

Workshop 1D

Quick action to manage damp and mould risk?

Speakers: Rachael Fullwood – LRHA
Rebekah Brown – Kingston Council
Emma Mahy – IoT Solutions Group

Chaired by: Phil Pemberton

Room: D



NHMF
Maintenance
Conference
2023



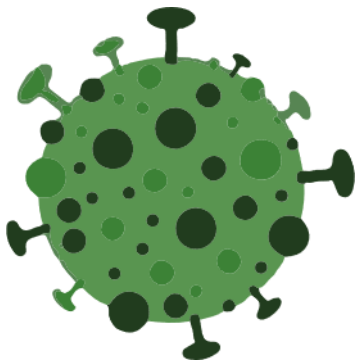
Introductions

Damp, Mould and Condensation (DMC) has now become a key issue for housing providers, as underlined by the Housing Ombudsman and Housing Regulator

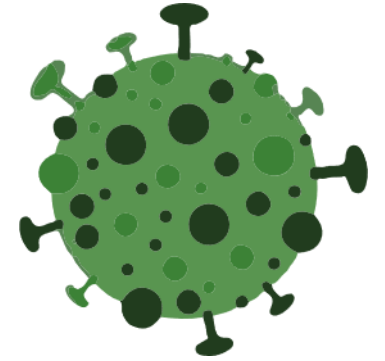
- How can housing providers address DMC to ensure it creates the strategic approach that delivers better services and compliance, but also manages short term issues and cases?
- What approaches are housing providers are taking?

DMC Communications

January 2023



Campaign Plan



We hope to reach all our service users with this campaign. We will be publishing several posts throughout the winter using various methods such as social media, leaflets and targeted emails. Our aim is to target all LRHA residents including hard to reach groups, and those who may not have internet.

EXTERNAL COMS

Targeting: All LRHA Residents including surrounding communities.

Channels: Social Media, LRHA Website, Target emails, Tenant Matters Newsletter, Leaflets.

INTERNAL COMS

Targeting: All LRHA Staff

Channels: Emails, Sharepoint



Social Media

Content Facebook	Date Added	Reach	Engagement
DMC - General Flyer	04/01/23	971	184
DMC - Top Tips for Mould	11/01/23	225	35
DMC – Video Link	<i>To be posted</i>		

Lincs Rural Housing Association
Published by Olivia Apletree · Just now

Have you noticed any damp on the windows or patches of mould in your home?
If you have seen anything of concern please call our maintenance team. For more information on how to prevent mould, click the link to our website below.
<https://lrha.co.uk/damp-mould-and-condensation/>

DAMP, CONDENSATION & MOULD

WHAT IS MOULD?
Houses are becoming more airtight as we try to make our homes more energy efficient, without a regular change of the air within your home, condensation and mould problems start to arise which can cause problems to your health and home.

Mould and damp are caused by excess moisture. This moisture can be caused by leaking pipes, rising damp or rain seeping in because of damage to the roof or around window frames. Often drying laundry on a clothes horse can produce excess moisture.

If you have mould or damp it's important to find out why you have excess moisture in your home, it is important to manage the moisture produced by everyday living, there may also be maintenance needed which could be a factor. LRHA can help to identify these causes and agree an action plan to resolve the problems.

WHAT IS CONDENSATION?
There is always some moisture in the air, even if you cannot see it. If air gets cold, it cannot hold all the moisture produced by everyday activities and some of this moisture appears as tiny droplets of water, most noticeable on windows on a cold morning. This is condensation. It can also be seen on mirrors when you have a bath or shower, and on cold surfaces such as tiles or cold walls. Look for condensation in your home. It can appear on or near windows, in corners and, in or behind wardrobes and cupboards. Condensation forms on cold surfaces and places where there is little movement of air.

CONDENSATION IS THE ROOT CAUSE FOR ALL MOULD!

