

Plenary 3

Making sure homes are healthy for your residents

Speakers:

Nadhia Khan, Rochdale Borough Housing

Chris Harrison, Housing Ombudsman

Amy Keeble & Lisa Turner, Peabody

Chaired by: Dr Eve Blezard, CIH

Room: Ballroom





Creating Warm, Safe Homes

Nadhia Khan

January 2026



nhm
Nadhia
Mantel

The Catalyst For Change



What Needed to Change and Why?

- Communication
- Focus on compliance
- Customer Focus
- Culture

Housing

Ombudsman Service

Healthier homes for residents

Christopher Harrison, Insight and Systemic Lead

20 January 2026

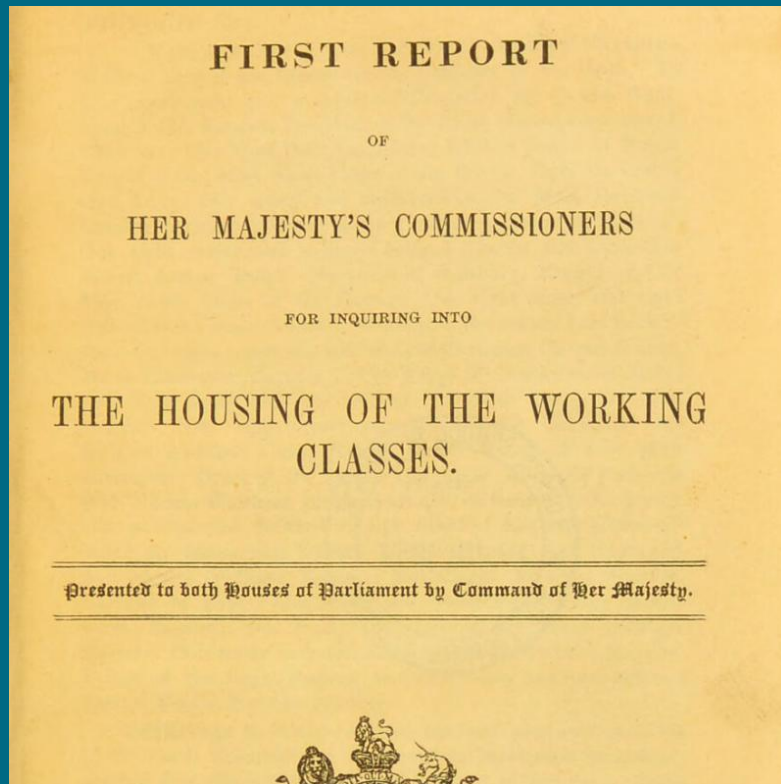
Our reports

- “Spotlight on...”
- Insight reports
- Learning from severe maladministration
- “Further investigation” reports
- Annual Complaints Review
- Good practice



Housing and health

1884



2024

Grenfell Tower Inquiry

GRENFELL TOWER INQUIRY: PHASE 2 REPORT

REPORT of the PUBLIC INQUIRY into the
FIRE at GRENFELL TOWER
on 14 JUNE 2017

Improvements

- Lower uphold rate
- More “reasonable redress”
- Lower compensation per case
- Good tone
- Use of apologies
- Human-centric service
- Not inferring blame

Housing
Ombudsman Service



Annual Complaints Review
2024-25

Areas that still need to be addressed

- Rising repairs complaints
- 40% of compensation is for damp and mould
- Effect on vulnerable households
- Knowledge and information management



What can you do?

- Check your core purpose and look to the future
- Improve knowledge and information management
- Procurement and contract management
- Conduct and behaviour – including skills and training
- Proactivity and quality assurance



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Healthy Homes – Why it matters

- **Unhealthy homes cause real harm** to residents' health and wellbeing
- **Greater regulation and scrutiny** across social housing
- **Significant reputational, legal, and financial risk** for landlords and contractors
- **Residents expect and deserve** safe, warm, dry homes



Peabody Homes



Regions

North Counties
20,438

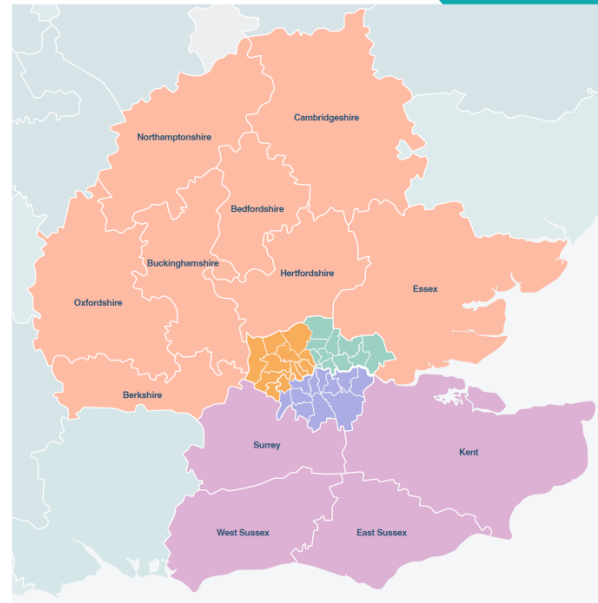
North-West London
26,418

South London
24,064

South Counties
13,957

North East London
24,025

Total
108,902



So, what's changed since Awaab's Law?

BEFORE

- **Residents not heard** — properties prioritised over people
- **Mould treated as a cleaning issue**, not a building defect
- **Health risks not fully recognised**
- **Repeated short-term fixes** rather than root-cause solutions
- **Poor handovers** between repairs, housing, and contractors
- **No clear case ownership**

NOW

- **Resident-led approach** with proactive risk identification
- **Curious assessments** focused on understanding the “why”
- **Health-led triage** informed by increased risk awareness
- **Data-driven** root cause analysis
- **Clear accountability** through training and case management

Case Management



12 new recruits, selected for empathy (technical skills trained)



Resident-first approach: curiosity, understanding, long-term solutions



Empowering residents with tools and knowledge for healthy homes



“Family test” mindset: if it’s not good enough for your family, act



Named case handler for all emergency and high-risk cases

Case Study 1

- **2-bed home; household of 6** (including 3 children under 10, 2 with asthma)
- **Two mould washes** completed prior to escalation
- **Access challenges:** Permanent decant requested; temporary decant refused
- **Joined-up response:** Neighbourhoods engaged on decant and rehousing
- **Outcome:** Ventilation upgraded, windows repaired, ARC Air Tech unit installed — mould resolved.



Case Study 2

- **1-bed home; household of 2** (70's with COPD and arthritis)
- **Low level visible damp and mould** – mould washes applied over a 6 month period
- **Trickle vents not open** and extractor fans turned off
- **Resident hospitalised** for COPD related breathing issues
- **Joined-up response:** Further investigation found black mould behind wallpaper due to external pointing
- **Outcome:** New extractors fitted, pointing fixed and empowered resident with knowledge



**Healthy homes aren't just about the science
– they're about the people that live in them.**

Thank you.

See you at the
next conference!



**NHMF
Maintenance
Conference
2026**