

Welcome to the

NHMF Service Provider Forum Meeting

Thursday 20 July (08:30-12:00) Online

Mike Turner (SPF Chair)



Agenda

Mike Turner (SPF Chair)

- 08:30** **Welcome**
Mike Turner (Ian Williams)
- 08:40** **Compliance update**
Andrew Burke (NHMF) & Paul Maghie (United Living)
- 08:50** **Frameworkx update**
David Miller (Frameworkx)
- 09:00** **Building and fire safety**
Stephanie Lloyd-Foxe (Magna HA)
- 09:40** **Break**
- 09:50** **The causes of damp and condensation**
Michael Parrett
- 10:50** **How Service Providers can make use of a new online asset management solution**
Simon Davis (M3 / Rand)
- 11:10** **CIH Update on the Better Social Housing Review [Review and the CIH Action Plan]**
Dr Matthew Scott (CIH)
- 12:00** AOB / next meeting / Ends

Compliance update

Andrew Burke (NHMF) & Paul Maghie (United Living)



Service Provider Forum 20 July 2023



National Housing
Maintenance Forum

Compliance update: NHMF Best Practice

Andrew Burke
Adviser
NHMF

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Deadlines!



National Housing
Maintenance Forum

Deadlines for social landlords

- [EBDS](#) – 25 July 2023
- [HRRB registration](#) Oct 2023
- Heat Network – 4-yearly assessment Dec 2023

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Challenges!



National Housing
Maintenance Forum

Challenges facing social landlords

- Damp, mould and condensation
- Building Safety
- Fire Safety
- New Regulations & Standards
- New reporting requirements
- Energy costs

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Damp & mould



National Housing
Maintenance Forum

- Regulation – Awaad's Law
- Regulator's requirements
- Housing Ombudsman
- Innovation and technology

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Building Safety



National Housing
Maintenance Forum

- [Building Safety Act](#)
- Getting ready - Lots to do!
 - [Registration by Oct 2023](#)
 - [Key Building Information](#)
 - Building Safety Risk Assessments
 - Safety Case Report
- Building Assessment Certificates

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Fire Safety



National Housing
Maintenance Forum

- [Fire Safety \(England\) Regulations 2022](#)
- Getting ready
- New duties – how are clients doing?
 - Building plans, Info boxes
 - External Wall Systems
 - Monthly checks & wayfinding signage
 - Flat entrance door annual checks

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New Regs & Standards



National Housing
Maintenance Forum

New Regulations

- Social Housing Regulation Bill
- Awaad's Law
- Heat Network Market Framework

New Standards

- Tenant Satisfaction Measures
- Decent Homes

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Energy Costs



National Housing
Maintenance Forum

Still high, what action to take?

- Improve energy efficiency
- Net Zero Carbon
- SHDF

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NHMF Best Practice website



National Housing
Maintenance Forum

A screenshot of a web browser displaying the NHMF Best Practice website. The browser's address bar shows 'nhmf.co.uk/bestpractice'. The website has a dark purple header with the NHMF logo and navigation links: 'NHMF Framework', 'Service Provider Forum', 'Committee', 'About', and 'Contact'. Below the header is a secondary navigation bar with links for 'Conference', 'Awards', 'Best Practice', 'Bulletin', 'Training', 'Study Tour', 'Regional Groups', and 'Publications'. The main content area features a 'Featured Best Practice article' with a green background image of gold coins and a glowing lightbulb. The article title is '** STOP PRESS** Energy Bills Discount Scheme – Registering Heat Networks'. Below the title, it says 'Bulk upload template published (July 2023)'. The author is listed as 'Andrew Burke' and the published date is '03 July 2023'. There are social media icons for Twitter and LinkedIn. At the bottom of the article, there is a search bar and a section for 'Best practice articles' with a thumbnail for 'Building Safety: Key building information when registering high-rise residential buildings'. The Windows taskbar is visible at the bottom of the screenshot, showing the time as 12:22 on 13/07/2023.

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Best Practice: recent updates



National Housing
Maintenance Forum

- [EBDS](#)
- [HHRB Registration & Key Building Information](#)
- [Damp, mould & condensation](#)
- [NHMF Awards](#)
- [Webinars:](#)
 - [Communal Heating Compliance 11 July 2023](#)

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Comments and questions



National Housing
Maintenance Forum

- What are members working on?
- Any topics missing?
- Questions

Website: <https://www.nhmf.co.uk/bestpractice>

Contact details: <https://www.nhmf.co.uk/contact/>

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Building and fire safety

Stephanie Lloyd-Foxe (Magna HA)





BUILDING SAFETY

- Stephanie Lloyd-Foxe
- Head of Building Safety & Compliance - Magna Housing
- Vice Chair NHMF & SW Chair NSHFSG
- stephanie.lloyd-foxe@magna.org.uk



CHALLENGES FOR HOUSING PROVIDERS

- New legislation
- Resource pressures
 - Net Zero
 - Inflation
 - Damp and mould
 - Covid recovery
 - Rent cap
- Skills and competency gaps

WHAT DOES THIS MEAN FOR YOU?

- Regulatory compliance – BSR competency requirements, BSI
- Clients additional responsibilities, stepped down to contractors
- Scope wider than HRRB
- Technology and automation
- Record keeping – golden thread
- More outsourcing/ consultancy?

WHAT DOES GOOD LOOK LIKE?

- Cultural change required
- Training and development
- Supply chain supporting the golden thread
- Systems and processes



CONSIDERATIONS

- Safety not compliance
 - Height vs risk
 - Purpose
 - People at the heart



QUESTIONS?

Break – back at 9:50

Mike Turner (CF Chair)



The causes of damp and condensation

Michael Parrett





Tangible & Intangible Dampness In Buildings



**Professor Michael Parrett MSt (Cantab)
FRICS FCIOB FCABE FIMMM FRSA**



www.michaelparrett.co.uk





Tangible & Intangible Dampness -Introduction

- Introduction – Dampness & Mould a National problem
- Legislation & Landlord & Tenant Law
- Awaab's Law
- What is the cause of dampness?
 - Tenant Use & Occupation
 - Building Defect
 - Building construction or Design
- What is Dampness?
- What are the causes of Dampness?
- How do we measure Dampness ?
- Condensation & Vapour movement –Problems with EWI & Retro-fit cavity wall insulation.
- What is a dry, moist and wet occupancy?
- ...and all in 60 minutes !



Tangible & Intangible Dampness -Introduction

According to the Office of National Statistics, the poor state of many UK buildings is a serious issue. Their condition affects the quality of life in some neighbourhoods and can cause significant health problems, which cost the NHS **£1.4 billion** a year.

The scale of the issue is huge, with almost six million serious hazards in UK homes that would cost an estimated **£21bn** to remedy.



Dampness No.1 Enemy

**Over 80% of all reported
building defects are
attributable to dampness
in all of its forms**



Who would be a Landlord?

Housing
Ombudsman Service

**Spotlight on:
Damp and mould**

It's not lifestyle



Who would be a Landlord?



HOUSE OF COMMONS
LIBRARY

BRIEFING PAPER

Number CBP08185, 14 December 2018

Homes (Fitness for Human Habitation) Bill 2017-19



Who would be a Landlord?



Building Safety Act 2022

CHAPTER 30



Introduction

Social Housing (Regulation) Bill [HL] 2023

- **The key findings are:**
- Better performing landlords manage their data well. They have accurate and up-to-date information about tenants' homes, and they use it to find and resolve problems proactively.
- Strong oversight from boards or councillors is essential. They should gain assurance that landlord management teams are responding effectively when tenants raise concerns.
- Some boards and councillors had limited oversight of the condition of tenants' homes, and in some cases they didn't have specific processes for identifying and tackling damp and mould.



Who would be a Landlord?





Awaab's Law



Department for Levelling Up,
Housing & Communities

*Department for Levelling Up, Housing and
Communities*

Professor Michael Parrett
michael@michaelparrett.co.uk

Email: correspondence@levellingup.gov.uk

www.gov.uk/dluhc

Our Ref:28914361

Date: 7 July 2023

Dear Professor Michael Parrett,

Thank you for your letter of 11th June 2023 to the Secretary of State concerning Awaab's Law and offering your contributions to this work. Your letter has been passed to me for a response as my team is responsible for Awaab's Law.

The death of a child, especially one as young as Awaab Ishak, is always heart breaking. For it to have been entirely preventable makes it doubly so. We know that damp and mould can have a serious impact on the health of tenants and it is unacceptable for anyone to have to live in such conditions.

Awaab's case has thrown into sharp relief the need for this Government to continue its mission to reset and rebalance the tenant/landlord relationship in this country. It's crucial that everyone learns from the mistakes that led to the tragic death of Awaab. Government, Local Authorities and providers of social housing must work collaboratively and double down on our efforts to provide the high-quality social housing this country deserves.

We have now introduced 'Awaab's Law' through the Social Housing Regulation Bill. Awaab's Law will require the Secretary of State to set out new requirements for landlords to address hazards such as damp and mould in social homes within fixed time periods. The details of the requirements themselves, including time limits for action, will be settled through consultation over coming months.

Unfortunately, we are not able to offer a meeting at this stage, but we would certainly value your input into Awaab's Law as it develops, so I strongly encourage that you provide evidence to the Government's Awaab's Law consultation when it is launched.

Thank you again for writing.

Yours sincerely,

Isobel A



**“What matters to our
customers,
Matters to us!”**



But where is the dampness coming from?

- **Building Defect?**
- **Use and Occupation?**
- **Building Design & Construction?**
- **Any combination of above?**



An Ordinary Case of Damp & Mould!





Tangible & Intangible Dampness -Introduction

What is Dampness?



Tangible & Intangible Dampness - Introduction

What is Dry
What is Damp
In different building
elements?



What is **Dry**? What is **Damp**?

