Workshop: 1C

## The Practical Application of Data to Target Damp & Mould

#### **Speaker:**

**Joanne Scarlett** 

Head of Assets (Business Management & Repairs) Riverside Group

### Room: C



NHMF Maintenance Conference 2024



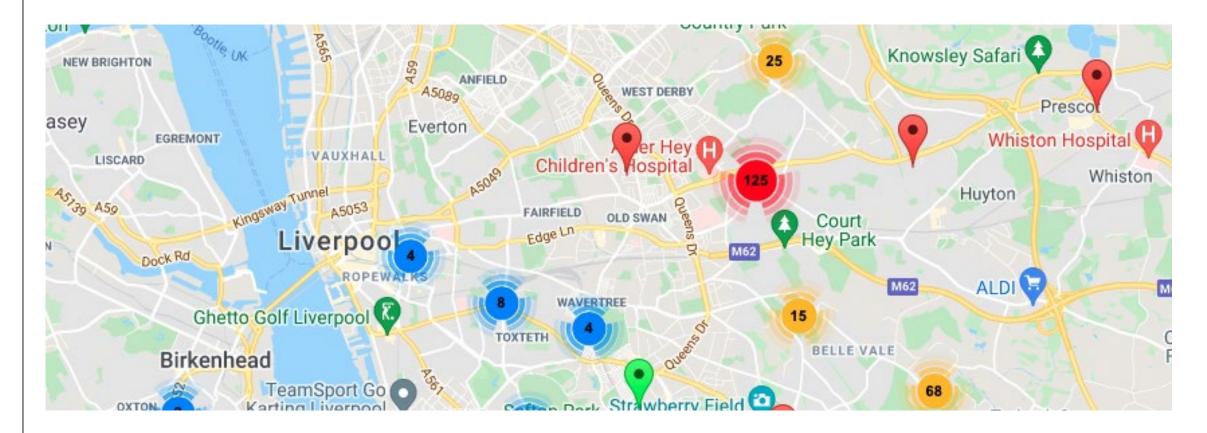


## **R**iverside

# FORWARD TOGETHER

OUR CORPORATE PLAN 2023-26

### **Disrepair Claims – what is happening?**



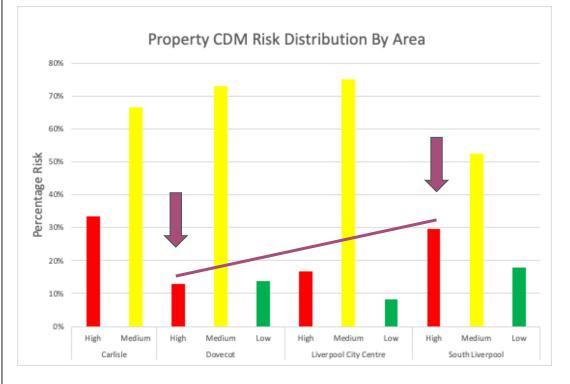
**Dovecot & Knotty Ash (L14) have the highest number of disrepair claims.** Installation of Switchee devices to assess property performance and thermal efficiency



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### Comparison of L14 with L25

#### However, properties in South Liverpool (L25) are at higher risk of mould



Severity Of Risk For Properties Flagged as High Risk 100% 90% 82% 80% 80% 72% 70% Percentage (severity) 60% 50% 40% 30% 20% 10% 0% Carlisle Dovecot Liver pool City Centre South Liverpool High

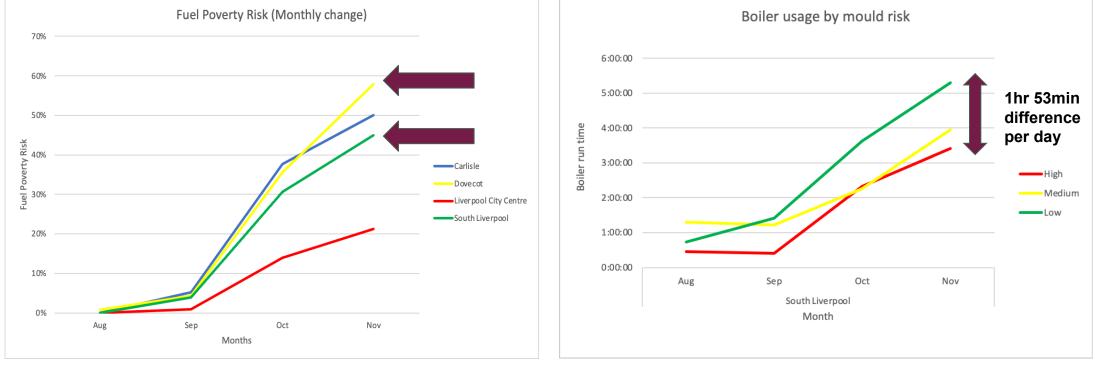
Figure 1



Figure 2

### Findings

Customers in Dovecot are more likely to be affected by fuel poverty. Increased risk of property condition deteriorating and customers susceptible to CMC cold calls and social media campaigns









### **Switchee Data and API**

### Switchee Data used:

- Temperature
- Humidity
- Heating usage
- Time to Heat

### **Riverside Data:**

- Tenancy information
- Repairs information
- Property information
- Vulnerability indicators
- EPC Information





### Affordable Warmth – targeted support

02

### 01

Cross referencing the Switchee Fuel Poverty flag with TRGL payment & arrears data to prioritise tenants most at risk of fuel poverty. 41% of Switchee properties flagging fuel poverty are in rent arrears.

Identifying tenants who consecutively use more that 7 hours a day of heating to offer advice on heating usage. Identifying tenants with consecutive days of high or low temperatures to offer advice on heating & cooling.

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### **Fuel Poverty Intervention**

Customer with high rent arrears and no existing support services

#### **Outcomes**

- Positive relationship built with Riverside with customer
- New cooker and fridge
- Helping Hand voucher issued
- Gas back in use following top up
- Trust fund of £2,024 awarded to clear water debt
- Annual water charges reduced
- Energy efficiency advice given
- Bailiffs put on hold
- Referred to CAB and Money Advice teams
- Signposted to domestic violence support schemes





### **Strategic Action**

#### **Disrepair Improvement Groups in partnership with Echelon** 357 members from 181 organisations

#### **Group 1 Prevention & Remediation**

•Focus on understanding condition of properties

- •Emerging technologies and remote monitoring
- •Understanding root causes of disrepair
- •Training frontline staff
- •Service Provider role

#### **Disrepair Contractor Framework**

#### Group 2 Disrepair Management

- •Process of managing existing cases
- Identifying best practice
- Defects rectification
- •Benefits of adopting a unified approach
- •Legal processes
- •Lessons learned and case studies



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