

**1. Please provide your registered provider code**

LH4412

**2. Please provide your registered provider name**

Saffron Housing Trust

**3. Please detail your approach to assessing the extent of damp and mould issues affecting your properties, including how you assess the prevalence of category 1 and 2 damp and mould hazards.**

Currently we undertake these key activities:

- Effective Inspection and diagnosis
- Provision and use of appropriate equipment to both investigate and remedy
- Logging of and management of cases
- Training of staff and use of qualified contractors
- Planned programmes of work

As an organisation we currently work under the Repairs and Maintenance Policy and Procedure. This policy and procedure was approved by the executive in December 2019 and the Board in January 2020. It was felt that as an organisation Damp and Mould should be removed from the generic Repairs and Maintenance Policy to provide clarity for tenants and team members alike on the required response.

Attached to this submission is Saffron's stand-alone Draft Damp, Mould and Condensation Policy and Procedure. The Damp and Mould Policy and Procedure has been discussed by our Service Quality Committee and a further dedicated session is planned for this Committee in the new year, for further scrutiny and approval of this policy. The Membership of the Committee is comprised of Tenants, Board Members and Independent Members. The procedure clearly states what we as an organisation will undertake. The purpose of the standalone policy and procedure is to also improve transparency of our process for Stakeholders. This work has been undertaken in conjunction with our Tenant Groups.

**4. In the context of the approach detailed in Q3, please provide details of your most recent assessment of the extent of damp and mould hazards in your homes, including the prevalence of category 1 and 2 damp and mould hazards**

We currently have 140 known live reported cases of damp and mould in our properties. Of these 30 have been identified as a HHSRS Category 1 hazard. We have identified 110 Category 2 hazards. [In the excel spreadsheet attached](#) to this submission, a date of complaint or service request and stage of works is attached for each current case in our system.

Please note the number of known cases is currently rising at a significantly faster rate than normal.

**5. Given the findings of the assessment outlined in Q4, please outline the actions you are taking to remedy any issues and hazards, and ensure that your homes meet the Decent Homes Standard**

Our surveying team inspect every reported case. Reported findings and photographs are provided along with identified remedial repairs. Works orders are placed with specialist contactors, or repairs are carried out by our inhouse maintenance team. Remedial actions carried out to date include:

- Upgraded loft and/or cavity wall insulation
- Installation of positive ventilation systems
- Installation of extractor fans in kitchens and/or bathrooms
- Repairing defective damp courses where identified
- Treating areas of mould and decorating on completion
- Roof and guttering repairs

We have access to a website portal of our insulation contractor which enables us to quickly monitor the status of site surveys, and view reports and photographs. This enables any works orders to be placed promptly.

We have also amended our decorating specification to include the use of a mould resistant paint when bathrooms and kitchens are replaced as part of our planned programmes. This paint will also be used in empty properties which require decoration in either of these two rooms.

**6. Please tell us how you ensure that individual damp and mould cases are identified and dealt with promptly and effectively when raised by tenants and residents**

We have attached the Damp and Mould Policy which includes a detailed procedure on how we approach reported cases. We currently hold a [spreadsheet](#) recording all live cases of reported damp and mould, and the actions being taken to resolve. [This spreadsheet](#) illustrates the risk category of damp and mould under the Housing Health and Safety Rating System and those most vulnerable. Our database C365 records all addresses where works have been raised to contractors, or our own inhouse maintenance team. We have introduced a dedicated e-mail address for colleagues to report cases of mould and damp received from tenants, or noticed by them when carrying out unrelated home visits. All team members are actively encouraged to proactively speak to tenants about Damp, Condensation and Mould and when on a home visit seek assurance from an organisational and tenant perspective that we are aware of any cases.

We have agreed to add the number of live damp and mould Category 1 & 2 cases to our quarterly Board compliance reporting.

UPRN

Date Reported	Status of case	HHSRS Category
28-Oct-22	works complete	2
01-Nov-22	works complete	1
02-Nov-22	tenants currently refusing access	2
04-Nov-22	orders raised	1
07-Nov-22	orders raised	2
07-Nov-22	orders raised	2
08-Nov-22	orders raised	1
08-Nov-22	works in progress	2
09-Nov-22	orders raised	2
09-Nov-22	Cancelled/ contact with tenant asking for further explanation	2
09-Nov-22	No Access	2
09-Nov-22	orders raised	2
23-Nov-22	works in progress	2
10-Nov-22	orders raised	2
11-Nov-22	orders raised	2
14-Nov-22	orders raised	2
14-Nov-22	orders raised	2
14-Nov-22	orders raised	2
15-Nov-22	orders raised	2
15-Nov-22	works complete	2
15-Nov-22	works in progress	2
15-Nov-22	No Access	2
15-Nov-22	No Access	2
15-Nov-22	orders raised	1
16-Nov-22	orders raised	2
16-Nov-22	orders raised	1
16-Nov-22	orders raised	2
16-Nov-22	orders raised	2
16-Nov-22	orders raised	2