- **Timber**
- Plaster
- **Brick**
- Mortar
- **Solid Floors**
- **Air**



Normal Hygroscopic Moisture Content (Dry)

- **Timber** 8.0 – 14.0%
- Plaster 0.2 – 0.5%
- Mortar 0.2 – 1.0%
- **Brick (variations)** 0.2 – 0.5%
- **Solid floors** 75.0% RH
- **Air** Typically 45-60.0% RH



Damp – Porosity Moisture Content (Free Water)

- | | | | |
|-----------------------|----------------------|---|----------------------------|
| • Timber | 20.0 – 22.0% | • Electrical resistance meter | |
| • Plaster | above 1.0% | • Calcium Carbide/
Gravimetric | BRE 245 |
| • Mortar | above 1.0% | • Calcium Carbide/
Gravimetric | BRE 245
BS 6576 |
| • Brick | above 1.0% | • Calcium Carbide/
Gravimetric | BRE 245
BS 6576 |
| • Solid floors | above 75.0%RH | • Hygrometer | BS8203 |
| • Air | above 70.0%RH | • Hygrometer | BS 5250 |

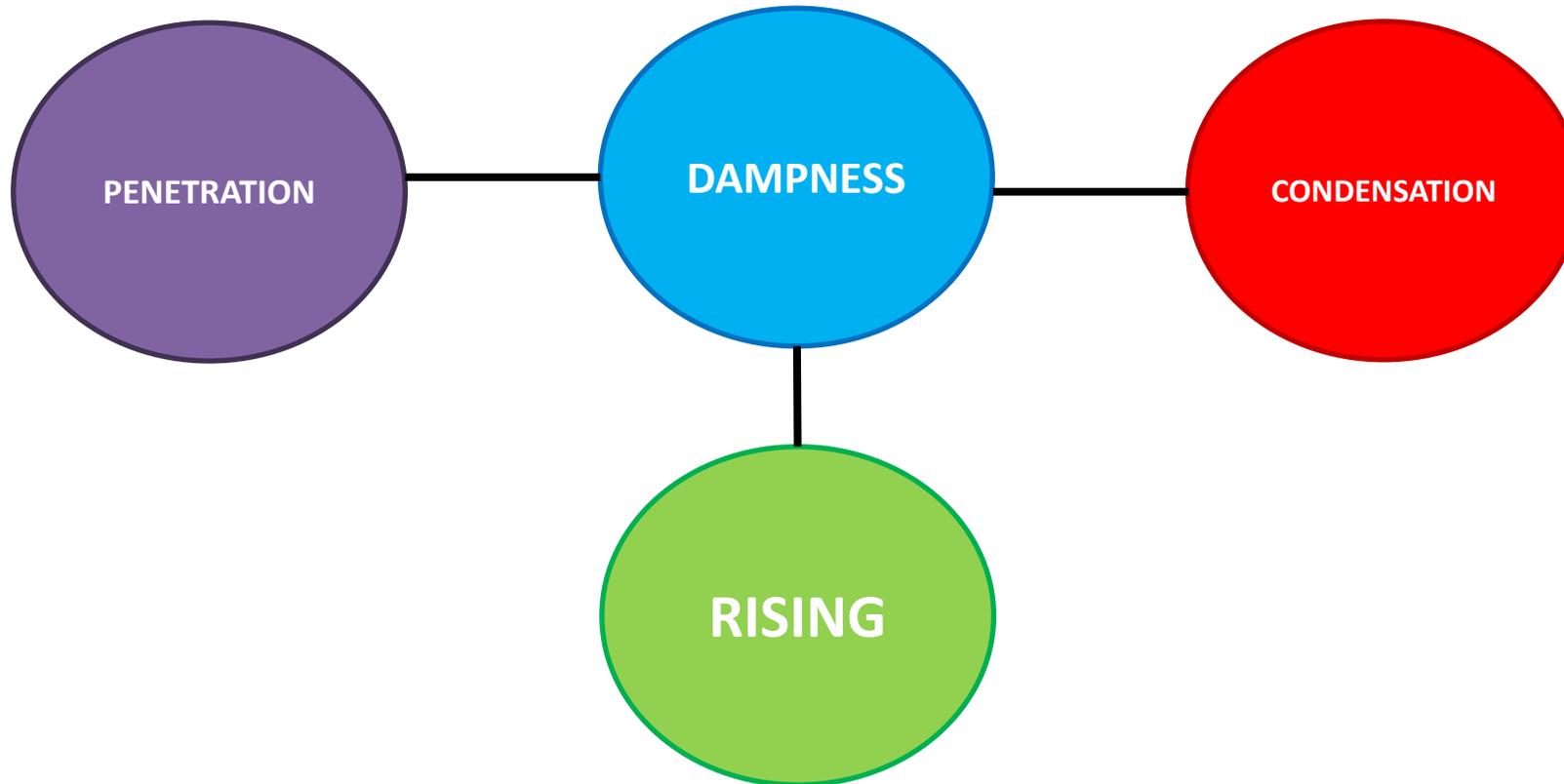


Tangible & Intangible Dampness -Introduction

What are the causes of dampness?



WHAT ARE THE CAUSES OF DAMPNESS IN BUILDINGS?





What Causes these to Occur?

Penetrating Damp

- Leaking gutters and rainwater pipes
- Leaking potable water pipes
- Poor external pointing
- Blocked cavity walls
- Defective sealant around windows and doors.
- Raised external abutting ground levels.
- Roofing defects
- Window and door defects

Rising Damp

- Failure of DPC
- Bridged DPC; raised external ground levels
- No DPC
- Leaking potable water pipes i.e. water mains, internal plumbing
- High water table – hydrostatic pressure
- Flooding
- Leaking gutters and rainwater pipes
- Failed underground drainage
- Blocked cavity walls



Condensation

- Design Layout of the building:
- Construction of the buildings
- Under heating – fuel poverty (definition)
- Overcrowding
- Lack of adequate ventilation.
- Blocked vents
- Unvented tumble dryers
- Drying clothes over radiators
- Use of liquid fuels i.e. calor gas
- Removal of kitchen doors



What Causes these to Occur?

Penetrating Damp

- Leaking gutters and rainwater pipes
- Leaking potable water pipes
- Poor external pointing
- Blocked cavity walls
- Defective sealant around windows and doors.
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Rising Damp

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- High water table – hydrostatic pressure
- Flooding
- Leaking gutters and rainwater pipes
- Failed underground drainage
- Blocked cavity walls



Condensation

- Design Layout of the building:
- **Do you heat or eat?**
- Overcrowding
- Lack of adequate ventilation
- Unvented tumble dryers
- Drying clothes over radiators
- Use of liquid fuels i.e. calor gas
- Cooking, washing, bathing



Cavity Wall







10 COMMON CAUSES OF RISING DAMPNESS – What is missing?





What is missing?

Failed Damp Proof Course





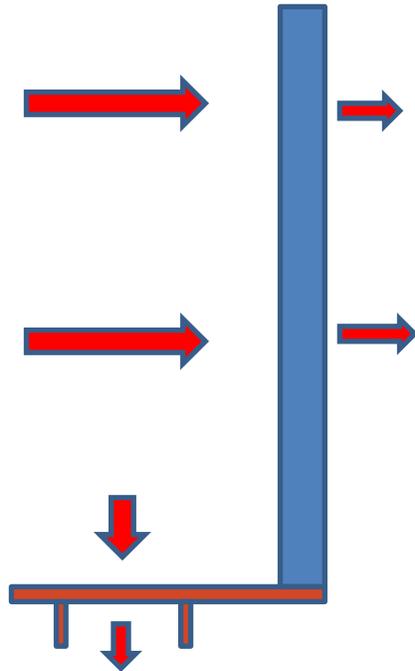
Condensation & Mould



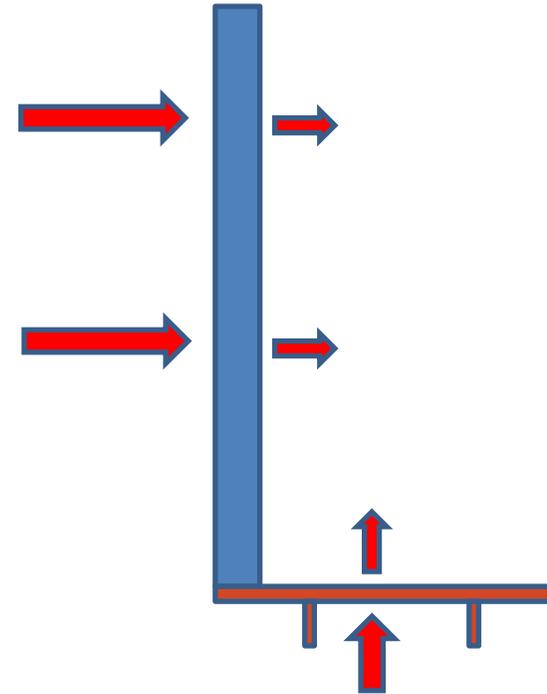


VAPOUR MOVEMENT

WINTER



SUMMER





Warnings of installing EWI

bre

www.bre.co.uk

Solid wall heat losses and the potential for energy saving

Consequences for consideration to maximise SWI benefits:
A route-map for change

Prepared for: Dr Elizabeth Milsom
Date: 02 Mar 2016





Warnings of installing EWI

- Increased risk of overheating when outside temperature rises above 28°C.
- Increased risk of higher relative humidity – associated with mould growth.
- Shifting of thermal bridging to new points.
- Increased risk of dry & wet rot to timber and insect attack.
- Increased risk of interstitial condensation.
- Long term reduction in internal air quality.



Condensation Mechanism

- Example from the Psychrometric chart
- In this example should the internal air temperature drop by 10 Celsius then the air would have to give up 9 grams per kilogram of moisture from the air – effectively halving the amount of moisture the air can retain. The vapour pressure almost halves as well!
- Efficiency of humidi-stat extractor fans is reduced.
- If any internal surface is below the DEW point temperature of the air then the excess water vapour from the air will turn to liquid water and a condensate forms.

