

L&Q - Trafford Council Scrutiny Committee

Sarah Willcox-Jones, Repairs Service Change Specialist

L&Q



Stock Overview

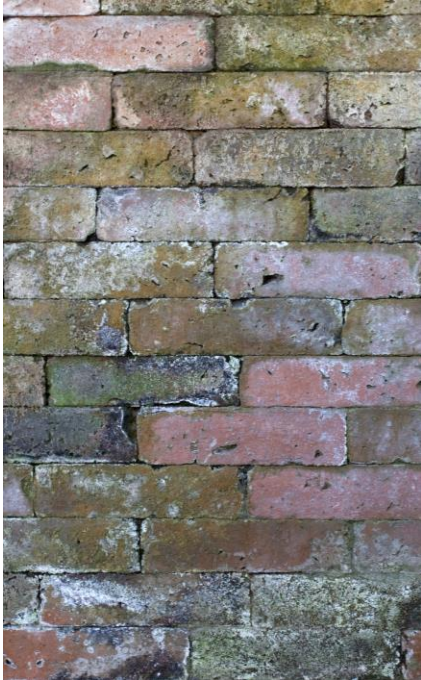
About L&Q

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 8,712 homes, 768 are Shared Ownership, Leasehold or non-social rent.

48% of our properties in Trafford have had a stock condition survey in the last 5 years – with an aim of 70% by April 2025



L&Q's approach to Damp and Mould



Updates :

- Delivered enhanced damp and mould detection and prevention training
- Commissioned internal audit on damp and mould management
- Carried out bespoke H&S training on identifying hazards under (HHSRS – Health and Safety Rating System)
- Re-designed and launched ‘Supporting Resident’s with Additional Needs’ policy

L&Q's damp, mould and condensation cases (Trafford)

Updates :

- ✓ **2024:** 2,242 damp and mould reports
- ✓ **Driver for remedial work :** Cavity clearance, increased ventilation
- ✓ **January 2025:** 68 reports, 22 outstanding jobs
- ✓ **Wait on Inspection:** 48 hours for Emergency inspection, 10 working days for non-urgent inspection

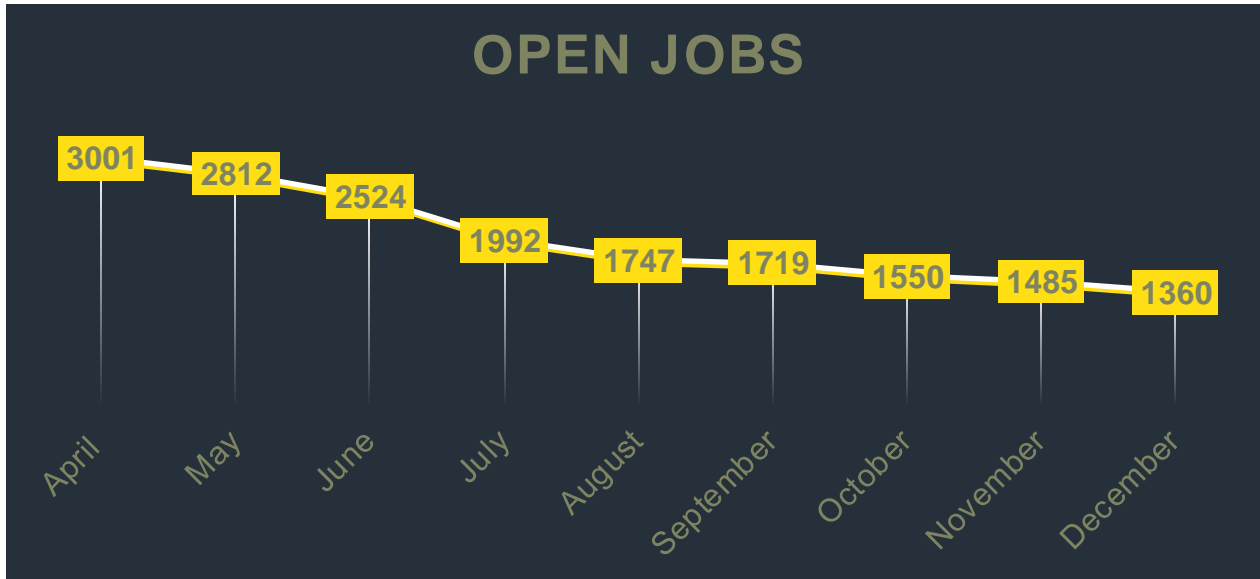
Repairs Improvements

- ✓ Operative Engagement Sessions – Helping us form the service
- ✓ Growing our workforce (7 new operatives employed in North West, c.20 Apprentices year on year for five years across all repairs teams)
- ✓ Invested in new vehicles – a more reliable service
- ✓ Focus on clearing aged jobs



Clearing Aged Jobs

Ensuring we're attending jobs as quickly as possible has been a focus of the teams in 2024



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