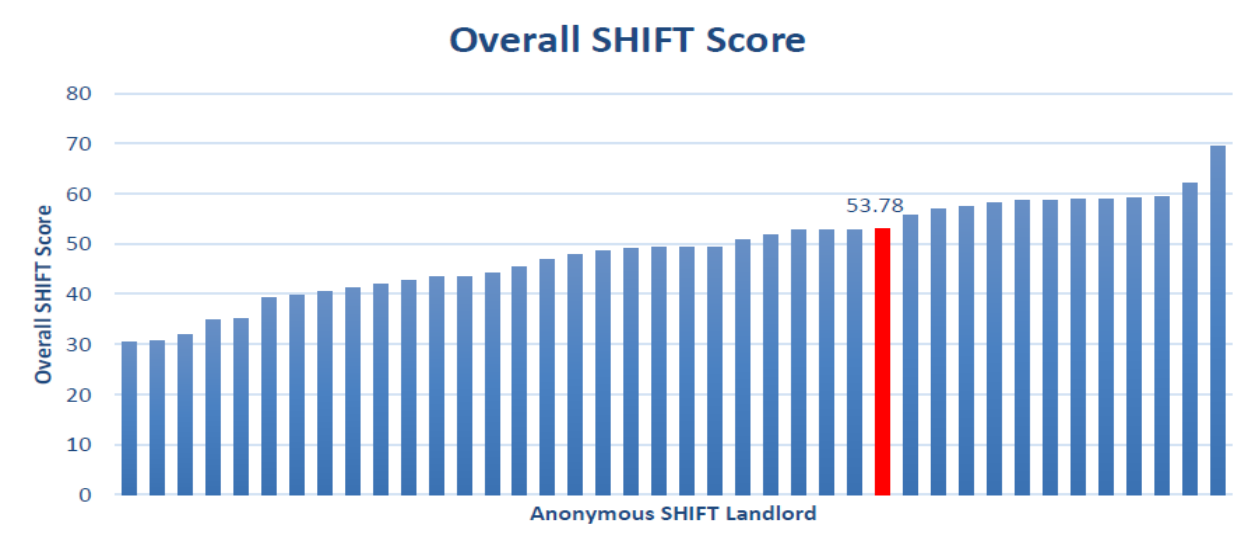
# SHIFT Accreditation

Following an in-depth assessment of YHG’s current sustainability position in late December – early January, we are delighted to be awarded a Silver Accreditation from the SHIFT team.

A Silver award given at an organisations first assessment is a rarity and demonstrates the progress made by YHG in the past 12 months.

As part of the process, we have received a detailed report which will be used as a platform for service & process improvements to refine our approach in FY24.

YHG were ranked 13<sup>th</sup> out of the 40 most recent SHIFT assessments.





- In 2022/23 YHG and our delivery partners have installed cavity wall insulation to c.1600 properties across the North West and surrounding regions, utilising ECO3 & ECO4 funding totalling £1.3m.
- YHG were successful in bid for SHDF Wave 1 funding in consortium with GMCA. 105nr properties have been retrofitted in the Greater Manchester area. **64** of these are in the Trafford District.
- Bids were also successful for SHDF Wave 2.1 with GMCA & LCRCA. A total of 276nr properties will be retrofitted as part of the project **82** of which are in the Trafford District.

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# What does this look like for Retrofit in Trafford?

- Below is the EPC ratings for our entire portfolio in the Trafford District. Whilst 1,156 of the 1,772 properties in the district are band D (national average) or below, only 97 are in band E-F. Those properties in bands E-F will see works carried out very early into our Retrofit energy efficiency Improvement programme.

Score	Energy rating
92+	A
81-91	B
69-80	C
55-68	D
39-54	E
21-38	F
1-20	G

As part of our strategic planning, we have modelled the energy efficiency improvements required in Trafford. The outcome indicates that 3,630 energy efficiency improvement measures are required to achieve an EPC C rating.

Improvement	Qty.
Cavity fill	132
Cylinder insulation	68
Cylinder thermostat	6
Draught-proofing	366
External wall insulation	411
Flat roof insulation	104
Floor insulation	563
Gas condensing boiler	1
Glazing only improvement	115
Loft insulation	820
Low energy lights	97
Photovoltaics	9
Remove secondary heating	23
Secondary glazing	463
Storage heaters	7
Upgrade existing boiler	36
Upgrade heating controls	27
Window replacement	382
<b>Grand Total</b>	<b>3630</b>

# EV Charging

- In 2023 YHG introduced new procedures to allow customers with adequate parking arrangements to have their own EV charging facilities installed on their homes.
- For Customers in our Older Persons Schemes, Retirement Villages and flats we aim to install dedicated EV parking bays as part of our commitment to achieving Net Zero.

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# Development

- We are working with specialist design consultants Complete Sustainability to develop six pilot plots using identical house types to understand new construction techniques and technologies.
- As part of this exercise, we will be assessing impact on capital costs, maintenance costs and on-going affordability for future customers. **A key goal is to improve the net financial position on the customer through the delivery of these homes.**
- 2nr - Building Regulations Part L (2022)
- 2nr - Future Homes Standard 2025
- 2nr - Net Zero Carbon (operational)
- Although it won't be constructed as part of the project, Complete Sustainability have also modelled a Passivehouse house type in their report which YHG can consider alongside the other 6 plots.
- Complete Sustainability have modelled a fabric first approach, using air source heat pump technologies and renewables such as Solar PV where needed. It is expected that once built the properties will be allocated to customers who will be willing to participate for a limited period of time in some future monitoring and impact on lifestyles.

