



## Tackling damp and mould with tech

**We're rolling out new smart sensors to help keep your homes dry and safe**

Hammersmith & Fulham Council is now trialling a new smart sensors system in residents' homes to help prevent damp and mould issues.

The sensors provide the dedicated damp and mould team with live data on room temperatures and humidity levels in the property.

A surveyor will get in touch with you to set up a home visit if the data indicates any potential damp and mould problems, and can also provide guidance or arrange for any necessary fixes, if needed.

This proactive and preventative approach to damp and mould will help keep residents in a warm, safe and decent home.

We're also working closely with our NHS and public health colleagues as part of this pilot to ensure you're receiving all the support you need.

Our number one priority is to keep you safe. We continue to make improvements to our housing service to make H&F the best place to live in a council home in Britain.

**PRIZE DRAW**



**Fancy winning £50?**

Answer the question below to have the chance to win a £50 high street shopping voucher.

The answer can be found inside this month's newsletter.

**Question:**  
**How much is H&F investing every week to modernise our homes?**

Please send your answer to [getinvolved@lbhf.gov.uk](mailto:getinvolved@lbhf.gov.uk) by Monday 30 September.

### Inside

Help us improve our housing policies **PAGE 2**

Shaping future of housing with Disabled people **PAGE 3**

Estate Repairs Day fun **PAGE 4**

E-bike and e-scooter battery fire safety **PAGE 4**

## Help us to improve our housing policies



We're updating our policies to better manage your home and support all tenants. Your feedback will help us make sure these policies are fair and effective.

Join our drop-in session at The Irish Cultural Centre in Hammersmith on Monday 16 September from 5.30pm-9pm, or share your views at [www.lbhf.gov.uk/housingpolicyreview](http://www.lbhf.gov.uk/housingpolicyreview)

## Regulator of Social Housing latest update

The Regulator of Social Housing has begun to publish judgements on how well social housing landlords in England are meeting its new consumer standards.

The standards are designed to drive long-term improvements in the sector. The Regulator is also carrying out planned inspections of all large social landlords over a four-year cycle.

There are 22 new tenant satisfaction measures. Ten measured by landlords and 12 are from tenant surveys. The Regulator will publish all landlords' results in the autumn.

You can view our performance results at [www.lbhf.gov.uk/tsms](http://www.lbhf.gov.uk/tsms)



## Driving down damp and mould cases

We're investing £1.4million a week to modernise our homes to make them safe and comfortable

This record investment includes funding for our dedicated damp and mould team and new specialist contractors who have now completed all overdue damp and mould repair jobs in our homes. More than 1,100 jobs overall have been successfully completed since April 2023.

We're offering some residents a hygrometer to measure condensation levels in their homes to help prevent damp and mould issues. Our new smart sensors trial is underway as we monitor live data from residents' homes

to again help stop damp and mould problems from arising and help keep residents safe.

The team has also introduced a new call back service. All tenants are contacted after six weeks, to check all mould treatment works carried out have resolved any issues in their home. We've developed a damp and mould booklet together with residents to keep tenants informed on how we can support them.

Find out more at [www.lbhf.gov.uk/damp-and-mould](http://www.lbhf.gov.uk/damp-and-mould)

## Your safety is our no.1 priority



Here are the latest safety check figures to help keep residents safe in their homes. We have also sent you our new fire safety booklet.

Please help us to make all these safety checks 100% by allowing us access to your home when a check is needed – these checks need to be done by law.

**99.9%**

• Gas safety

**99%**

• Fire safety

**100%**

• Water safety  
• Lift safety  
• Asbestos

# Shaping the future of housing with Disabled people

## Local resident Claudia Domingues is helping to improve housing for Disabled residents in H&F

Claudia is the chair of the resident-led Disabled People's Housing Strategy and Implementation Group. She's now helping us to improve the way we work with Disabled residents.

Claudia, who lives on the Bayonne Estate, still cannot believe that she is the Chair of this group after taking on the role in May 2022.

"I love it. It's a privilege to have this opportunity and I feel proud every time we have a meeting as we work together to make a difference," said Claudia.

"During the pandemic I started to work from home. I wanted to give back to the community but as an asthmatic I was high risk. I looked on the H&F website for ways of contributing and came across the Disabled people's group."

Building on H&F's Disabled Commission, the group aims to ensure Disabled residents live as independently as possible with opportunities to access the appropriate housing services and suitable accommodation.

"This group was at the time a very new concept not only for H&F but in the country. As a resident of H&F and being involved in co-production is very rewarding," added Claudia who previously lived on the White City Estate.



Claudia Domingues is working with H&F Council to support Disabled residents in the borough

Together, the group has worked on various topics including allocations, adaptations and personal emergency evacuation plans for those who would need

**"It's a privilege to have this opportunity and I feel proud every time we have a meeting as we work together to make a difference"**



assistance to evacuate in the event of a fire. But there is still lots to be done.

"I would also like to thank Cllr Frances Umeh for all the amazing support she has given to me and the group. She is committed to supporting Disabled residents and it has been a real pleasure working with her."

"We can help to shape the future of housing for Disabled people as Disabled people still face many challenges when it comes to finding housing however the council is committed to improving housing for all in the borough," she added.

If you would like to get involved in the group, please email [getinvolved@lbhf.gov.uk](mailto:getinvolved@lbhf.gov.uk) or call 020 8753 6652.

# Estate Repairs Days fun across H&F

Thank you to everyone who took part in our Repair Days. We've visited Wormholt Estate, Sullivan Court, Charecroft Estate and Ashcroft Square, with another event planned at Fulham Court in September. The events so far included the repairs team checking doors, windows, plumbing and electrics, and carrying out repairs on the same day. Residents enjoyed a free prize draw and free food, while kids got their faces painted.



## WARNING batteries can cause a fire

The London Fire Brigade is seeing an alarming increase in fires caused by e-bike and e-scooter batteries.

To keep you and your neighbours safe:

- Please do not store e-bikes and e-scooters in escape routes of your home, on balconies or in communal areas such as hallways.
- We also ask you not to charge the batteries in your home.
- You should always use the correct charger for your batteries. Only buy replacement batteries or chargers from a reputable seller.



## ! Do you need a different format?

If you need any of this information in large print, braille or a different language, please contact us using the contact details below.

### SOMALI

**Somali:** Haddii aad u baahan tahay mid ka mid ah macluumaadkan oo aad ku rabto far waaweyn, farta indhoolaha ama luqad kale, fadlan la xiriir adigoo isticmaalaya faahfaahinta xiriirka hoose.

### FRENCH

**Français:** Si vous avez besoin de ces informations en gros caractères, en braille ou dans une autre langue, veuillez nous contacter au moyen des coordonnées ci-dessous.

### SPANISH

**Español:** Si necesitas que la información esté impresa en letra más grande, braille o en otro idioma, ponte en contacto con nosotros a través de los detalles que aparecen abajo.

### POLISH

**Polski:** Skontaktuj się z nami, korzystając z poniższych danych kontaktowych, jeśli potrzebujesz tych informacji w wersji z dużym drukiem, alfabetem Braille'a lub w innym języku.

### ARABIC

**العربية:** إذا احتجت إلى أي من هذه المعلومات بحروف كبيرة أو بطريقة برايل أو بلغة مختلفة، يرجى التواصل معنا باستخدام تفاصيل الاتصال أدناه.

☎ 020 8753 6652

✉ [getinvolved@lbhf.gov.uk](mailto:getinvolved@lbhf.gov.uk)