

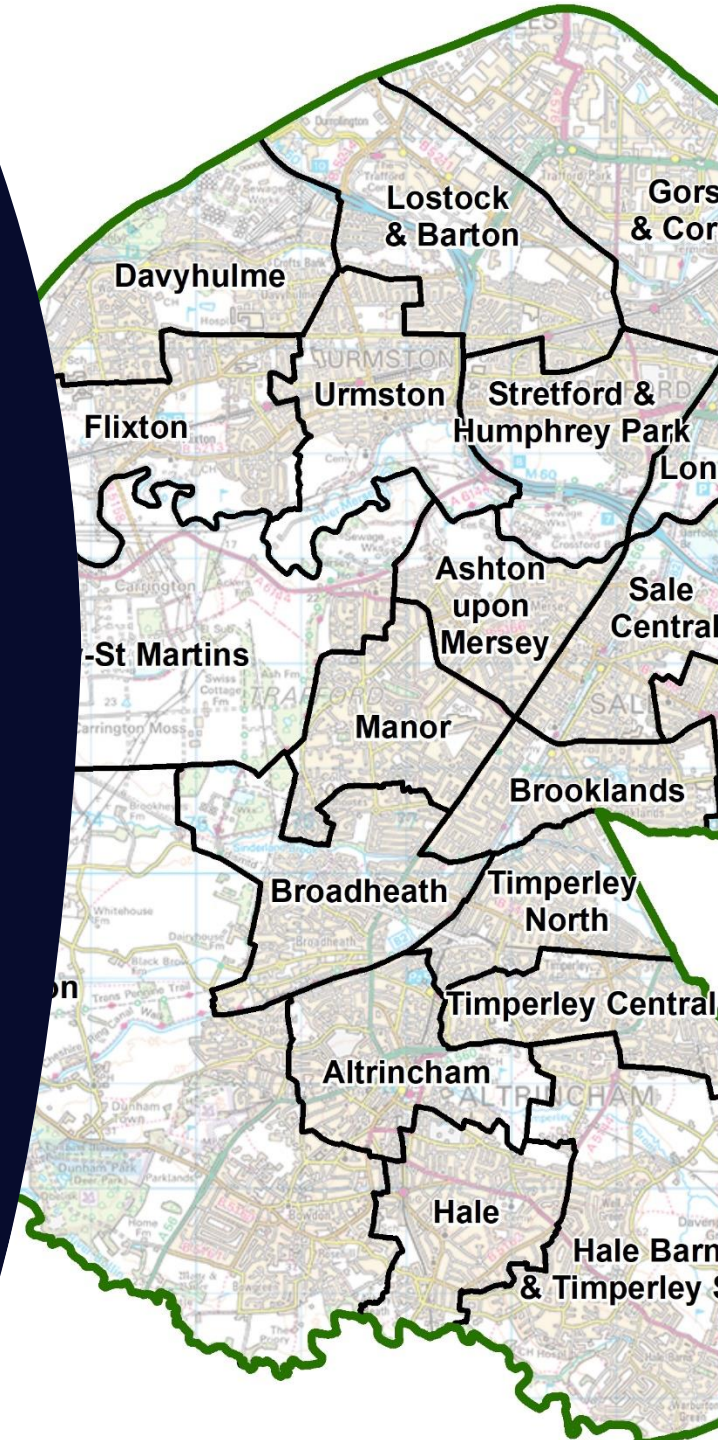
Your Housing Group

Trafford District Update

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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