AIR TEMP CELSIUS	WATER VAPOUR GRAMS PER KILO OF AIR	VAPOUR PRESSURE MILLIBARS KPA X 10
25	20	32
20	15	23
15	11	17



What Is A Dry, Moist And Wet Occupancy?

Table B.3 — Daily moisture generation rates for households

Number of persons in household	Daily moisture generation rates		
	Dry occupancy ^a kg	Moist occupancy ^b kg	Wet occupancy ^c kg
1	3.5	6	9
2	4	8	11
3	4	9	12
4	5	10	14
5	6	11	15
6	7	12	16

- ^a Dry occupancy: where there is proper use of ventilation, it includes those buildings unoccupied during the day; results in an internal pressure of up to 0.3 kPa in excess of the internal vapour pressure.
- ^b Moist occupancy: where internal humidities are above normal; likely to have poor ventilation; possibly a family with children, water vapour excess is between 0.3 kPa and 0.6 kPa.
- ^c Wet occupancy: ventilation hardly ever used; high moisture generation; probably a family with young children, water vapour pressure excess is greater than 0.6 kPa

















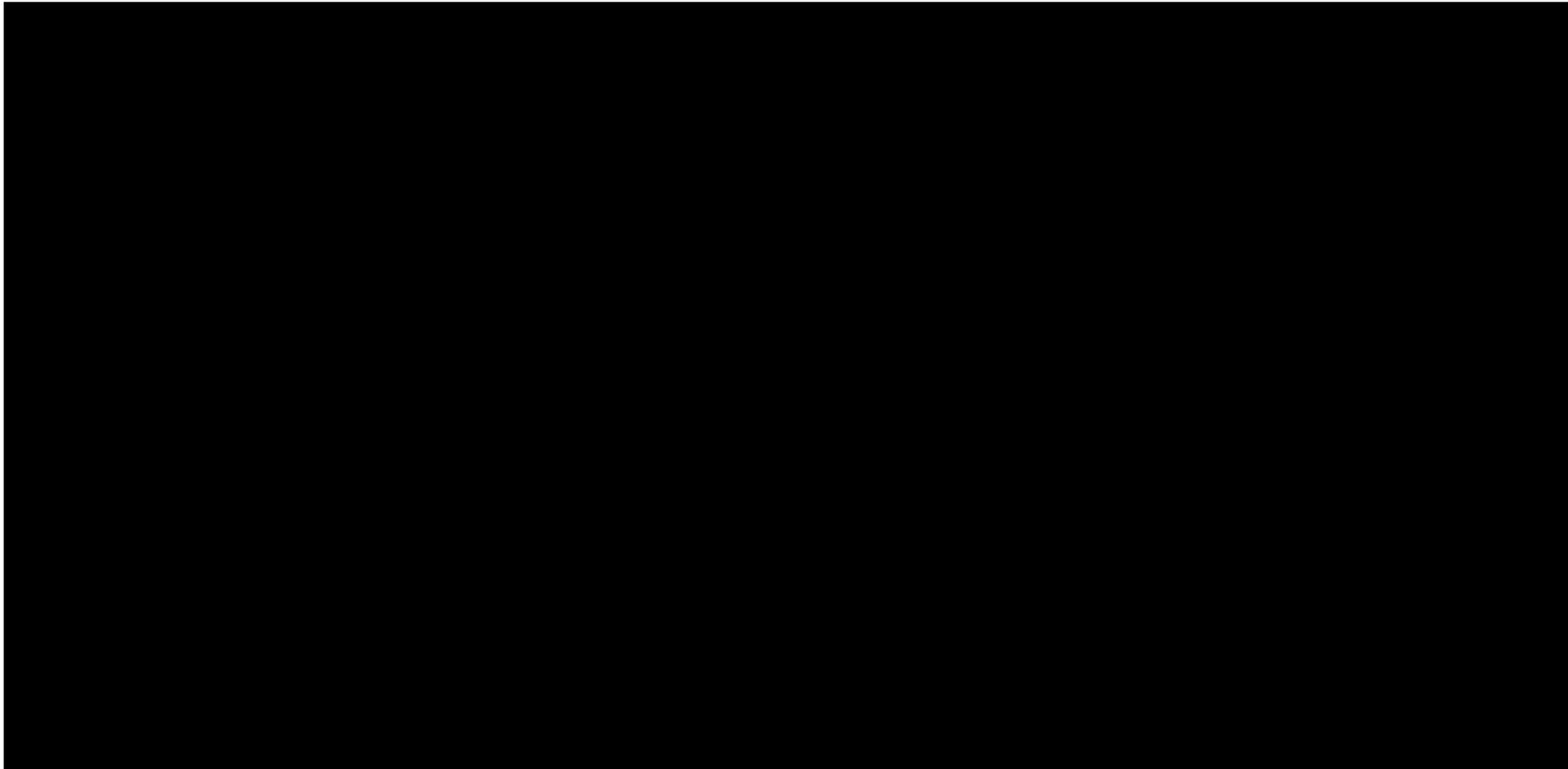
Retrofit Chemical DPC Injection Clip







Building Pathology Trailer





That's it!

Thank you for listening!

How Service Providers can make use of the new asset management solution

Simon Davis (M3 / Rand)





M3Vision

How Service Providers make use of new online asset management solution

 020 8274 4000  m3h.co.uk

 [linkedin.com/company/m3housing](https://www.linkedin.com/company/m3housing)



Why is it necessary?

INSIDE
HOUSING

REGULATION
DEVELOPMENT
FINANCE
ASSET MANAGEMENT
MORE TOPICS

NEWS
IH LIVE
COMMENT
INSIGHT

Five-year stock condition surveys may no longer be enough, says Regulator of Social Housing

NEWS 10.05.23 3.00 PM BY JAMES RIDING

Rolling five-year stock condition surveys may no longer meet the Regulator of Social Housing's (RSH) standards, its chief executive has warned.

Fiona MacGregor explained that the methodology could no longer be sufficient for landlords that relied on an out-of-date, unsophisticated approach to data-gathering.

She continued: "If your starting point is already quite out of date... and you're not using other sources of data to feed in to that overall picture: calibrating repairs, requests from tenants, calibrating complaints, looking at whether or not damp and mould in one property is endemic in an estate... If you're not taking all that information together and relying on a slightly out-of-date, slightly less sophisticated, slightly less proactive approach, it may no longer be enough.

Introduction to M3Vision

An Asset Management database that allows you full sight of all maintenance, both past and projected

01

The first database of its kind to be specifically built around the M3NHF Schedule of Rates, to combine responsive & planned works

02

Underpinned by a centralised Schedule of Rates database, ultimately giving users easy access to benchmarking and audit capability

03

An accessible software solution giving users the full functionality to update the database independently

04

A completely user configurable, secure, hosted web-based system

Introduction to M3Vision

An Asset Management database that allows clients to know their stock

01

Full Decent Homes and HHSRS functionality

02

Fully auditable reporting

03

Data from all sources – including SOR

04

Integration with other packages

05

Designed for end users

06

Unique Condition Scores

Service Providers

- 01 How do clients generate accurate work lists?
- 02 Feed in completed works / updated info
- 03 Added value for clients
- 04 User/licencing permissions
- 05 Integration with others
- 06 Certification/photos

Summary Information



Search...

Search



Dominic Higgins
Rand Associates

Total Assets

106



Completed Inspections

37.74%



Average Condition Rating

54.81%



RECENTLY VISITED PROPERTIES

UPRN	Address	Visit Type	Data Source	Survey Date
PATI0010	1, Patient Road, Barry, RH2 8HT	SCS	Rand Surveyor	28/06/2023
PATI0010	1, Patient Road, Barry, RH2 8HT	SCS	Rand Surveyor	28/06/2023
PATI0010	1, Patient Road, Barry, RH2 8HT	SCS	Rand Surveyor	28/06/2023
PATI0010	1, Patient Road, Barry, RH2 8HT	SCS	Rand Surveyor	28/06/2023
MILL0030	Flat 3, Miller House, New Town, CH41 1FN	SCS	Rand Surveyor	06/06/2023
PATI0070	7, Patient Road, Barry, RH2 8HT	SCS	Rand Surveyor	05/06/2023
PATI0070	7, Patient Road, Barry, RH2 8HT	SCS	Rand Surveyor	05/06/2023
RAND0080	8, Rand Grove, Seacoastis, ME1 7GR	SCS	Rand Surveyor	05/06/2023
HOLL0120	12, Holliday Crescent, Char Dir, RH13 6DW	SCS	Rand Surveyor	05/06/2023
HOLL0120	12, Holliday Crescent, Char Dir, RH13 6DW	SCS	Rand Surveyor	05/06/2023

ASSET MAP



SURVEYOR VISITS (7 DAYS)

There have been no surveys conducted in the last week.

