



# Awaab's Law

Jenny Spoor, Director of Operations





# About Havebury

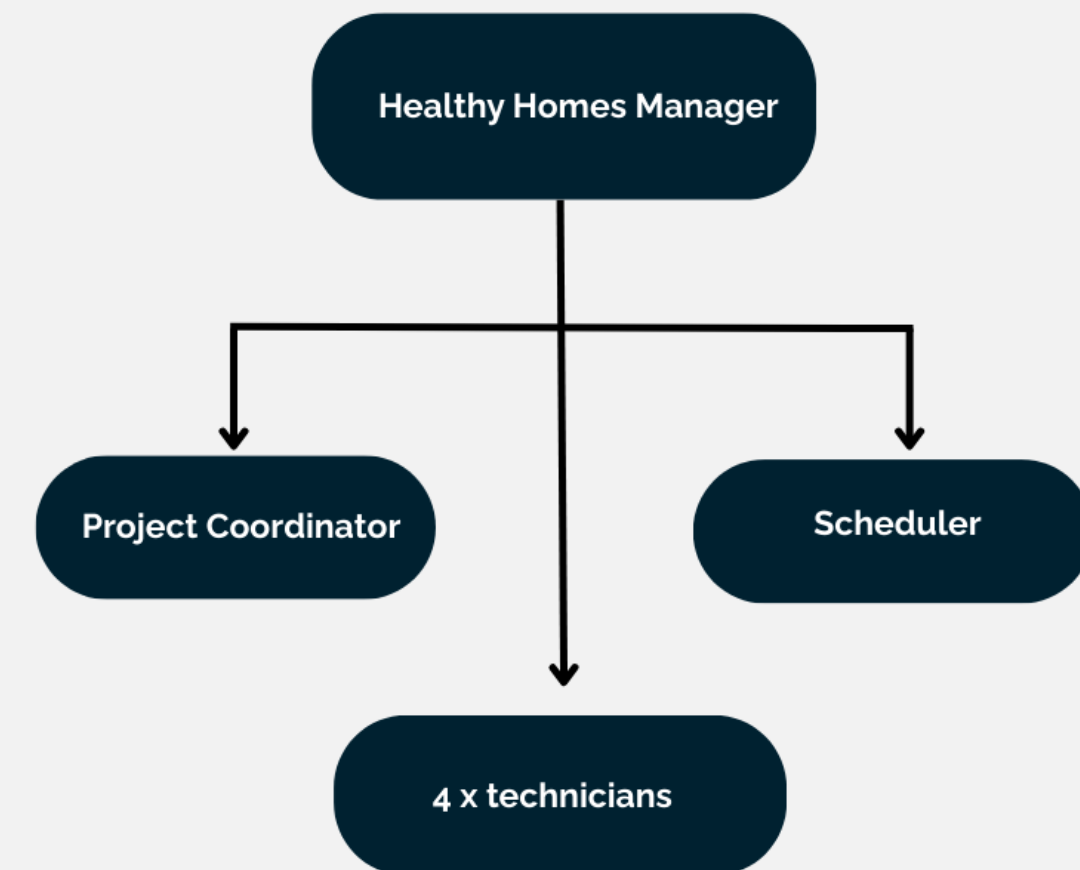
- Based in the east of England, with c. 8,500 homes
- Mostly general needs, but some shared ownership, supported housing and a homeless hostel
- Develop c.210 new homes a year
- Had our regulatory inspection in May/June 2024 – and we achieved G1/V2/C1



# Background

- Changed our damp and mould service in 2021, and have built on this year by year
- In 2024, we created our Healthy Homes team
- Comprises one manager, scheduler, coordinator and four technicians
- In 2024/25, we received 814 reports of damp and mould

