

Investor Update: Damp and Mould

Paragon Treasury Plc's parent company, Paragon Asra Housing Limited ('PA'), confirms its status and approach in respect of damp and mould.

Stock condition surveys

PA conducts full stock condition surveys of all its homes on a five-yearly cycle, covering 170 internal and external data components. Any damp and mould found during a survey is risk-assessed in accordance with the Housing Health and Safety Rating System guidance, with these ratings in turn aligned to the Decent Homes Standard to ensure appropriate action. This will include urgent remedial works where necessary, with residents decanted to another home while the work is carried out if there is risk to health

Repairs and maintenance programmes

PA assesses the presence of damp and mould in advance of any internal planned maintenance to our homes, and when properties are vacant during a change of tenancy. In addition, our responsive repairs contractors are under instruction to report any cases of damp and mould which are found when visiting our homes to complete repairs.

Liaison with residents

Residents may also report potential damp and mould to us; all such reports are followed up with an assessment to determine the appropriate action. Through our housing management teams we have measures in place to engage with harder to reach residents, in order to identify any damp and mould cases which may be more hidden. Where necessary we will consider appropriate legal action to gain access so that any risk can be properly assessed.

Other measures

PA's wider framework to manage damp and mould includes:

- A Damp and Mould Policy which aligns with recommendations made by the Housing Ombudsman.
- A business-wide Damp and Mould Taskforce which meets weekly to review all current cases and associated data.
- A review of all repair requests over the past 12 months where the words damp and / or mould are mentioned in the commentary, with similar reviews to be performed at regular intervals going forward.
- A 'before you go' campaign within our customer contact hubs, to ensure that all residents are asked about damp and mould regardless of the nature of their query. Any potential cases identified through these conversations are followed up.

- Briefing sessions to all employees to raise awareness of the issue and promote proactive reporting of potential cases to senior management.
- Liaison with local authority social services department partners to identify any potential cases of concern with residents who may not be able to advise us directly.
- Follow-up calls to residents six weeks and then six months after completion of any remedial works to treat damp and mould, in order to confirm that the problem has not reoccurred or if further action is required.

Training and audit

All surveyors employed by PA are undertaking additional technical training on damp and mould. During 2023 we will also be arranging for an audit of our approach to damp and mould by technical experts, to provide assurance to our residents and Board, and to identify areas for further improvement.

Please contact our Resources Director Simon Hatchman for further information.

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