

Irwell Valley Homes update

Trafford Council Scrutiny Committee
22nd January 2025.

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Agenda
discussion
points

An update on damp and mould - what has progressed since September 2023?

- Current overview
- Resident Scrutiny Panel Review
- Data-driven decisions
- Social Housing Quality Fund and other improvement works
- Support for customers
- Training and policies

Current overview

- 127 property inspections completed in Trafford since 1st April 2024.
- Of these 110 were following reports of damp, mould or condensation (DMC).
- Category level determined via robust reporting and triage system, using questionnaire and photographs/videos.
- 70% of cases attended to within 10 days – where serious concerns highlighted, often attend next day.
- Reasons why 30% were more than 10 days, include no access to home given; appointment rearranged; works combined with other jobs in progress. Normally only 1-2 days over 10 days.
- Ventilation/humidity or leaks are the main root causes – in particular between flats, with a high percentage starting in the bathroom.
- Remediation works completed include new extractor fans; PIVs; leak repairs plus mould wash, stain block and decorating.
- Irwell Valley Homes operates across Greater Manchester. Levels of DMC cases in Trafford are lower than other local authority areas due to recent investment works.



Resident Scrutiny Panel Review into DMC

Concluded December 2023 - 14 recommendations, implemented by March 2024.

These include:

- Developing triage to diagnose and understand DMC issues more effectively and consistently leading to quicker response times and efficient prioritisation.
- Further training for colleagues around customers' personal circumstances and medical conditions when prioritising and planning works.
- Empowering customers with further information and guidance about how to manage condensation and moisture in the home, including through engaging materials like videos and graphics.

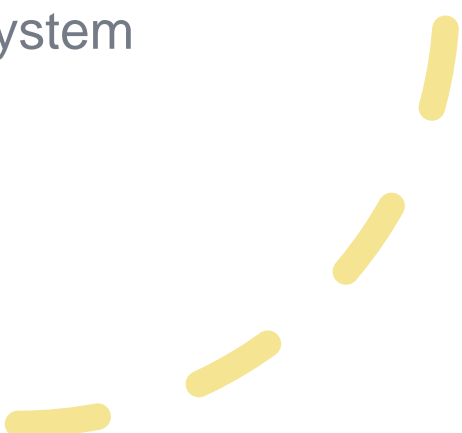
Improving our data through stock condition surveys

Rolling programme of stock condition surveys – target that 100% homes will have had a survey within the last 5 years by the end of March 2026.

685 stock condition surveys in Trafford (116 in Timperley and 568 in Sale West) completed within last two years.

Homes found to have a lower EPC rating (D or below) brought into asset management strategy for investment e.g. Fontwell Close in Old Trafford.

Social Housing Quality Fund

- IVH secured Social Housing Quality Fund grant of just over £1m; 70% from GMCA matched by 30% of IVH investment.
 - Targeted 991 homes across Greater Manchester, including 253 on Sale West estate.
 - Total GM spend of £1,010,623 with £305,195 on Sale West.
 - Works mainly centred on improving ventilation (extractor fans and Positive Input Ventilation PIV units) and insulation.
 - Also included a small number of heating system improvements.
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Regeneration and improvement programmes

Continued progress with Sale West regeneration which includes more than 600 new roofs and loft insulation.

Improvements to the heating systems at Fontwell Close in Old Trafford – replacing panel heaters with a modern storage heating system. Plus, photovoltaic panels on the roof to help offset energy costs further.

Possible similar works at Langham Court, Stretford.

Support for customers

- Support for customers with high cost of living to help with heating costs which support a healthy home.
- Cost of Living Support Fund – issued £30,846 vouchers to 515 customers in 2023/24.
- Dedicated Tenancy Sustainment Team – helped customers maximise income and unlocked more than £500,000 in extra financial support last year.
- Our charitable investment fund – the Irwell Valley Foundation – has funded Citizens Advice at Sale West community centre.
- Updated website and customer communications with information and advice about DMC and sought customer feedback around language, tone and content.

Policy, process and and training

On-going colleague training – inclusivity, language, reducing stigma, technology, process.

New housing management system, new repair data tracking system, new mould products.

Recruited two mould repair specialists.

Developed and embedded new damp and mould policy with robust triage system and timescales.

New Access Policy to help tackle issues around not being able to gain entry to complete necessary works.