

	Question	Response
1.	Please provide your registered provider code.	Provided
2.	Please provide your registered provider name.	City of London Corporation
3.	Please detail your approach to assessing the extent of damp and mould issues affecting your properties, including how you assess the prevalence of category 1 and 2 damp and mould hazards.	<p>The starting point for this is the (100% internal and external) Stock Condition Survey carried out on our social housing portfolio in 2018 by Savills. The survey identified that there were no Category 1 or Category 2 damp and mould hazards.</p> <p>We continue to raise our tenants awareness of the potential problems with damp and mould in their homes which, includes information on what the Corporation is doing to address the problems and, the steps that tenants can take to help reduce the amount of moisture in their homes that can lead to condensation and problems with damp.</p> <p>We encourage our tenants to let us know of any issues with condensation/damp/mould as soon as possible and, these are given a high priority. Wherever possible, we will inspect within five working days (subject to access) to identify the possible causes and associated remedial works which, will be completed within seven working days of an order being placed. We will also discuss the matter with our tenants, providing advice and guidance as appropriate. Completed works are post-inspected by our Property Services Officers.</p> <p>Many of our properties are accessed by various contractors carrying out either day-to-day repairs (including gas servicing, electrical checks, general repairs etc) or major works such as replacement windows and replacement fire doors. Our contractors are instructed to report any issues relating to damp and mould.</p>

4.	In the context of the approach detailed in Q3, please provide details of your most recent assessment of the extent of damp and mould hazards in your homes, including the prevalence of category 1 and 2 damp and mould hazards.	<p>Our most recent assessment of the extent of damp and mould hazards is based on the 2018 Stock Condition Survey, along with reports received from tenants, inspections carried out by our own Property Services Officers and, information passed to us from our contractors as set out in Question 3 above. All of this information is recorded and monitored on our asset management database.</p> <p>Whilst the Corporation does have cases of dampness and mould in its homes, there have been no Category 1 or Category 2 damp and mould hazards identified to date.</p>
5.	Given the findings of the assessment outlined in Q4, please outline the actions you are taking to remedy any issues and hazards, and ensure that your homes meet the Decent Homes Standard.	<p>The Corporation continues to make significant investment in its social housing stock to ensure it meets and exceeds the Decent Homes Standard. Major works such as roof renewals, replacement windows, new heating and ventilation systems, will go some way to addressing potential sources of damp and mould.</p> <p>Like most housing providers, we have been reviewing our procedures for dealing with damp and mould in our homes and, we have introduced some new initiatives including:</p> <ol style="list-style-type: none"> 1. Reviewing all previous cases of mould and damp reported in the last 12 months to ensure that the problem was effectively dealt with and has not recurred. 2. Carrying out independent specialist sample condition surveys of a number of homes to assess whether there are problems with dampness and mould that we are not aware of. 3. Further specific targeted communications with our tenants/residents to raise awareness of the potential problems caused by damp and mould in their homes. 4. Providing further specific training for housing and property staff on identifying and dealing with damp and mould. <p>As set out in Question 3 above, we encourage our tenants to let us know of any issues with condensation, damp or mould as soon</p>

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<p>6.</p>	<p>Please tell us how you ensure that individual damp and mould cases are identified and dealt with promptly and effectively when raised by tenants and residents.</p>	<p>As set out previously, we continue to raise our tenants' awareness of the potential problems with damp and mould in their homes which, includes information on what the Corporation is doing to address the problems and, the steps that tenants can take to help reduce the amount of moisture in their homes that can lead to condensation and problems with damp.</p> <p>We encourage our tenants to let us know of any issues with condensation/damp/mould as soon as possible and, these are given a high priority. Wherever possible, we will inspect within five working days (subject to access) to identify the possible causes and associated remedial works which, will be completed within seven working days of an order being placed. We will also discuss the matter with our tenants, providing advice and guidance as appropriate. Completed works are post-inspected by our Property Services Officers.</p>

APPENDIX 3**RESPONSE TO THE RSH**

		Again, as stated previously, we are reviewing all previous cases of mould and damp reported in the last 12 months to ensure that the problem was effectively dealt with and has not recurred.
7.	Please provide the name of the person in your organisation that we can contact further queries.	Paul Murtagh
8.	Please provide the job title of the person provided in Q7.	Assistant Director, Housing and Barbican
9.	Please provide the email of the person provided in Q7.	Paul.Murtagh@cityoflondon.gov.uk
10.	Please provide the phone number of the person provided in Q7.	020 7332 3015