

**Workshop: 1C**

# The Practical Application of Data to Target Damp & Mould

**Speaker:**

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Riverside Group

**Room: C**



**NHMF**  
**Maintenance**  
**Conference**  
**2024**





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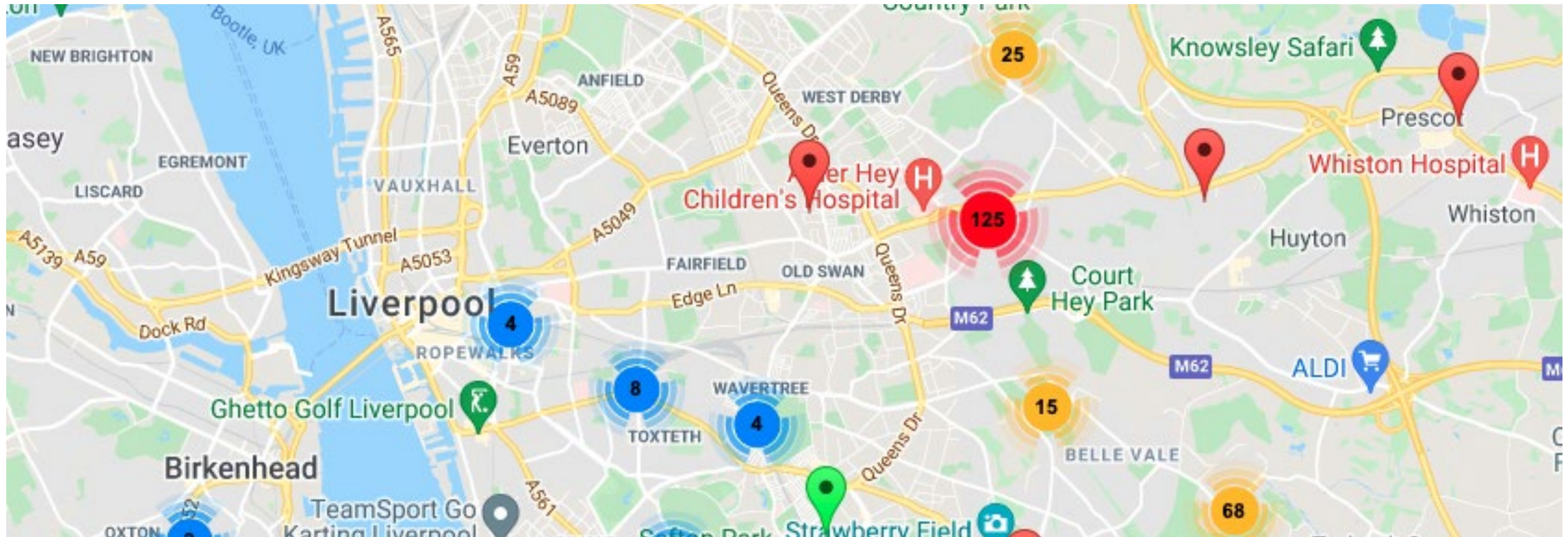
# FORWARD TOGETHER

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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

