

Information management and RSH's report on DMC

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Regulator of
Social Housing

Damp and mould in social housing

Learning the lessons

28 June 2023

Chief Executive of the Regulator for Social Housing, Fiona MacGregor, encourages housing teams to challenge their current practices.

"I encourage boards, counsellors, and management teams to read [this report] carefully and ask themselves challenging questions about how they could improve what they currently do. As well as tackling damp and mould issues, it is vitally important that landlords look at how they manage the condition and quality of the tenants' homes in the round."

<https://www.gov.uk/government/news/rsh-sets-out-key-damp-and-mould-findings-for-social-landlords>



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Assessing and monitoring stock condition is a continual theme throughout the report, with a concluding comment stating that

"High quality, comprehensive and up-to-date stock condition information is the foundation of strong asset management. Landlords cannot improve the quality of the homes tenants live in if they do not know what condition they are in and what investment they need."

<https://www.nhmf.co.uk/article/latest-findings-and-analysis-from-the-regulator-of-social-housing-increasing-focus-on-stock-condition>



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Looking forward...

Social Housing Regulation Act - Awaab's Law

New consumer standards (April 2024)

Quality and Transparency: “Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well-maintained and safe homes for tenants.”

Tenant Satisfaction Measures

Complaints management, DHS, building safety, satisfaction - data needed to report

Decent Homes Standard

“Landlords are being asked to provide more granular information about compliance to DHS and stock condition survey approach”. Cat 1 >5% = fail?

Energy Efficiency Targets?

The Housing Ombudsman & Regulator

Proactive integrated regulation. Investigations, more detail - data needed to evidence



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Housing Surveys



Or



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Information Management





THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

"These sensors were warmly welcomed to nip problems in the bud before they happened, but also to give us a bigger understanding of what is going on inside properties. The sensors enabled us to identify properties with critical cold and potential for mould, allowing them to go and talk to residents and offer any available support. It's a wonderful bit of kit; fantastic!"

David Hill Accommodation Manager



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Outcomes

- ~30% of residents identified as potentially in **fuel poverty** ? advice and support
- Very **high humidity** properties ? info on preventing condensation, **damp and mould**
- Resident **using their heating or not** ? likelihood of damp and mould in the property
- It was observed that a **void property** ? fridge-like effect around other properties



Housing Stock Monitoring

1. Inviting residents to have a sensor in their home to **proactively identify any potential issues**
1. Surveyors are fitting these sensors as **part of a damp inspection** to build up a picture over time
1. Sensors are added to **void properties** and included as standard when tenants move in



"We need to be taking a more proactive approach to all aspects of housing maintenance. This is the ideal world of social housing – where we're solving a problem before a resident has even mentioned it.

How this changes over the next 5-10 years is going to be really fascinating!"

Daniel Watkins
Programme Manager – Housing
Property Services



Deliver results



Protect
residents



Reduce
disrepair



Show
accountability

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