

1. **Registered provider code:** L4170
2. **Registered provider name:** Poplar Housing and Regeneration Community Association Limited
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**

We capture intelligence and data through:

- Asset registers - structure, heating, ventilation, and insulation
  - Capturing reports, identified cause and actions. Report sources include tenants, staff and contractors visiting in whatever capacity, social, health and education professionals, statutory and third sector agencies etc.
  - Data collected by installed environmental sensors
  - Energy performance information
  - In-house programme of property MOTs
  - Listening Campaigns – door-to-door resident surveys including questions about homes
  - Property archetype extrapolation
  - 5-yearly independent stock condition survey
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**

Our approach pulls together insight from people and data.

In the past year 289 reports of damp and/or mould were logged, resulting in 278 mould washes. The other 11 homes required re-plastering of the affected area.

We have experienced a significantly increased level of reporting by tenants following the media coverage of Awaab Ishak's tragic death. Each report will result in a visit to diagnose cause and remedial action.

Our data analysis has identified 34 buildings more likely to report damp and mould. There are 703 tenanted homes, 12% of our tenanted stock, within these buildings. This has informed a proactive preventative risk-based approach. Sensors measuring temperature and humidity have been installed in higher-risk homes. Since the weather turned colder, we've responded to 12 alerts from these properties.

There is a significantly lower prevalence of damp and mould reported from homes connected to district heating systems.

Our Safeguarding Team work one-to-one with hoarders.

Reports, complaints, and Members' Enquiries are tracked for trend information.

We are active members of the Tower Hamlets Housing Forum which brings together RPs working in the Borough. Its Asset Management subgroup has agreed KPIs which will allow benchmarking and sharing of best practice.

Based on periodic forensic analyses there is no evidence suggesting categories one or two damp and mould hazards.

**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**

When damp and mould is identified we first remove the mould. We then identify and address root causes, which can include repairs to heating and ventilation systems, environmental sensors, fan upgrades, and smart heating controls.

Regular follow-ups inform further interventions.

We have a comprehensive regeneration programme informed by asset data, including the prevalence and risk of damp and mould.

We proactively contact residents in homes believed to be at higher risk and, as a result, carried out 159 home surveys in the past year.

By the end of 2022/23 10% of our tenanted homes will have installed Internet of Things devices. Sensors connect to an app which captures data available to the tenant and Poplar HARCA.

Data analysis informs investment programmes. For example, smart heating controls were installed in 900 homes as part of a recent boiler replacement programme.

1,722 tenanted homes have an EPC rating of D or below. This thermal performance risk will be addressed through a £11.5m investment programme bringing all homes to EPC B/C by 2028. The recent boiler replacement programme improved 600 EPC D homes to an EPC C.

LEAP (Local Energy Advice Partnership) supports residents at risk of fuel poverty.

607 of our social housing tenants on the housing list live in overcrowded homes. This presents an increased risk of mould. We have incorporated overcrowding as a factor in our damp and mould risk assessments and will be trialling a targeted support approach in 2023. We also have a lettings overcrowding reduction strategy which has significantly reduced the number of overcrowded families on the housing list.

A Mould Action Group meets fortnightly with terms of reference to review processes and make recommendations. Performance is reported to the Corporate Management Team, and KPIs will be reported quarterly to Services Committee and Poplar Board.

**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**

As outlined above in the answer to question 3, reports come from a variety of sources. We also have as many ways for the report to be made: phone, generic or dedicated email address, in writing, through social media, website, portal, face-to-face to any member of staff etc.

Our Repairs Policy sets out attendance within 14 days, and first-time completion of remedial works. An in-house Surveying team carry out investigations using the same target timescales.

All reports are logged on a database and actioned by a dedicated Repairs team.

A digital case file is opened each season for up to 12 months. This allows multiple contributing issues to be tracked concurrently, and tracks follow-up actions.

Ongoing awareness campaigns remind all staff and contractors of the obligation to report all concerns from whatever source.

Staff and contractors receive dedicated training.

There is a range of information for staff and residents on how to keep homes healthy.

**7. Name of person to contact with further enquiries:** Kevin Wright

**8. Job title of person to contact with further enquiries:** Director of Technical Resources

9. **Email address of person to contact with further enquiries:** kevin.wright@poplarharca.co.uk

10. **Phone number of person to contact with further enquiries:** [REDACTED]