# Comparison of L14 with L25

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

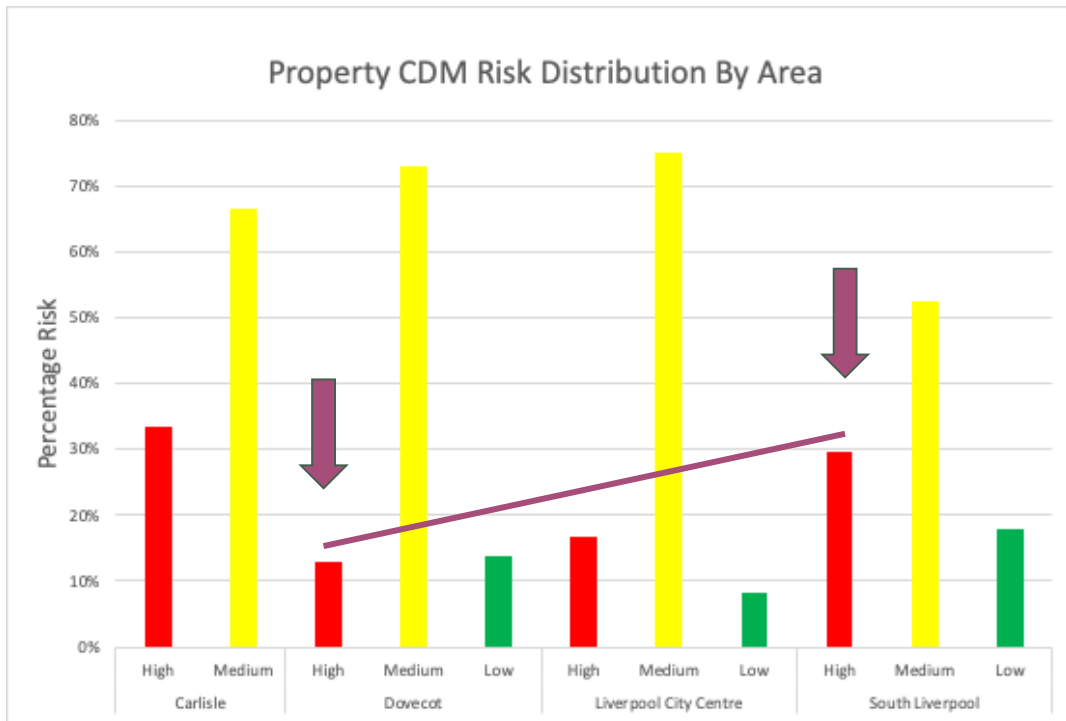


Figure 1

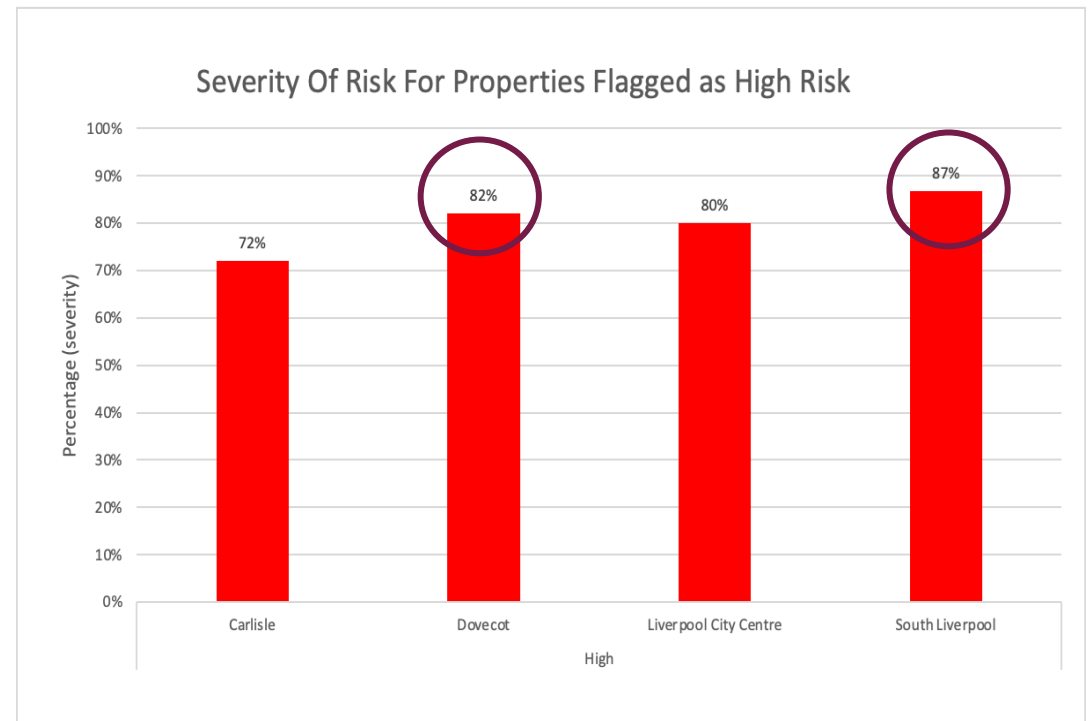


Figure 2

# 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**

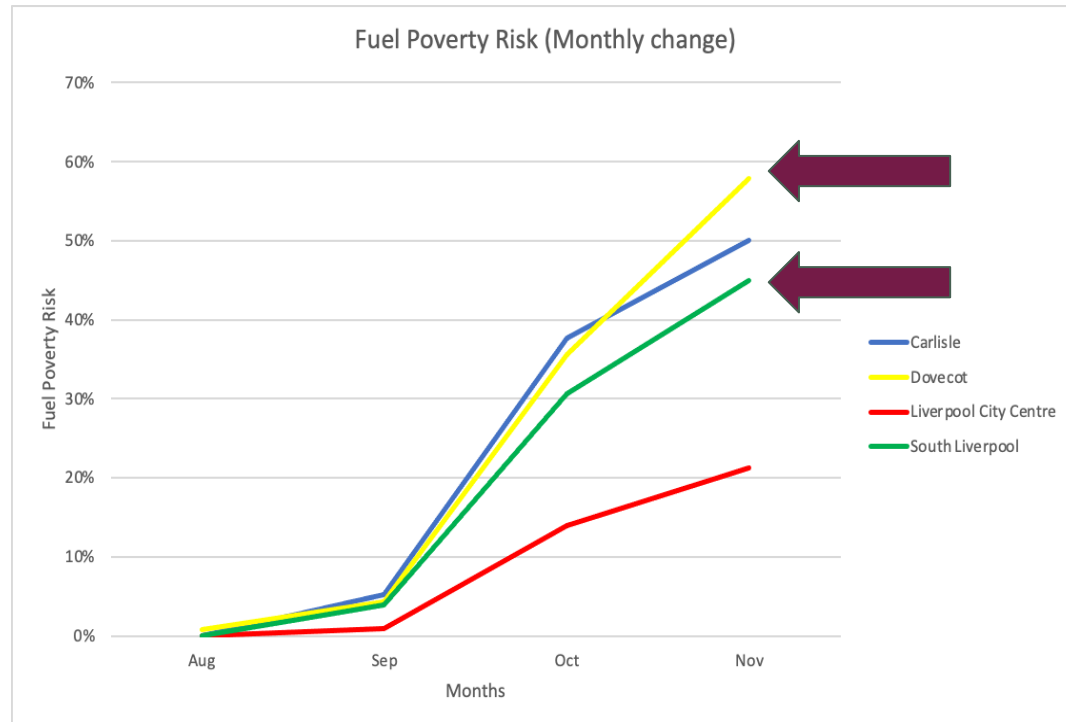