	16-Nov-22	orders raised	1
	17-Nov-22	orders raised	2
	17-Nov-22	orders raised	1
	18-Nov-22	orders raised	2
	18-Nov-22	orders raised	2
	18-Nov-22	Complete	1
	18-Nov-22	No works required	2
	20-Nov-22	orders raised	2
	21-Nov-22	orders raised	1
	21-Nov-22	orders raised	2
	21-Nov-22	orders raised	2
	22-Nov-22	orders raised	1
	22-Nov-22	orders raised	2
	23-Nov-22	orders raised	2
	23-Nov-22	orders raised	2
	23-Nov-22	No Access	2
	23-Nov-22	orders raised	2
	24-Nov-22	Complete	2
	08-Dec-22	orders raised	2
	24-Nov-22	works in progress	2
	24-Nov-22	works in progress	2
	24-Nov-22	orders raised	2
	25-Nov-22	orders raised	1
	25-Nov-22	orders raised	2
	26-Nov-22	orders raised	1
	28-Nov-22	orders raised	2
	29-Nov-22	orders raised	1
	29-Nov-22	orders raised	2
	29-Nov-22	orders raised	1
	29-Nov-22	orders raised	2
	29-Nov-22	orders raised	2
	30-Nov-22	orders raised	2

	01-Dec-22	orders raised	2
	17-Nov-22	orders raised	2
	17-Nov-22	- tenant cancelled appointment , appointment to	2
	07-Nov-22	orders raised	2
	22-Nov-22	orders raised	2
	30-Nov-22	orders raised	2
	28-Nov-22	orders raised	2
	17-Nov-22	orders raised	1
	29-Nov-22	orders raised	2
	17-Nov-22	orders raised	1
	19-Aug-22	works in progress	2
	02-Nov-22	orders raised	1
	17-Nov-22	orders raised	2
	24-Aug-22	works in progress	2
	15-Nov-22	orders raised	2
	01-Dec-22	orders raised	2
	21-Nov-22	orders raised	1
	21-Nov-22	No Access	2
	24-Nov-22	orders raised	2
	06-Dec-22	orders raised	2
	30-Nov-22	orders raised	2
	29-Nov-22	orders raised	2
	22-Nov-22	orders raised	2
	28-Nov-22	orders raised	2
	05-Dec-22	orders raised - no access	1
	29-Nov-22	orders raised	2
	22-Nov-22	orders raised	2
	02-Dec-22	orders raised	2
	01-Dec-22	orders raised	2
	23-Nov-22	orders raised	2
	18-Nov-22	orders raised	2
	23-Nov-22	orders raised	1

	23-Nov-22	orders raised	2
	24-Nov-22	orders raised	2
	23-Nov-22	waiting for survey report	2
	24-Nov-22	waiting for survey report	2
	30-Nov-22	waiting for survey report	2
	28-Nov-22	waiting for survey report	1
	24-Nov-22	waiting for survey report	1
	28-Nov-22	waiting for survey report	2
	30-Nov-22	orders raised	2
	05-Dec-22	works in progress	2
	08-Dec-22	to be surveyed	2
	02-Dec-22	orders raised	2
	08-Dec-22	orders raised	2
	05-Dec-22	works complete	2
	06-Dec-22	orders raised	1
	13-Dec-20	orders raised	2
	29-Nov-22	waiting for survey report	2
	30-Nov-22	waiting for survey report	2
	02-Dec-22	waiting for survey report	1
	30-Nov-22	waiting for survey report	2
	30-Nov-22	waiting for survey report	2
	01-Dec-22	waiting for survey report	1
	01-Dec-22	waiting for survey report	2
	01-Dec-22	waiting for survey report	2
	02-Dec-22	to be surveyed	2
	12-Dec-22	to be surveyed	2
	12-Dec-22	orders raised	1
	12-Dec-22	to be surveyed	2
	05-Dec-22	orders raised	2
	13-Dec-22	orders raised	2
	13-Dec-22	orders raised	2
	01-Dec-22	to be surveyed	2



01-Dec-22	to be surveyed	1
02-Dec-22	to be surveyed	1
05-Dec-22	to be surveyed	2
05-Dec-22	to be surveyed	2
05-Dec-22	to be surveyed	2
06-Dec-22	to be surveyed	2
30-Nov-22	orders raised	2
30-Nov-22	orders raised	1
12-Dec-22	orders raised	2
07-Dec-22	orders raised	1
13-Dec-22	to be surveyed	2
12-Dec-22	to be surveyed	2
14-Dec-22	to be surveyed	2
12-Dec-22	to be surveyed	2
12-Dec-22	to be surveyed	2