Property View (1)

- M3Vision
- ASSETS
 - Advanced Search
 - Cloning
 - Add Asset
- REPORTING
 - Forecasting
 - Energy
 - Reports
 - Audit Log
- SURVEYS
 - Survey Design
 - Quarantine
- CONFIGURATION
 - Manage
- DATA
 - Import
 - Export
 - Tasks

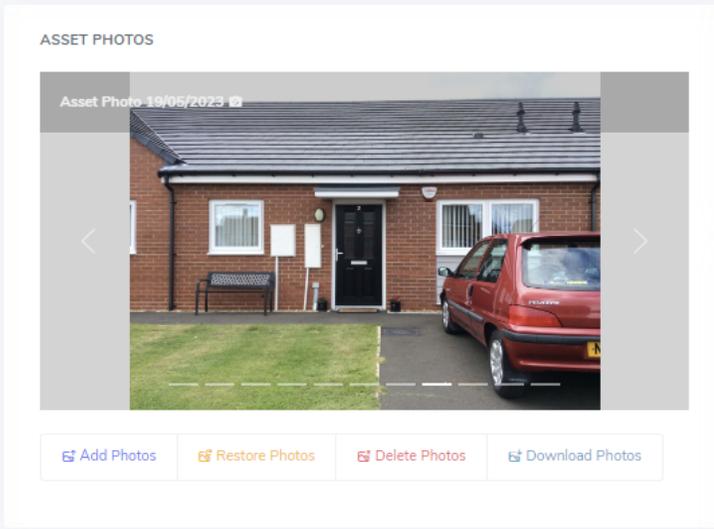
42, SEAFIELD DRIVE, WALLASEY, CH45 0LW

UPRN: 42SEA0LW
 Parent UPRN: -
 Last Update: Dominic Higgins on 22/06/2023 18:00:17

Property Type: Bungalow
 Build Form: Detached

Build Type: Traditional
 Number of Beds: 4 Bed

Era: 1967-1982
 Area: Vidas Court



DUE IN THE NEXT 5 YEARS £ **£9,605**

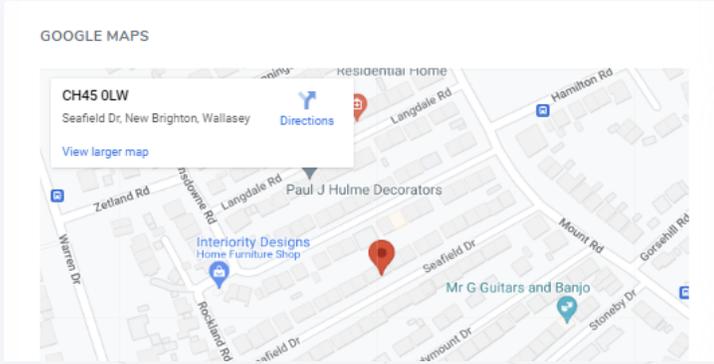
CONDITION RATING **48.51%**
 Change 24.17% ↓

CURRENT V POTENTIAL EPC **41/81**

DECENT HOMES
 Refresh Last Update: just now
 Current cost: £0
 Future cost: £0

ASSET CONDITION DATA :- SURVEYED

Subsection	Item / Value	Quantity	UoM	Cost	Install Year	Data Source	Est. Renew Year
Pitched Roof Covering	Concrete Tile Roof Covering	1	PD	£9,362	2000	Simon Davis	2023
Bathroom	Bath/WC/WHB	1	No.	£2,437	2000	ManualUpdate	2050
Kitchen	Large Kitchen (Over 15.01SM)	1	No.	£5,047	1980	Completed Works	2032
Heat Source	Condensing Combi Boiler	1	No.	£1,690	2005	Dominic Higgins	2030
Door (Rear)	Timber Rear Door	1	No.	£464	2000	Client Update	2030
Door (Front)	Composite Front Door	1	No.	£842	2000	Completed Works	2053
Driveways	Drives: Tarmac	20	SM	£1,427	2000	Planned Maintenance	2030



HHSRS

Hazard Name	Score	Band	Comment	Identified by	Identified on	Edit	Resolve?
Damp and mould growth	8.73	J		Dominic Higgins	07/06/2023	Edit	<input type="checkbox"/>
Radiation	269.93	E		Dominic Higgins	20/06/2023	Edit	<input type="checkbox"/>

Property View (2)

- ASSETS
 - Advanced Search
 - Cloning
 - Add Asset
- REPORTING
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- SURVEYS
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42, SEAFIELD DRIVE, WALLASEY, CH45 0LW

UPRN: 42SEA0LW
Parent UPRN: -

Property Type: Bungalow
Build Form: Detached

Build Type: Traditional
Number of Beds: 4 Bed

Era: 1967-1982
Area: Vidas Court

Last Update: Dominic Higgins on 22/06/2023 18:00:17



Location Map Street View

Hazard Name	Score	Band	Comment	Identified by	Identified on	Edit	Resolve?
Damp and mould growth	8.73	J	ⓘ	Dominic Higgins	07/06/2023	Edit	<input type="checkbox"/>
Radiation	269.93	E	ⓘ	Dominic Higgins	20/06/2023	Edit	<input type="checkbox"/>

ASSET ATTRIBUTES

Attribute Item Description	Attribute Value
Residence Type	S/C Full
Number of Storeys	1

SURVEY ATTRIBUTES

Attribute Item Description	Attribute Value
Survey Programme 2023	Phase 1

- RECENT COMMENTS
- Asset Comment**
Dominic Higgins: Damp in kitchen
15-05-2023 11:57:47
 - Asset Comment**
Simon Davis: No radiators
18-04-2023 02:02:54
 - Asset Comment**
Dominic Higgins: Condensation in bathroom
21-03-2023 09:58:56
 - Asset Comment**
Dominic Higgins: Ramp at rear
21-03-2023 09:54:00

ENERGY SCORES

ⓘ There are no energy scores for this Asset. Please run an energy report.

EPC DATA

Score	Energy Rating	Current	Potential
92+	A		
81-91	B		81 B
69-80	C		
55-68	D		
39-54	E	41 E	
21-38	F		
1-20	G		

ASSET VISITS

Export

Property View (3)

M3Vision

ASSETS

- Advanced Search
- Cloning
- Add Asset

REPORTING

- Forecasting
- Energy
- Reports
- Audit Log

SURVEYS

- Survey Design
- Quarantine

CONFIGURATION

- Manage

DATA

- Import
- Export
- Tasks

42, SEAFIELD DRIVE, WALLASEY, CH45 0LW

UPRN: 42SEA0LW Parent UPRN: -

Property Type: Bungalow Build Type: Traditional Era: 1967-1982

Build Form: Detached Number of Beds: 4 Bed Area: Vidas Court

Last Update: Dominic Higgins on 22/06/2023 18:00:17

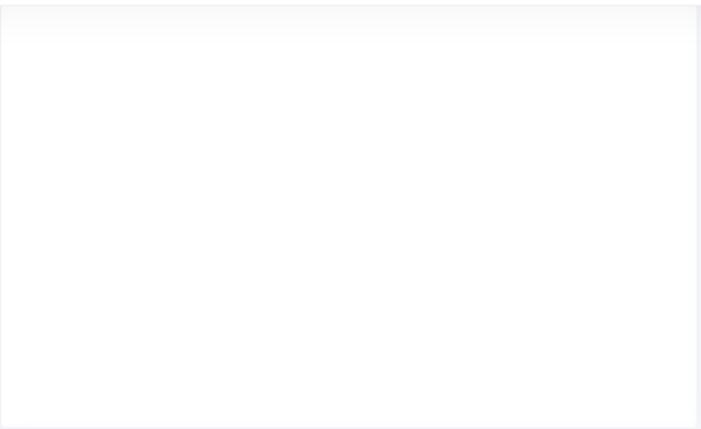
Simon Davis: No radiators
18-04-2023 02:02:54

Asset Comment
Dominic Higgins: Condensation in bathroom
21-03-2023 09:58:56

Asset Comment
Dominic Higgins: Ramp at rear
21-03-2023 09:54:00

ASSET VISITS

Visit Type	Data Source	Survey Date	Recommended Next Survey	Access Type
Desktop SCS	ManualUpdate	21/03/2023	21/03/2023	Unknown
RdSAP	Rand Surveyor	22/03/2023	22/03/2028	Successful
SCS	M3 Surveyor	21/03/2023	21/03/2028	Unknown
SCS	Rand Surveyor	03/05/2023	03/05/2028	Successful
SCS	Rand Surveyor	03/05/2023	03/05/2028	Successful
SCS	Rand Surveyor	03/05/2023	03/05/2028	Successful
SCS	Rand Surveyor	03/05/2023	03/05/2028	Successful
SCS	Rand Surveyor	03/05/2023	03/05/2028	Successful



RELATED PROPERTIES

UPRN	Number	Block	Address Line 1	Post Code	Property Type
------	--------	-------	----------------	-----------	---------------

FILE STORE

Choose File No file chosen

Name	Upload Date	Size	Action
M3Vision Brochure.pdf	22/03/2023 10:39:47	525 KB	

[Back to Overview](#)

Configuration



Search ...

Search

ASSETS

Advanced Search

Cloning

Add Asset

REPORTING

Forecasting

Energy

Reports

Audit Log

SURVEYS

Survey Design >

Quarantine

CONFIGURATION

Manage >

Schedule of Rates

Attributes

Assets

Condition Rating

Photo Naming

Asset Location Data

DATA

Schedule of Rates Configuration

Select Table to amend:

Section

SECTION

Existing Sections

Add New Section

- Adaptations
- Asset Details
- Bathrooms
- Block Decoration
- Common Areas
- Dampness
- Decent Homes
- Decoration
- Disrepair
- Drainage
- Electrics
- External Doors
- External Walls
- External Works
- Garage

Edit Section

Delete Section

SUBSECTION

Existing Sub-Sections

Add New Subsection

- Bathroom
- Bathroom Extractor Fan
- Bathroom Extractor Fan - Make and Mo
- Bathroom - Location
- Secondary WC
- Wash Hand Basin

Edit Subsection

Delete Subsection

ITEM

Existing Items

Add New Item

- Bath/WC/WHB
- Shower/WC/WHB
- Bath/Shower/WC/WHB
- Wet Room

Edit Item

Delete Item

SOR DATA

UOM: Number
Rate: 2437.35
Life Cycle: 30
Max Life: 30
Max Quantity: 2
Min Quantity: 1
Unscheduled:

Survey Forms

M3Vision

ASSETS

- Advanced Search
- Cloning
- Add Asset

REPORTING

- Forecasting
- Energy
- Reports
- Audit Log

SURVEYS

- Survey Design
- Standard
- New
- Edit
- Validation
- Quarantine

CONFIGURATION

- Manage
- Schedule of Rates
- Attributes
- Assets
- Condition Rating
- Photo Naming
- Asset Location Data