Figure 3

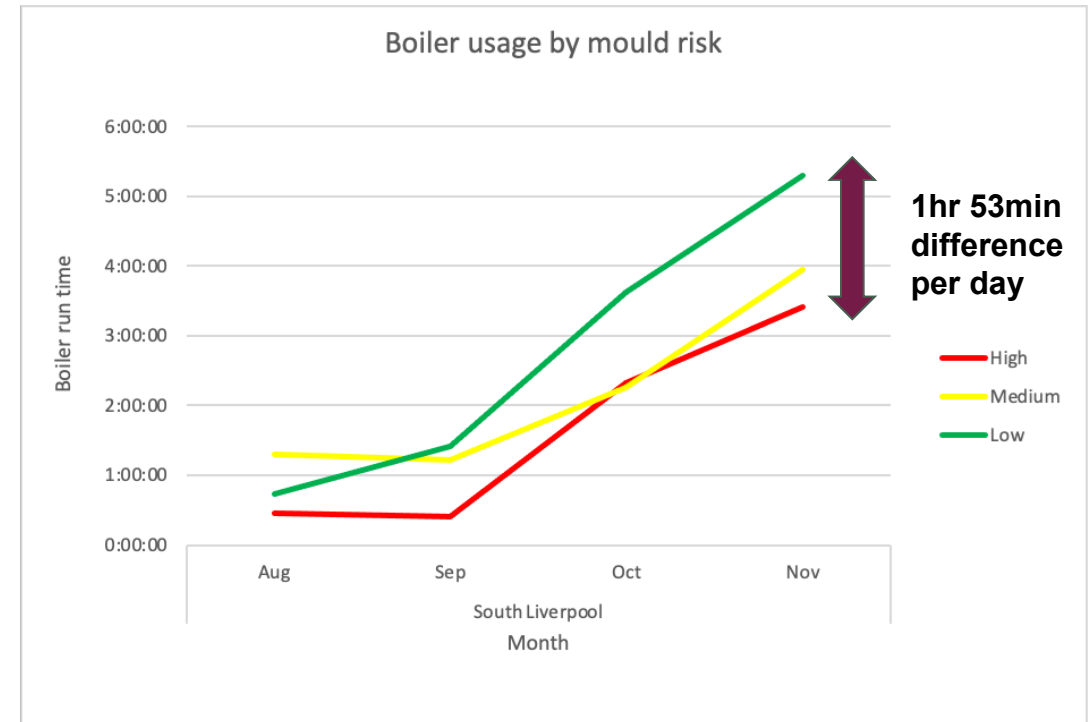


Figure 4

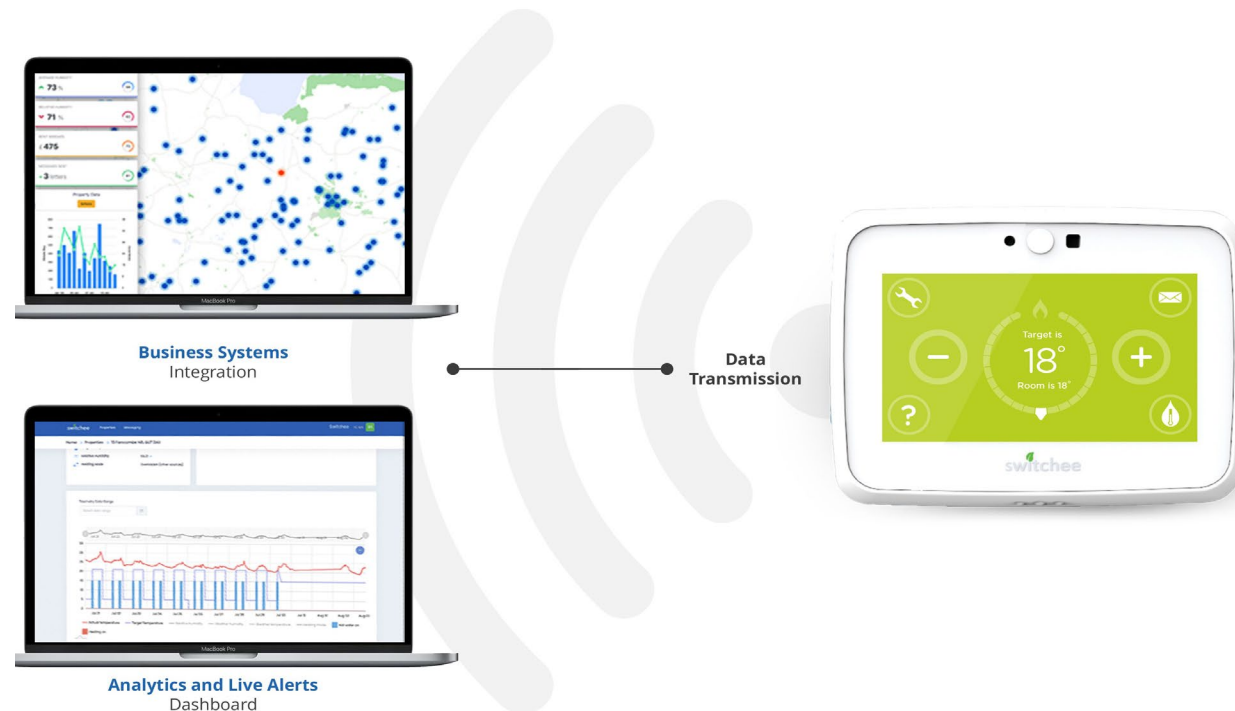
# Switchee Data and API

## 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

## 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.

## 02

Identifying tenants who consecutively use more that 7 hours a day of heating to offer advice on heating usage.

## 03

Identifying tenants with consecutive days of high or low temperatures to offer advice on heating & cooling.

