

Damp and Mould Scrutiny Update

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Performance

- Current Performance Overview: Q2 2024/25

Month Work Order (WO) completed	July	Aug	Sept	Q2
WO completed within target	61	60	37	158
WO completed outside of target	31	7	4	42
Total completed WO	92	67	41	200
% completed within target	66.3%	89.6%	90.2%	79%

Performance

- Work Order Targets: We have established a target of 20 days for all building work order requests.
- Key Performance Indicator (KPI): For November, our work order KPI performance stands at 83.64%.
- Open Work Orders: Currently, we have 114 active work orders related to D&M.
- Average Cost: The average cost per job is approximately £1,735.
- Overdue Work Orders: Any overdue work orders are primarily linked to roofing issues or instances where access has not been granted.

Action Progress update

1. A review of the Council's damp & condensation policy.
2. Stock condition survey programme.
3. Adoption of a case management approach

Action Progress update con

4. Developing the IT system for case management
5. Planning further projects such as air quality monitors, use of technology and alternative wall finishes
6. Improving reporting and feedback mechanisms

Post Works Care

- 100% Pre inspections carried out by inhouse surveyors
- 100% Post inspections carried out by inhouse surveyors
- 3 & 6 month follow on inspections to make sure works have been effective.
- completion packs for each property with before and after pictures.

Improvement Plan Update - Resources

- Review of staffing resources completed May 2024
- Disrepair and Damp and Mould teams combined merged into a single team located within the Repairs service
- Recruitment in progress to make permanent appointments to new and agency filled roles
- Procurement of support contractors in progress

Improvement Plan Update - Working Together

- Raising repair work and conducting inspections.
- Collaboration with the Customer Contact Centre (CSC)
- Updates to tenant contact data.
- Striving for “right first time” communication with tenants.
- Sharing best practices within our knowledge management system and improving data sharing processes

Improvement Plan Update - Working Together

- **Collaboration with the Housing Asset Management team**

- Better coordination of major works programmes
- Improved understanding of works planned under the Decent Homes Programme and defect liability periods
- Establishing a mutually agreed process for addressing and managing D&M issues when they arise
- Review how kitchen refurbishments are managed to avoid issues with D & M arising

Any Questions?