DATA

- Import
- Export

☰



EDIT SURVEY WIZARD

Base Survey

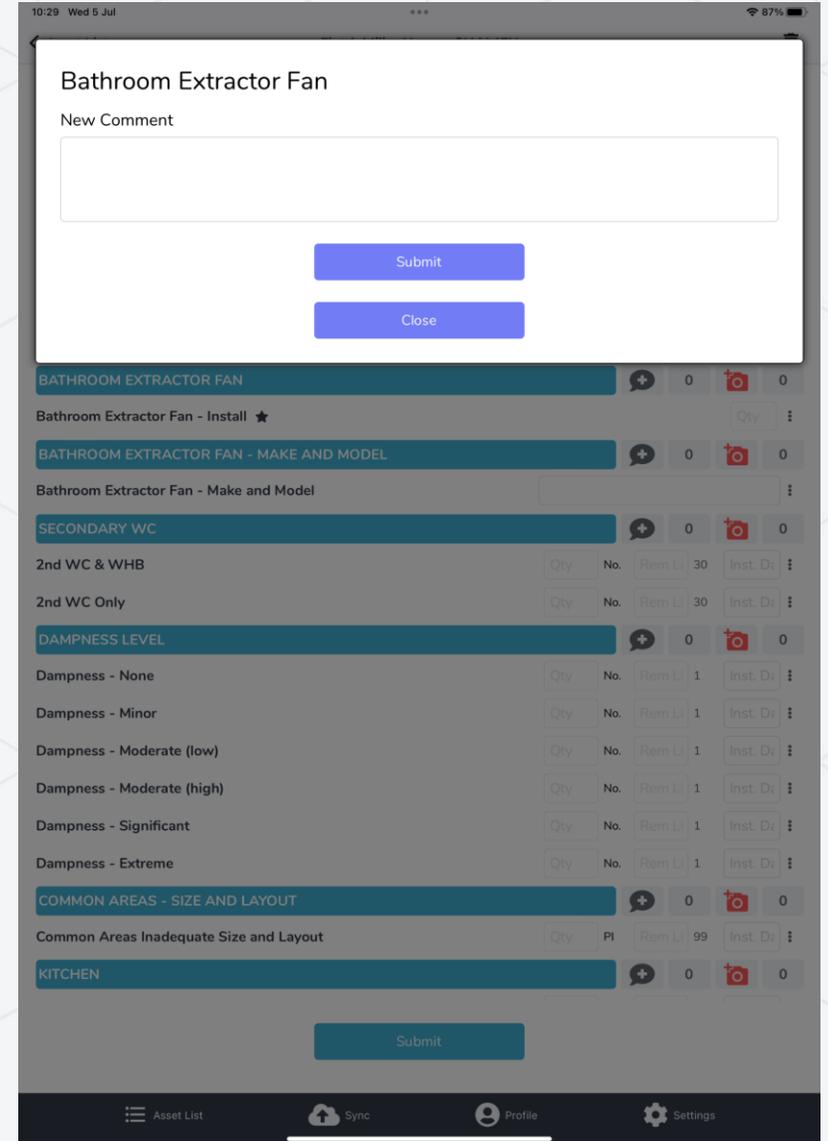
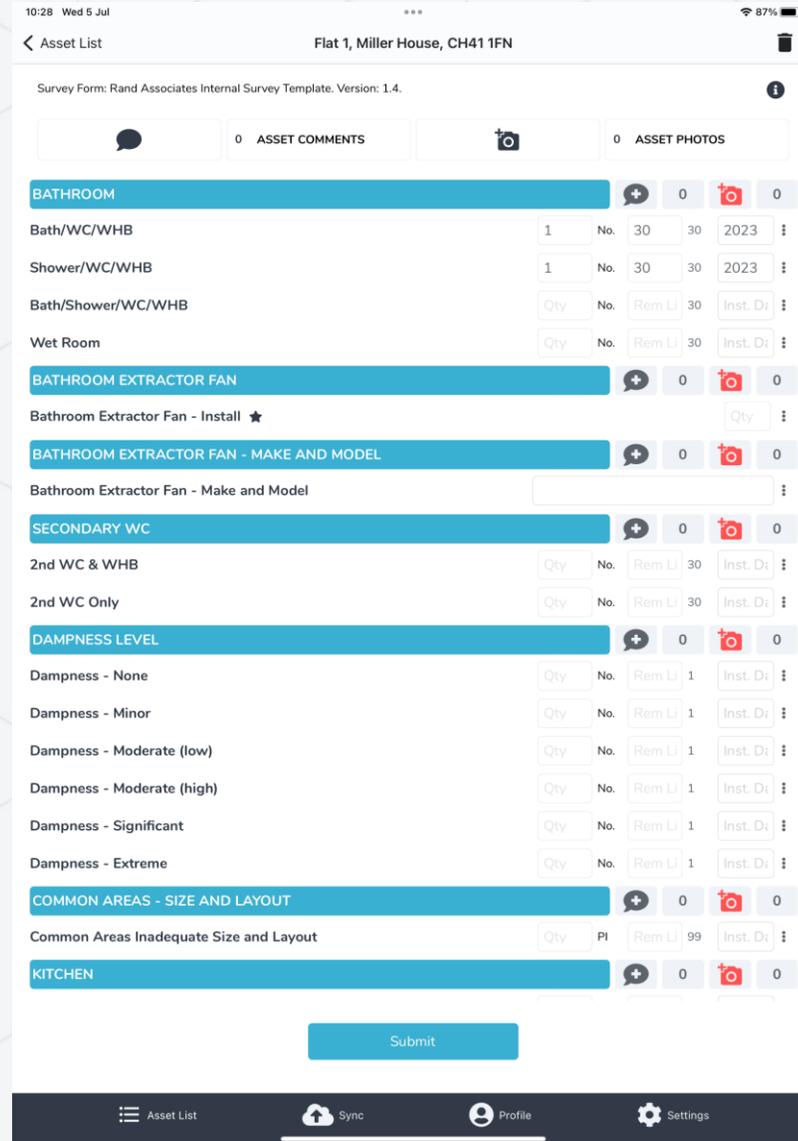
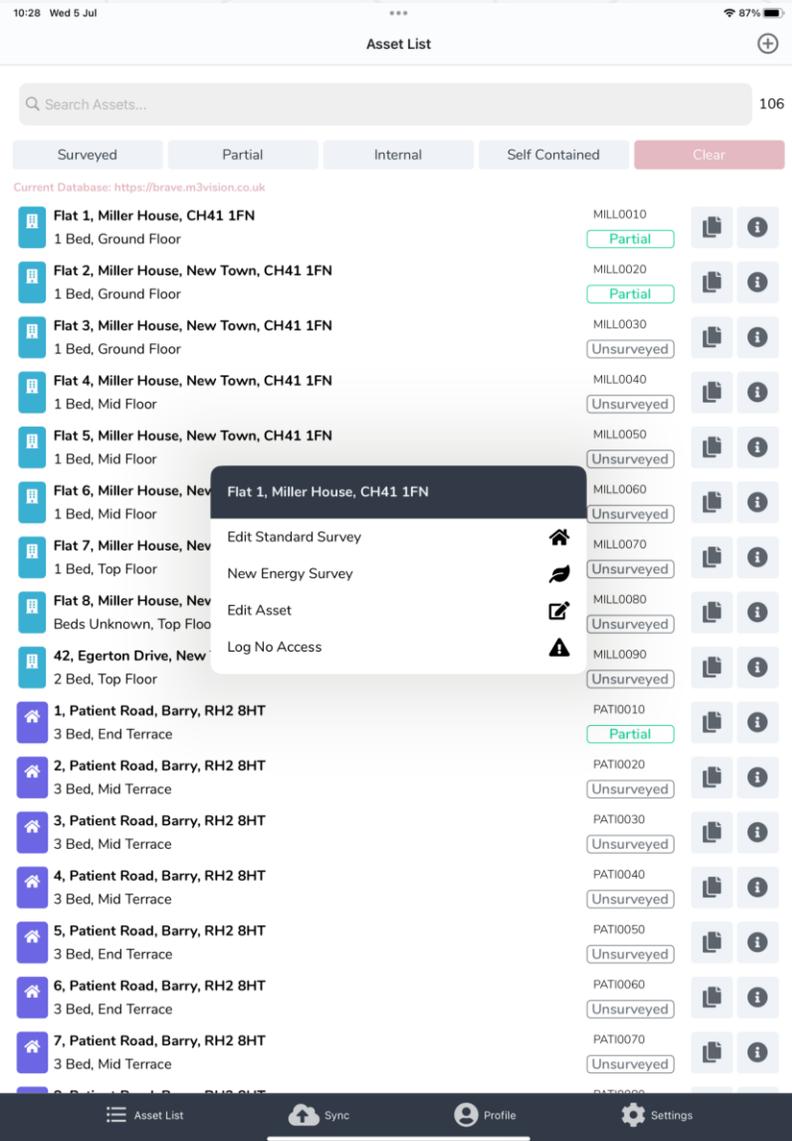
Configuration

Walk Order

Finish

- Adaptations
- Asset Details
- Bathrooms
 - Bathroom
 - Mandatory
 - Photo Required
 - Bath/Shower/WC/WHB
 - Bath/WC/WHB
 - Shower/WC/WHB
 - Wet Room
 - Bathroom - Location
 - Bathroom Extractor Fan
 - Mandatory
 - Photo Required
 - Bathroom Extractor Fan
 - Bathroom Extractor Fan - Install
 - Bathroom Extractor Fan - Make and Model
 - Mandatory
 - Photo Required
 - Secondary WC
 - Mandatory
 - Photo Required
 - 2nd WC & WHB
 - 2nd WC Only
 - Wash Hand Basin
- Block Decoration
- Common Areas
- Dampness
 - Dampness Level
 - Mandatory
 - Photo Required
 - Dampness - Extreme
 - Dampness - Minor
 - Dampness - Moderate (high)
 - Dampness - Moderate (low)
 - Dampness - None
 - Dampness - Significant
- Decent Homes