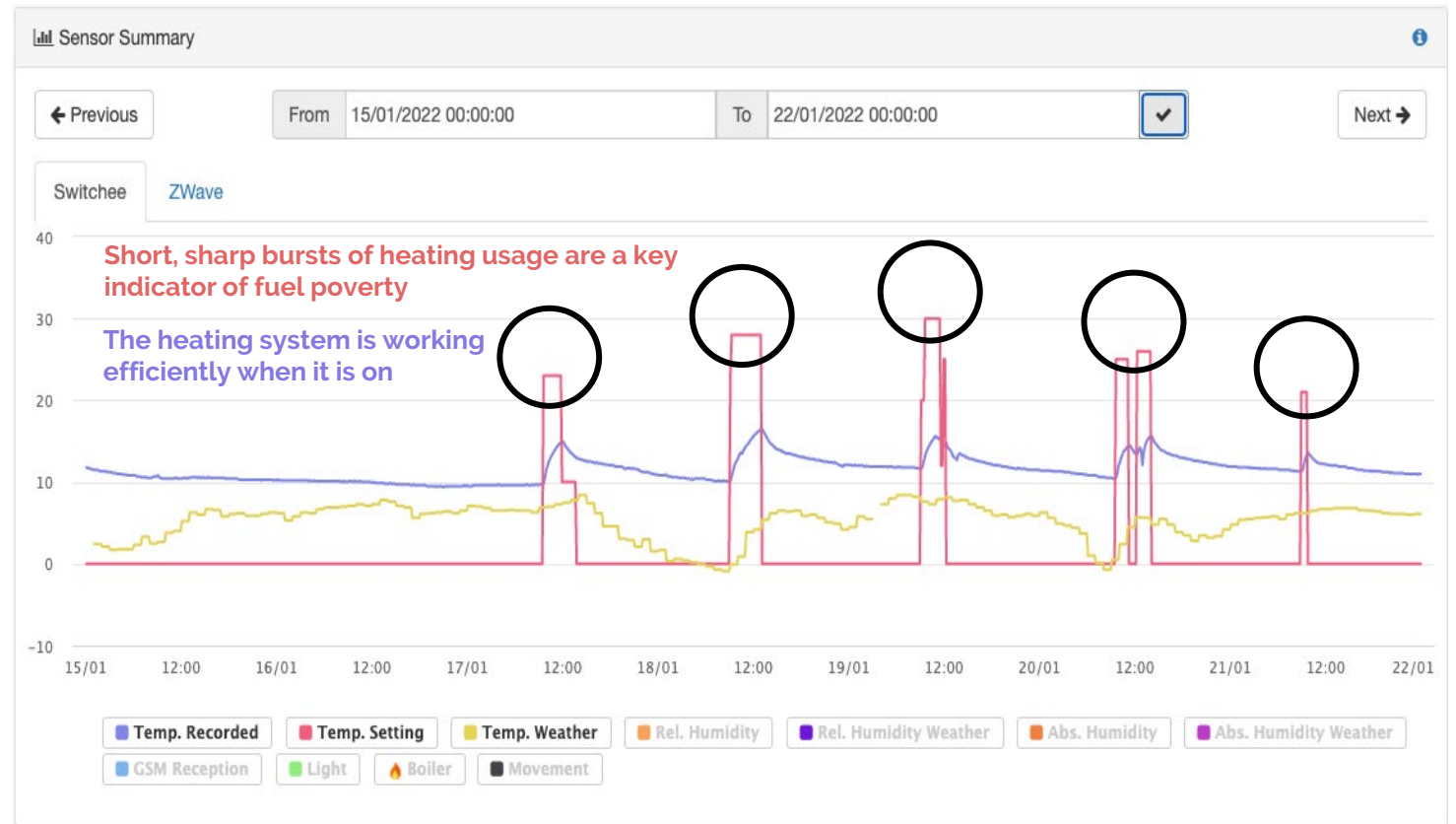
PLAC_REF	TENANCY_REF	CREDIT/ARREARS	SOURCE_SHEET
8000000352	8000000352021	### High Arrears	65+ EPC <= D
8000000363	8000000363022	### Medium Arrears	65+ EPC <= D
8000001518	8000001518003	### High Arrears	Electric Storage Heating
8000003982	8000003982003	### Medium Arrears	65+ EPC <= D
8000009185	8000009185003	### High Arrears	Electric Storage Heating
8000009196	8000009196004	### High Arrears	Electric Storage Heating
8000011443	8000011443002	### High Arrears	Electric Storage Heating
8000011498	8000011498001	### Medium Arrears	65+ EPC <= D
8000011520	8000011520003	### High Arrears	65+ EPC <= D
8000013871	8000013871005	### High Arrears	Electric Storage Heating
8000018821	8000018821001	### High Arrears	65+ EPC <= D
8000018964	8000018964002	### High Arrears	Electric Storage Heating
8000019041	8000019041001	### High Arrears	Electric Storage Heating
8000024376	8000024376013	### High Arrears	Electric Storage Heating
8000027896	8000027896005	### High Arrears	Electric Storage Heating
8000031339	8000031339003	### Medium Arrears	65+ EPC <= D
8000031394	8000031394005	### High Arrears	Electric Storage Heating
8000031405	8000031405003	### High Arrears	Electric Storage Heating
8000035299	8000035299002	### High Arrears	Electric Storage Heating
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8000035541	8000035541006	### High Arrears	Electric Storage Heating
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8000041272	8000041272005	### High Arrears	Electric Storage Heating
8000050028	8000050028003	### Medium Arrears	65+ EPC <= D
8000050083	8000050083003	### High Arrears	Electric Storage Heating
8000050149	8000050149002	### High Arrears	65+ EPC <= D

# 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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