

Great Homes

Trafford Scrutiny Committee

Mike Glennon – Head of Neighbourhoods

Robert Collier – Head of Asset Delivery




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Great Places in Trafford

- Stock Profile
 - 518 Apartments
 - 293 Houses
 - 56% General Needs
 - 6% Supported Housing
 - 38% Plumlife (Leasehold, Shared Ownership, Market Rent)
- Local Management
 - Housing Management – Areas Services Manager & 2 x Neighbourhood Service Managers
 - Repairs – Property Services Manager



Tackling Damp & Mould

- Living Conditions Board & Task Force established
 - Damp training delivered to all frontline colleagues
 - Property Services Managers all HHSRS trained
 - New Damp & Mould Policy
 - Priority Damp & Mould triage, action and review procedures
 - Damp First Aid Packs issued during triage inspections
 - Data-led tenancy inspection programme developed
 - No-access procedures expanded to include living condition issues
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Supporting Customers

- 'Managing Moisture' education campaign
 - New Inclusive Services Team created
 - FCA Registered Financial & Debt Advice
 - Hardship Fund & Energy Trust Vouchers
 - Winter Warmth project
 - Targeted 'rent freeze' in low EPC homes
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Maintaining Homes

- 24/7 Service Coverage
- First Time Fix approach
- Internal Trades Teams & Materials Distribution Centre
- Emergency Repairs – 24hr target
- Routine Repairs – 20-day target
- Additional customer & property vulnerability priority
- Revised Property & Void Standards
- Asset Management Department & Investment Strategy
- Building Safety & Compliance Department

Thank you



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