M3Vision – Collecting Data



Quarantine Area



sea

Search



Simon Davis
Rand Associates

ASSETS

Advanced Search

Cloning

Add Asset

REPORTING

Forecasting

Energy

Reports

Audit Log

SURVEYS

Survey Design

Standard

New

Edit

Validation

Quarantine

CONFIGURATION

Manage

Schedule of Rates

Surveyor

All

Survey date from

dd/mm/yyyy



to

dd/mm/yyyy



Filter

Clear

Approve all

UPRN	Address	Archetype	Survey Date	Surveyor	Photo Count	Condition Data Count	Energy Condition Data Count	Comment Count	HHSRS Risk Flagged	Total Cost	Action
PATI0050	5, Patient Road, Barry, RH2 8HT	3 Bed House Traditional 1950-1966	26/05/2023	Rand Surveyor	0	1	0	0	False	£0	Approve -
MILL0060	Flat 6, Miller House, New Town, CH41 1FN	1 Bed Flat Traditional 1983-1990	02/05/2023	Rand Surveyor	3	3	0	1	False	£7,312	Approve -
PATI0100	13, Crescent Road, Barry, RH2 8HT	3 Bed House Traditional 1950-1966	05/06/2023	Rand Surveyor	0	1	0	0	False	£0	Approve -
MILL0090	42, Egerton Drive, New Town, CH41 1FN	2 Bed Flat Traditional 1983-1990	05/06/2023	Rand Surveyor	0	1	0	0	False	£2,437	Approve -
MILL0040	Flat 4, Miller House, New Town, CH41 1FN	1 Bed Flat Traditional 1983-1990	21/04/2023	Rand Surveyor	4	19	15	1	False	£21,766	Approve -
MILL0010	Flat 1, Miller House, CH41 1FN	1 Bed Flat Traditional 1983-1990	03/05/2023	Rand Surveyor	2	10	0	0	False	£24,374	Approve -
42SEA0LW	42, Seafield Drive, Wallasey, CH45 0LW	4 Bed House Traditional 1967-1982	23/06/2023	Rand Surveyor	0	1	0	1	False	£2,437	Approve -
MILL0020	Flat 2, Miller House, New Town, CH41 1FN	1 Bed Flat Traditional 1983-1990	15/05/2023	Rand Surveyor	0	0	14	0	False	£0	Approve -
6SEA	6, Seafield Drive, CH41 1FN	4 Bed Bungalow Traditional 1991-2002	23/06/2023	Rand Surveyor	0	0	43	0	False	£0	Approve -
PATI0020	2, Patient Road, Barry, RH2 8HT	3 Bed House Traditional 1950-1966	23/06/2023	Rand Surveyor	0	0	7	0	False	£0	Approve -

Future Development

Future Development:

- ✓ Detailed investment planning toolkit
- ✓ Compliance
- ✓ Full M3NHF SOR integration
- ✓ Stock viability (NPV)
- ✓ Decent Homes 2
- ✓ Additional Integration
- ✓ Appointment Scheduling



Your challenges
expertly solved
in partnership

Why choose M3Vision



- ✓ Seamless integration
- ✓ Summarised Stock Condition Rating
- ✓ Quick & easy deployment
- ✓ Tailored for you & by you (via control panel)
- ✓ Optimized for mobile devices
- ✓ Easy to use for non-technical staff
- ✓ Works with Schedule of Rates or use bespoke SOR

Questions?

Contact us : Sales@m3h.co.uk

Visit us online: m3h.co.uk/products/m3vision



**Your challenges
expertly solved
in partnership**

CIH Update on the Better Social Housing Review

Dr Matthew Scott (CIH)

Review and the CIH Action Plan What are we doing to support Action 3?

The **Better** _____ **Social Housing** Review _____



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Overview of recommendations and a focus on recommendation three: how can we work together to rethink repairs and maintenance services?

Dr Matthew Scott, CIH

20th July 2023

Background



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Mum tells MPs she'll 'never be the same' after being forced to live in damp and mouldy home

POLITICS | HEALTH | HOUSING | MOULD | Monday 14 March 2022 at 11:44pm



Richard Blakeway is the housing ombudsman

Social landlords must adopt a zero-tolerance approach to damp and stop patronising tenants

INSIGHT

Britain's Housing Shame: A story of shocking conditions and tenants' despair at a lack of action

HOUSING | Sunday 12 September 2021 at 6:30am



Daniel Hewitt
Political Correspondent

Gavin Smart is chief executive of the Chartered Institute of Housing

How we respond to putting issues of quality right will determine how we are seen as a sector

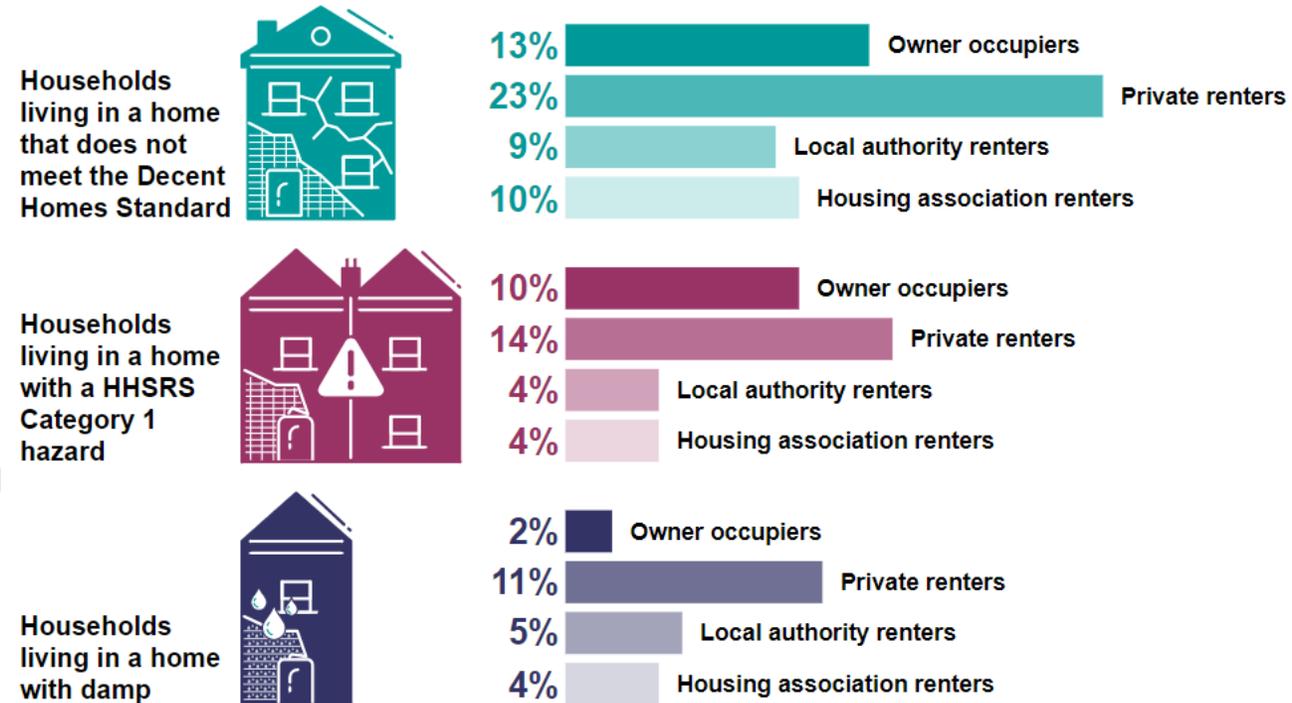
National Housing Federation chief 'sorry' for housing conditions uncovered by ITV

Background – English Housing Survey data



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- Overall quality of housing stock is improving. But around 1 in 10 social rented homes classed as ‘non decent’ (vs 23% private rented, 13% owner occupied)
- Modelling analysis from the Building Research Establishment also suggests high incidences of other hazards, especially trips and falls.



Source: English Housing Survey, 2021-2022

Background – Resolution Foundation research



Chartered Institute of Housing

FIGURE 3: 10 per cent of people reported having all three of the housing quality issues shown below

Proportion of adults reporting problems with housing quality, by housing tenure: UK, 6-12 March 2023

