

Damp and Condensation Strategy

Questions from various sources approved by The Chair

(1) Scale of known SBC Stock with problems with Damp, Mould, Condensation, compare with rest of the stock that is in good/various states of repair – perhaps using previous stock condition surveys?

Stock condition data is too limited a tool to make an accurate determination. Condition data is ascertained by external observations and rarely is a survey conducted to the internal dwelling spaces. There is some scope to profile stock by certain risk factors, but (and as noted in the presentation) age and construction just *increase* the risk of a moisture problem as ultimately any space contained within a weather-tight structure will have a degree of moisture present in its atmosphere.

Factored into this is the difficulty in stating *if* there is a problem. Different residents will tolerate different degrees of 'mould/ condensation/ damp' and some residents are more capable and/ or willing to manage these problems independently.

There is also a classification problem with this question. "Damp" and "Condensation" are the symptoms of a problem, not the cause. Repairs are classified by trade and 'damp and condensation' is not a category of repair. For example, a leaking gutter will be treated as a 'roofing job'. Some leaking gutters may be unidentified by the occupant and reported as a 'damp' problem. Other leaking gutters may be reported in isolation as a 'roofing' job and it will not be known to us if the leak was causing a water ingress or 'damp/ condensation' problem or not.

With this caveat it is possible to interrogate the repairs database for some data of interest. We have extracted all jobs with keywords relating to damp and mould.

In the 2015/16 period 296 jobs had a relevant keyword in the job description.

There's two ways of cutting that data:

Expressed by the number of repairs raised in that period then 0.87% of all repairs contain keywords relating to 'damp' or 'condensation'.

Or, expressed as a % of the total stock then 3.15% of residents (of any tenure type) reported a problem containing a relevant keyword.

So far this year (2016/17) we had 166 jobs reported with that keyword. That equates to 0.98% of all jobs reported or 1.76% of all residents.

Another insight into volumes is the number of cases that are brought to use by residents or members. This a relatively reliable way of describing the scale of the problem as it best expresses the number of cases where the occupant feels that outside intervention is required to resolve a problem that they have described as 'damp' or 'condensation' but have not been resolved as a routine repair.

If we use reported complaints the % of total stock that has reported a problem through corporate channels is 1.29%¹.

If we use the number of 'cases' under management at the end of the complaints data-range (Aug 16) that figure rises to 2.13%²

These figures, though, include stock sold on lease. Deducting Leaseholders increases both figures to 1.51% and 2.49% respectively.

Whatever way you approach the question of 'volume' the range of responses returned by the query is very slight.

Another important note that when talking about 'repairs', 'complaints' or 'cases' is that **none of these figure account for repeat reports**. There will be duplicate reports in all of those categories that would be suppress the % volume in all queries.

(2) Resident Satisfaction on works

No data exists to determine customer satisfaction on specific damp and condensation problems.

The most recent, reliable data for internal 'decent homes' work is for 2015/16. In this period 64 out of 65 customers were satisfied with the internal works, returning a satisfaction rate of 98.46%.

In the previous period (2014/15) 264 out of 269 customers signalled that they were satisfied, returning a satisfaction rate of 98.14%

(3) Is there any data on SBC officer sign off on external contractor/BMO works on properties that have had works carried out to remedy damp, mould condensation.

This is not known for cases handled by the BMO.

100% of jobs raised by the Investment team are post-inspected.

However, it is safe to assume that a very high % of residents who feel that the initial repair did not satisfactory resolve the problem would complain and would therefore be contained in the data presented in question 1, above.

(4) Known historical complaints/your say data (from the Customer Service Centre for these cases) with dates and outcomes.

In the period Sept 15 to Aug 16 there were 95 customer complains relating to damp or condensation. In that same period there were 843 complaints for the Housing service area. That equates to 11.27% of all complaints

In that same period there were 26 member enquiries relating to damp and condensation. This is out of 450 member enquiries for Housing. That equates to 5.78% of all members enquiries.