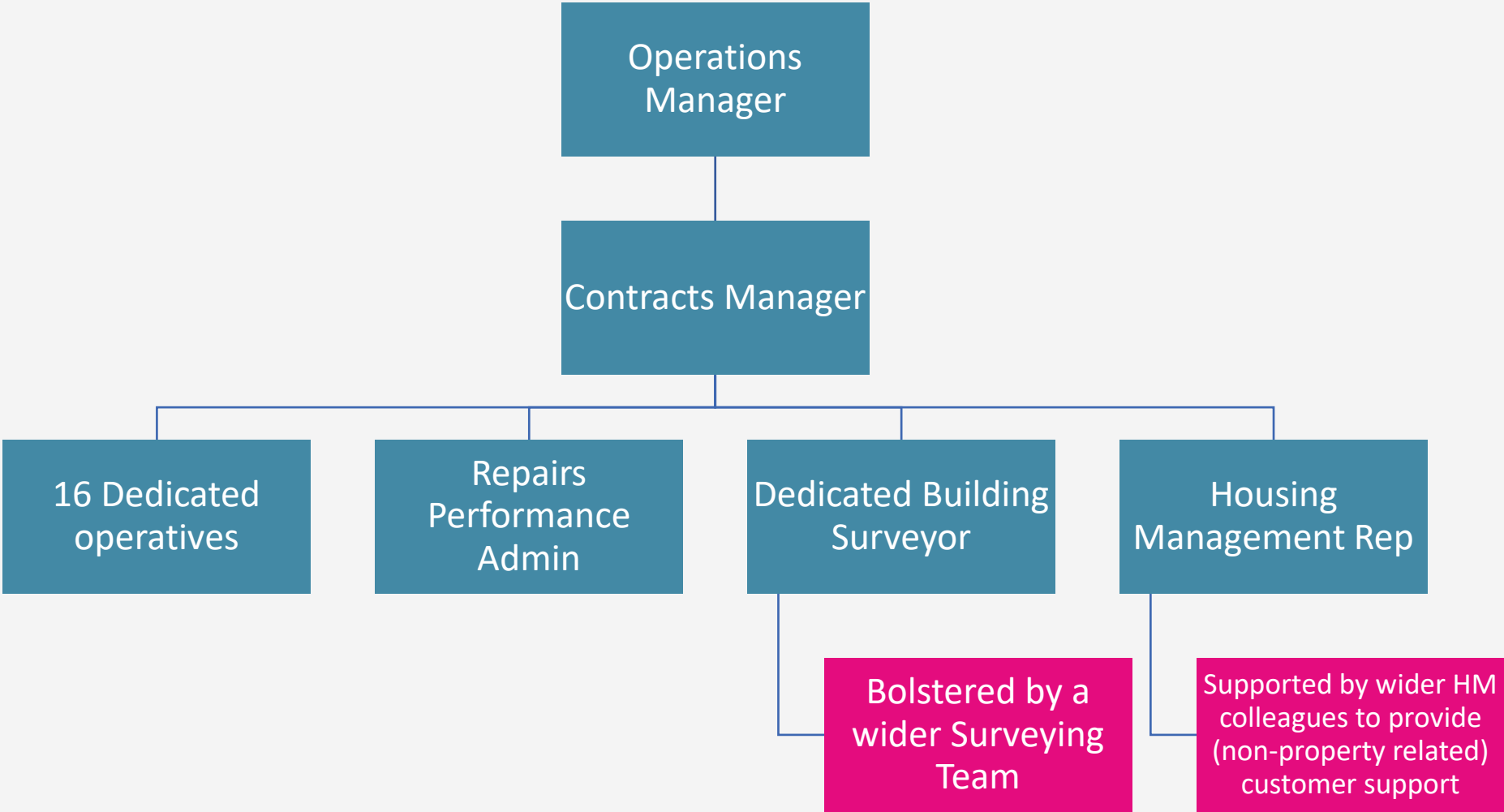
Void Inspections

Our colleagues equipped with protimeters and training

YHG Embedded Culture

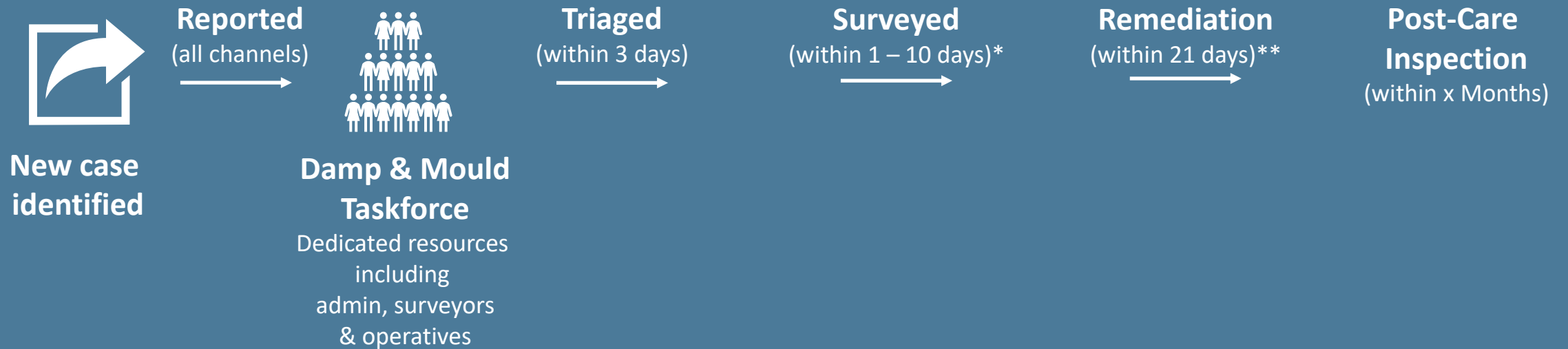
- **Training** – Focussed culture for all existing YHG employees and future new starters – “Don’t ignore it. Report it”.
- **Data** - Continued use of Data to drive our investment programme and direct visits to customers
- **Eyes & Ears** of wider organisation: Surveys, gas servicing, repairs, Investment 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?

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