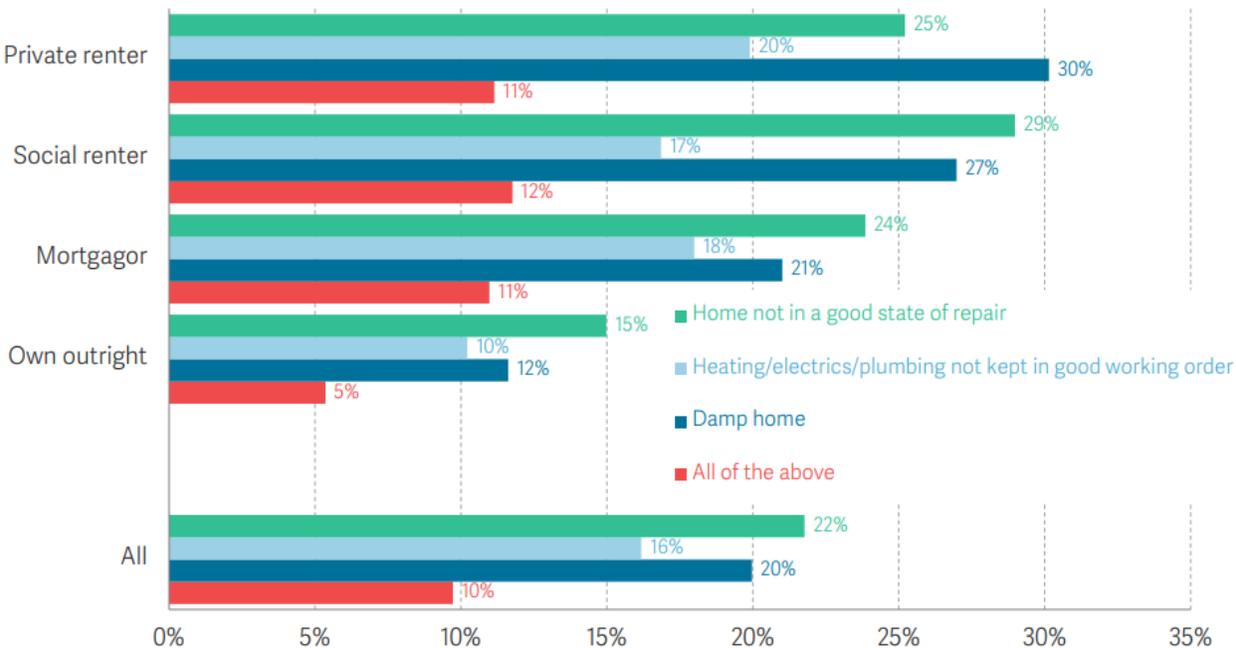
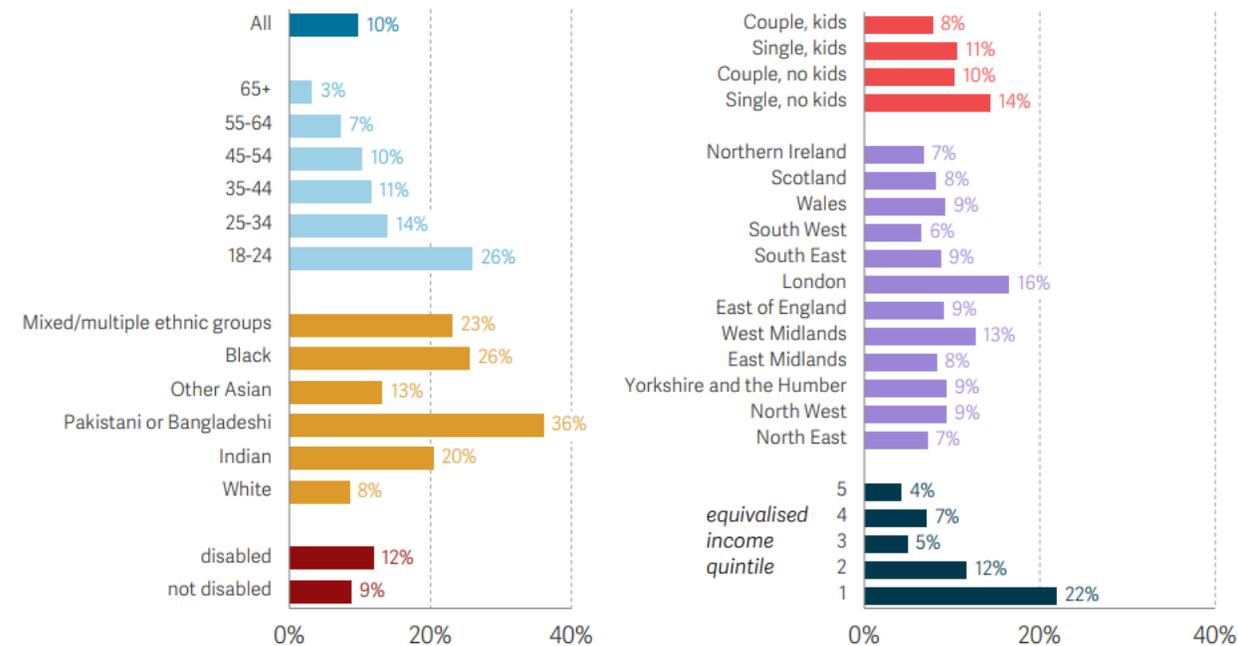


FIGURE 4: Disadvantaged groups are the most likely to be living in poor quality housing

Proportion of adults reporting that they live in poor quality housing: UK, 23-30 November 2022 and 6-12 March 2023



Source: Resolution Foundation, 2023

Better Social Housing Review



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The **Better** **Social Housing** Review

HAVE YOUR SAY



About the review

News

Contact us

Have your say

About the panel



All social housing should feel like a home, a place for people to feel comfortable and safe, where they can live well and thrive.

The poor quality of some social housing has been in the spotlight recently. This review, run by an independent panel, is investigating this issue and wants to hear about your experiences, good and bad.

MORE ABOUT THE PANEL

www.bettersocialhousingreview.org.uk

Context



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Review panel looked at quality of social housing in England through different lenses including:

- Challenges of managing & developing housing stock
- Culture, complaints & communication
- Stigma & discrimination
- Tenant voice & power
- Sustainability & climate change
- Workforce
- Health
- Access to data & information

“We believe that good quality housing is a basic human right. The places that we call home have a significant impact on our health and happiness and on what we can achieve in our lives.”

Recommendations



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1. Every housing association, and the sector as a whole, should refocus on their core purpose and deliver against it



2. Housing associations should work together to conduct and publish a thorough audit of all social housing in England



3. Housing associations should partner with tenants, contractors and frontline staff to develop and apply new standards defining what an excellent maintenance and repairs process looks like.

Recommendations cont.



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4. The Chartered Institute of Housing should promote the traditional housing officer role as a supported and valued employment opportunity with a Chartered Institute of Housing recognised programme of training and continuing development.



5. Housing associations should work with all tenants to ensure that they have a voice and influence at every level of decision making across the organisation, through both voluntary and paid roles.

Recommendations cont.



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6. Housing associations should develop a proactive local community presence through community hubs which foster greater multi-agency working.



7. Housing associations should support tenants and frontline staff to undertake an annual review of the progress each organisation is making in implementing this review's recommendations

Structural inequalities



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*“Many tenants face structural inequalities, especially people from black and minority ethnic communities, those with disabilities and single parent households. Serious concerns were raised with the panel about the systemic disadvantage still being faced by black and minority ethnic communities in particular. **Structural inequalities and racism are threads that run throughout the report and tackling them has underpinned all the recommendations the panel is making.**”*

Action to address inequalities will be picked up as part of the sector action plan

Focus on repairs and
maintenance



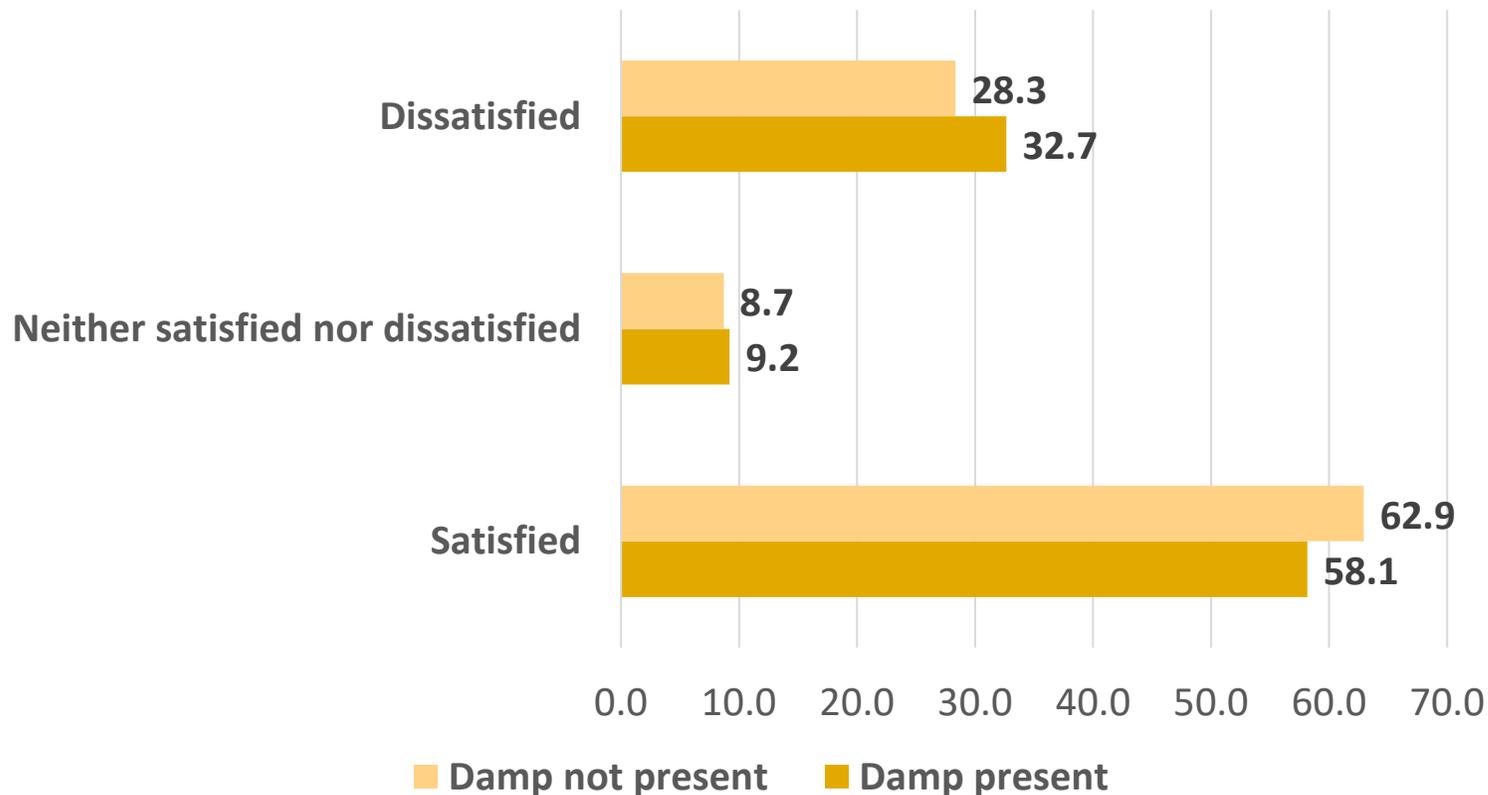
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Satisfaction with repairs and maintenance services



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Proportion (%) of English Housing Survey (2021-22) respondents satisfied or dissatisfied with repairs and maintenance services, social renters only