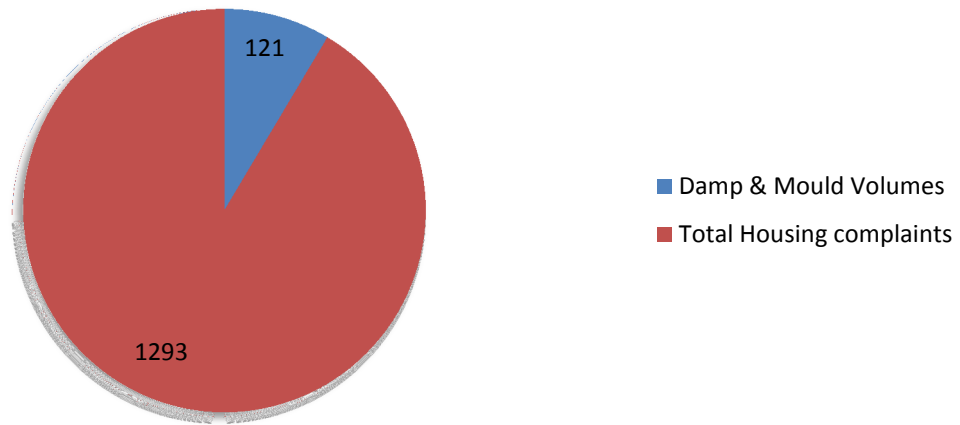
Combining complaints and ME's together shows that 121 of all corporately controlled feedback

¹ [TOTAL VOLUME OF STOCK] / [NUMBER OF KNOWN CASES REPORTED TO YOUR-SAY SEPT 15 – AUG 16] * 100 ((9406/121))

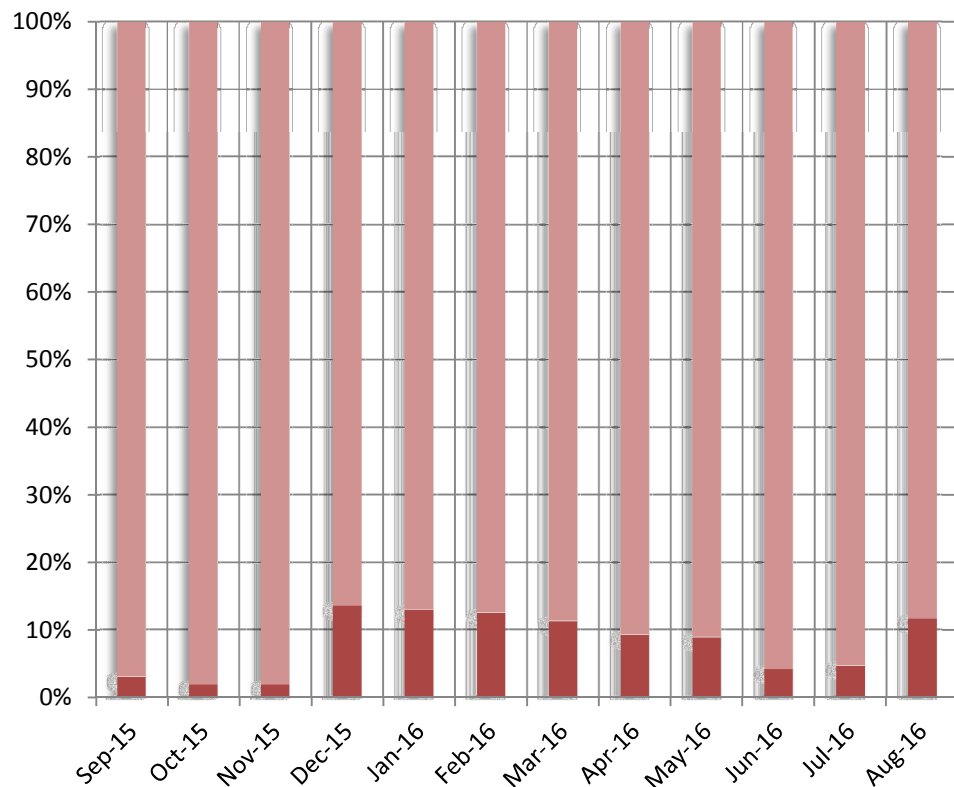
² [TOTAL VOLUME OF STOCK] / [NUMBER OF CASES IN DAMP&MOULD INBOX] *100 ((9406/200)).

related to damp and condensation out of a total of 1,293 feedback events.

The graph directly below shows all damp and condensation feedback events plotted a % of all feedback events.



In month, the data breaks down as follows:



	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
Total Housing complaints	93	101	99	96	107	140	149	117	102	90	100	99
Damp & Mould Volumes	3	2	2	15	16	20	19	12	10	4	5	13

(5) Timescales to visit tenant/ give advice/ carry out works?

Obviously, the purpose of this enquiry and the need for the subsequent strategy is out of acknowledgment that, historically, the time spent on cases was too long.

The new approach is centred on getting the diagnosis right first time.

The below target timescales are what we work to now:

Initial Visit – Within 7 days of first-contact

Follow-on advice and works instructed – Within 2 days of initial visit.

Start of works – Within 7 days of instruction. This may vary if specific equipment needs to be ordered or if the further expert advice is needed to diagnose a problem.