## Our **Healthy Homes** team





## Current Process

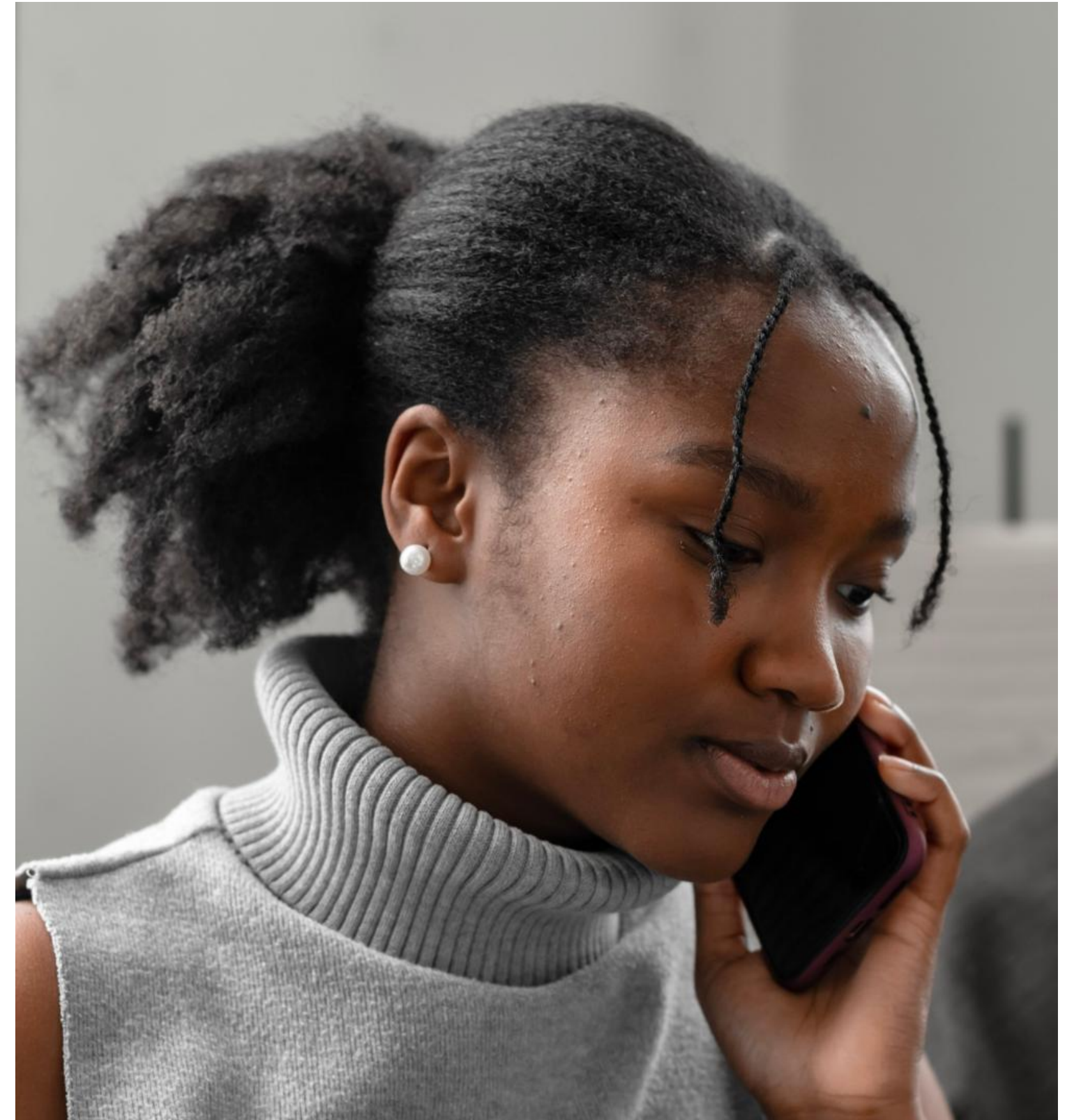
- **Stage 1** - Technician will visit and carry out an immediate repair and ascertain what works are required. They'll carry out localised repairs to stop leaks, for example, and 'make safe' any emergencies, and order major repairs.
  - If we can't make it safe, and/or there are significant concerns such as mould throughout a room or home, we will offer a decant.
  - **Stage 2** - A surveyor will visit and ascertain/order major works. Decant will be offered at this stage also.
  - We may also appoint a third-party contractor if required.
  - Cases stay open for a minimum of six months.
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## Changes we're making

- **Scripts for customer advisors – including ascertaining any vulnerabilities**
  - **Increased support, including flexible technician support to manage emergencies**
  - **Communications – bespoke to teams, contractors and residents**
  - **Changes to the process, including timeframes**
  - **Bespoke annual staff refresher – we do this for gas safety also**
  - **External support by specialists**
  - **Sending out a satisfaction survey once the case is closed to continuously improve our processes based on resident feedback. This will include satisfaction with processes, communication and overall work carried out.**
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## Resident support

- **Something's Not Right**
- **Support Fund**
- **Supported team**
- **Dedicated point of contact in some cases**
- **Continue to offer advice and support**



# Example of our new telephone dashboard

**Red route** – Two to visit  
**Amber route** – Extra needs  
**Green route** – Considerations

Miss Jessica Smith

Inbound call from 01284722999

**Two to visit**  
Resident has fled domestic violence so feels more comfortable if all appointments are accompanied by a women.

**How is best for us to contact you**  
I get overwhelmed on the phone, so please contact me via email unless I call you.

**What works well for you**  
Communication via email and XX in the Supported team to accompany all appointments in my home.

**Who supports you**  
My mum (name and telephone number) and XX in the Supported team.

**What does not work well for you**  
Telephone calls or people turning up for appointments without prior notice.

**What do you want us to know**  
I work nights, so prefer all appointments to take place after 1 pm.

Language:  
English

Communication Needs:  
All communication via email

Disability:  
N/A

Contact Needs:  
N/A

Review 01-Jan-2027

Close Tab

# Example of our new dashboard

**Two to visit**

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**Extra needs**

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**What does not work well for you?**  
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**Considerations**

All communications via email