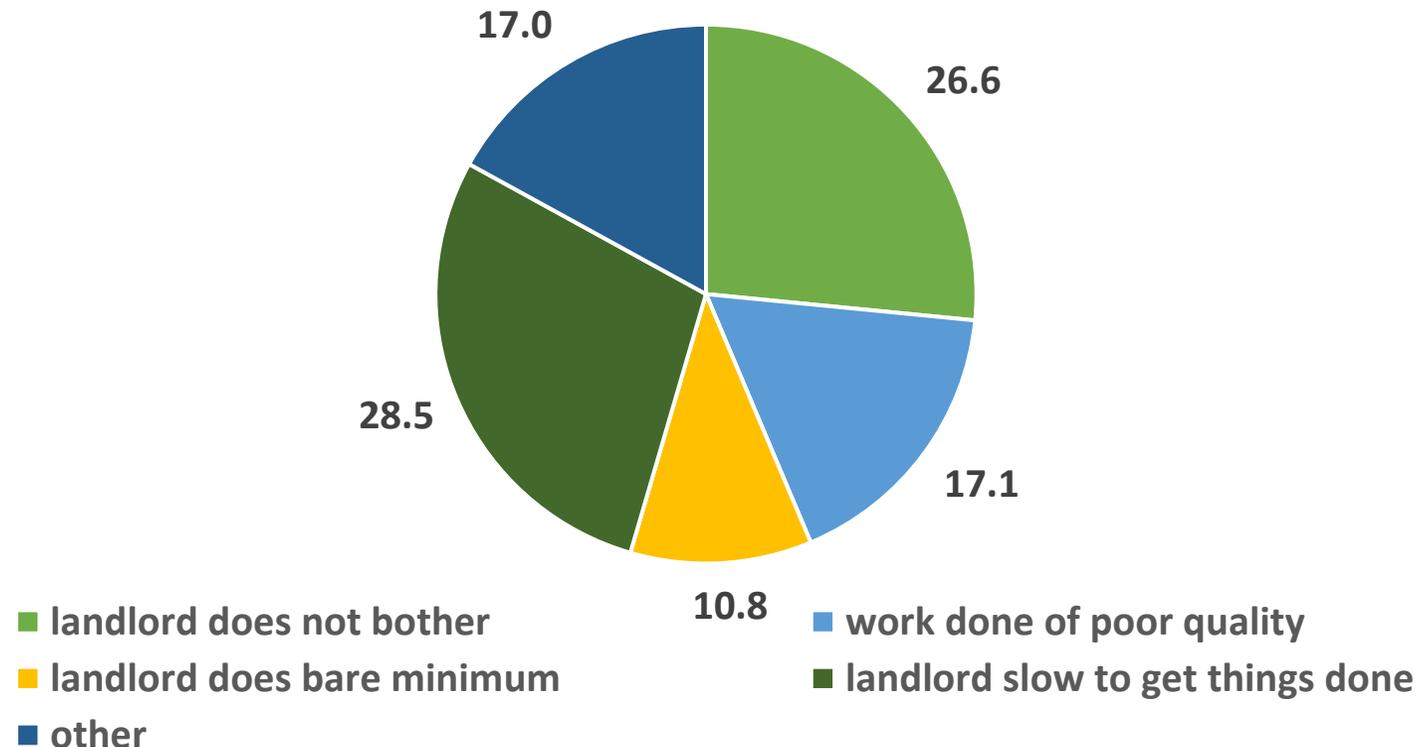
- Around one in three social renters were dissatisfied with the repairs and maintenance services offered by their landlord in 2021/22
- Higher rates of dissatisfaction were where homes had damp
- As this is representative of the social housing population, it equates to over a million households dissatisfied

Reasons for dissatisfaction



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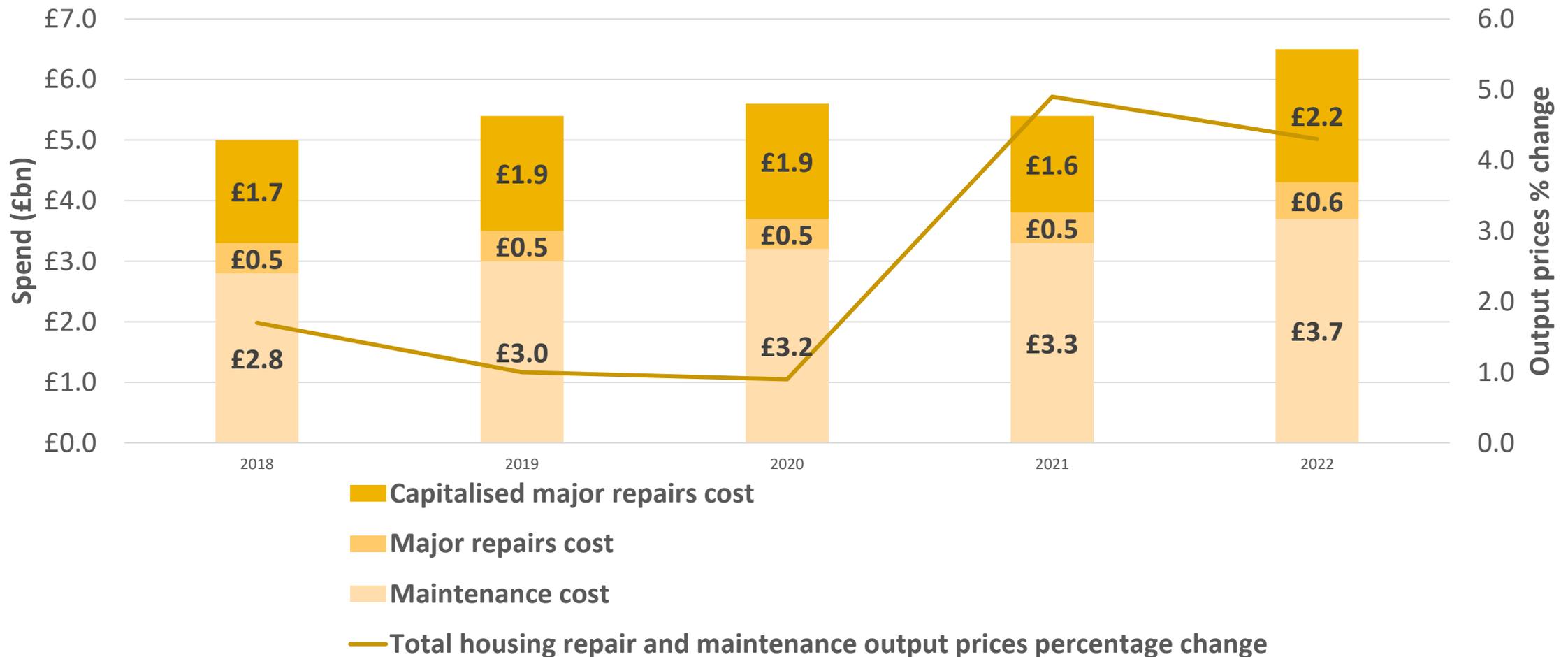
Main reason for dissatisfaction with repairs and maintenance, 2021-2022 English Housing Survey (%)



Repairs and maintenance spending



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A need to listen better to people 'closest to the reality'



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3. Housing associations should partner with tenants, contractors and frontline staff to develop and apply new standards defining what an excellent maintenance and repairs process looks like.

*“The specific recommendation of the panel in this area, however is that housing associations should use the **experience and knowledge of those closest to the reality of the landlord’s handling of maintenance and repairs – the tenants, contractors and frontline staff – and partner with them to develop and apply new standards defining what an excellent maintenance and repairs process looks like.**”*

Taking forward the recommendation



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Action plan proposals



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Actions	Timings
<p>Establish a Best Practice in Repairs and Maintenance Group, ensuring expertise includes tackling systemic racism and inequality, and work with them to identify and develop key metrics on repairs and maintenance performance that housing association boards and residents could use to measure performance and track improvement</p>	<p>Group established summer 2023, work ongoing from autumn 2023</p>
<p>Publish case studies of housing associations who have developed their repairs and maintenance services in partnership with residents, contractors and resident-facing staff, and reflect on best practice with consideration to equality, diversity and inclusivity.</p>	<p>Winter 2023/24</p>
<p>Facilitate conversations between housing associations, professionals and a diverse range of residents to drive collaboration and to define and deliver against clear expectations on repairs and maintenance services.</p>	<p>Ongoing</p>

Proposed workstreams



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Inclusive models of co-production

This workstream will investigate and analyse the methods through which social landlords can work with residents, contractors, and frontline staff to redefine repairs and maintenance services.



Service (re)design and implementation

This workstream will investigate and analyse the key metrics and main components of excellent repairs and maintenance, covering a number of themes that will be discussed and agreed by the group.



Monitoring, evaluation and service review

This workstream will investigate how social landlords can, in partnership with residents, contractors, and frontline staff, design effective and transparent processes to monitor performance.

How should we do this?



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- The work of the group won't be successful if it does not fully take into account the views, experiences, and expertise of contractors / service providers.
- We'd therefore like to take some time to ask and discuss:
 - Do you have any general comments or observations on recommendation three, or the action plan?
 - What challenges do you think the group needs to consider?
 - How can the group best engage with and incorporate the perspectives of contractors? How can we involve you in its work?

Thank you and next steps



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We will be working with NHMF colleagues to organise workshops and activities at upcoming events:

- NHMF Service Provider Forum, 13th September 2023
- NHMF 2024, 23-24 January 2024

And we will use this discussion to design other forms of engagement that can help to shape the work

Contact me directly:

Matthew.scott@cih.org

AOB & Date

Mike

- **SP Forum 13 Sept (London) followed by networking event**
- **Would you like to join the SPF committee?**
- **NHMF Awards open 4 September**
- **NHMF Conf (22)23-24 Jan 2024 – some stands still available
sales@m3h.co.uk**