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# Research & Development

at Edgefield Green

The Rosewood



## General Specification (Part L1A 2016 +9%)

<b>B</b>	EPC Rating
<b>15.82</b>	Carbon Emissions
-	Energy Use Intensity <i>Without PV Panels</i>
-	Energy Use Intensity <i>With PV Panels</i>
<b>£1,684.73</b>	Annual Running Cost*

- ✓ Electric car charger
- ✓ B-rated boiler
- ✓ Fabric first



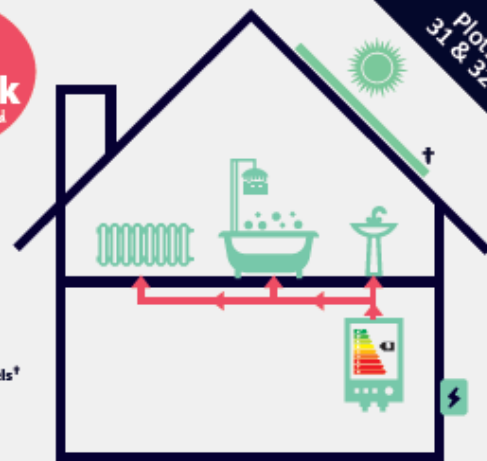
## Part L 2022

Costs  
circa  
**+£10k**  
more to build

1 PV panels on Plot 31 only

<b>B</b>	EPC Rating
<b>9.44</b>	Carbon Emissions
<b>103.617</b>	Energy Use Intensity <i>Without PV Panels</i>
<b>101.53</b>	Energy Use Intensity <i>With PV Panels</i>
<b>£1,254.36</b>	Annual Running Cost*

- ✓ Electric car charger
- ✓ B-rated boiler
- ✓ Fabric first
- ✓ Photovoltaic solar panels\*



Plots  
31 & 32

## Future Homes 2025 Standard

Costs  
circa  
**+£15k**  
more to build

<b>B</b>	EPC Rating
<b>3.53</b>	Carbon Emissions
<b>58.77</b>	Energy Use Intensity <i>Without PV Panels</i>
-	Energy Use Intensity <i>With PV Panels</i>
<b>£1,664.18</b>	Annual Running Cost*

- ✓ Electric car charger
- ✓ Fabric first
- ✓ Air source heat pump



Plots  
35 & 36

## Carbon Net Zero In Operation

Costs  
circa  
**+£50k**  
more to build

PV battery storage on Plot 45 only\*

<b>A</b>	EPC Rating
<b>-0.24</b>	Carbon Emissions
<b>6.1159</b>	Energy Use Intensity <i>Without PV Panels</i>
<b>-0.5741</b>	Energy Use Intensity <i>With PV Panels</i>
<b>£165</b>	Annual Running Cost*

- ✓ Electric car charger
- ✓ Photovoltaic solar panels with battery storage\*
- ✓ Air source heat pump
- ✓ Triple glazing
- ✓ Fabric first



Plots  
45 & 46



Thank you  
Any questions?

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# Scrutiny and Partnerships

## Trafford Council and L&Q

L&Q



Alyson Heald: Partnerships Director (NW)

## Partnership Director North-West

- Role created by Trafford Housing Trust Board in June 2022
- Highly visible, strategic leader for L&Q in the North West
- *To work with key stakeholders from a wide variety of sectors and business communities to ensure that the needs and ambitions of the communities and places we work within the North West are effectively understood and fed into Group structures, governance arrangements and executive decision making”.*
- *History in Social Housing and Trafford Housing Trust*

### Promotion of NW in L&Q

- Group Board Strategy Day
- Regional Residents Committee
- L&Q Research Strategy
- Cost of Living response
- NW Foundation: impact, new initiatives and ongoing provision

### Wider NW Partnerships

- GMHP –CEO, Regulation & Influencing groups, Comms and Marketing theme
- NHC – Influence North Executive Engagement Panel & Consultations
- Tripartite Agreement – GMCA



# Trafford Council and L&Q Strategic Forum

- **Scope** : Group formed to ensure high-level strategic oversight on joint working.
- **Housing and homelessness** – meeting local housing need.
- **Development update** – sharing development proposals and exploring opportunities for joint working.
- **Social Impact /Community Focus** – supporting community hubs and maximising impact in localities.
- **Climate change initiatives** – opportunities to work collaboratively to reduce the carbon cost of all our activities.
- **Health, Social Care and wellbeing** – promoting health and wellbeing and working with the Council to improve health outcomes.
- **Member engagement** – engaging positively with members on strategic and constituency issues.
- **Partnerships** – update on wider external partnership working including GMHP and the GMCA.

## Membership

Trafford Council	L&Q
Chief Executive	Partnerships Director NW
Deputy Chief Executive	New Business Director NW
Corporate Director Place	Executive Group Director Customer Services*
Additional Member(s) as requested/ as per agenda	Executive Group Director, Property Services*

\* Upon request as per Agenda

Chairing arrangements – chair to alternate between Council and L&Q

## Blueprint for Wider Partnerships

- Memorandum of Understanding under development: A framework for the working arrangements between Trafford Council and L&Q, articulating the shared understanding of vision and future strategy
- Elected Member Updates minimum of twice yearly.
- New Elected Member Introductions.
- Dedicated MP and Councillor enquiry email addresses.  
[mpenquiry@lqgroup.org.uk](mailto:mpenquiry@lqgroup.org.uk) & [cllrenquiry@lqgroup.org.uk](mailto:cllrenquiry@lqgroup.org.uk)
- Named point of contact for Trafford Executive.
- 121 and/ or group meetings with Elected Members as requested.
- Shared community priorities:
  - Community Hub multi – year funding agreement (22/23 and 23/24).
  - Joint partnership delivery of Poverty Truth Commission voice of lived experience recommendation.

# Any Questions?

L&Q