COMMON CAUSES

TIPS AND TRICKS

LRHA ACTION PLAN

RED - HAZARD

AMBER - HAZARD

GREEN - NOT HAZARDOUS

FIRST STEPS AGAINST CONDENSATION

PROBLEMS THAT CAN BE CAUSED BY EXCESSIVE CONDENSATION

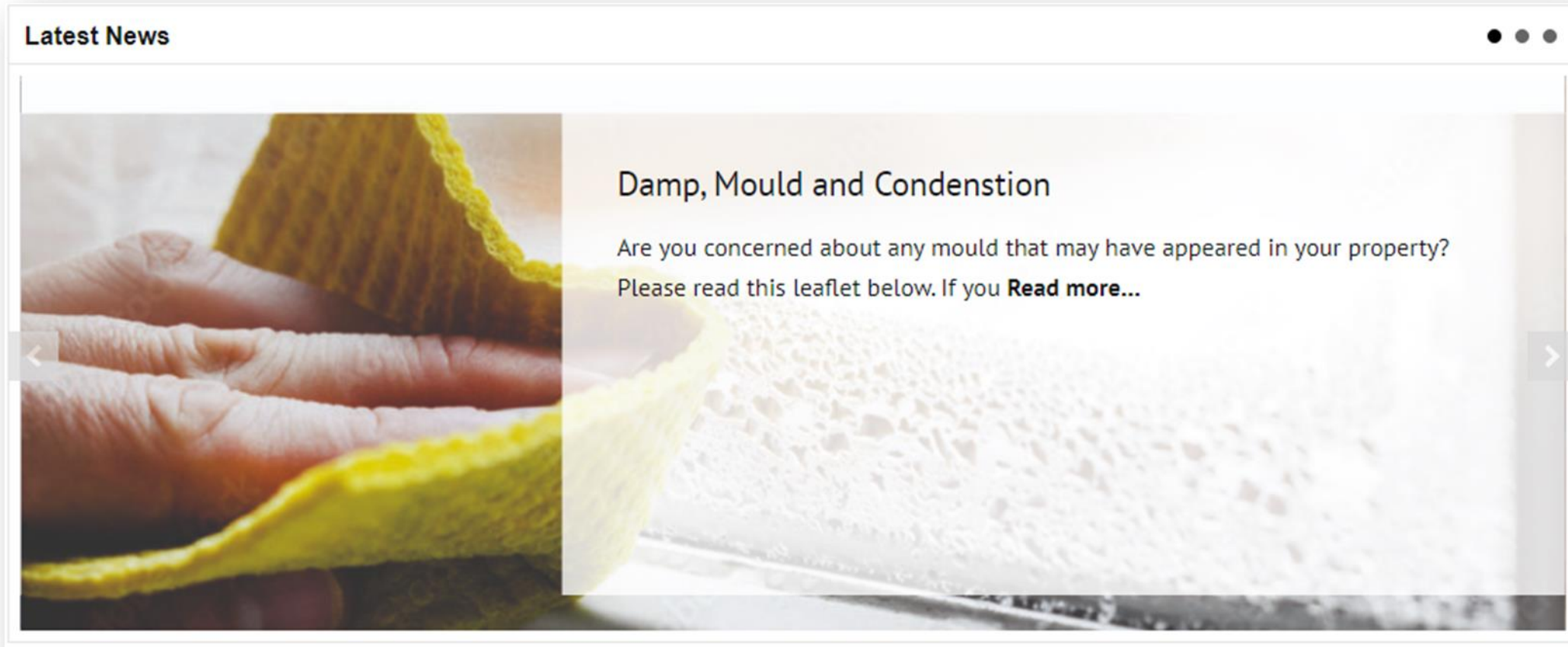
FIRST STEPS AGAINST MOULD GROWTH

DMC General Flyer



LRHA Website

- An article has been added to the latest news section
- A banner across the maintenance pages
- A banner across the online repairs section
- A page created for all DMC information



[Lincs Rural | Damp, Mould and Condensation \(lrha.co.uk\)](https://lrha.co.uk)

LRHA Website

Content Website	Date Added	Pageviews
DMC – Front Page 'latest News'	04/01/23	45
DMC – Mould banner on repairs page	04/01/23	42
DMC – Mould banner on Contact repairs	04/01/23	8

[Lincs Rural | Damp, Mould and Condensation \(lrha.co.uk\)](https://www.lincs-rural.co.uk/damp-mould-and-condensation)

Lincs Rural > Damp, Mould and Condensation

Got a question?
Contact Lincs Rural
tel: 01790 754219
email: customerservice@lrha.co.uk

Damp, Mould and Condensation

ARE YOU WORRIED ABOUT ANY MOULD IN YOUR HOME?
Please phone the office with details of the issue. **01790 754219**

WHAT IS MOULD?

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Reporting Your Repair


ARE YOU WORRIED ABOUT ANY MOULD IN YOUR HOME?
Please phone the office with details of the issue. **01790 754219**



Leaflet

- Will be sent to all properties
- Will be given out to any homes who have a mould complaint

DAMP, CONDENSATION & MOULD



WHAT IS MOULD?





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Mould and damp are caused by excess moisture. This moisture can be caused by leaking pipes, rising damp or rain seeping in because of damage to the roof or around window frames. Often drying laundry on a clothes horse can produce excess moisture.

Why you have excess moisture in your home, there may also be maintenance needed which could be a factor. LRHA can help to identify these causes and agree an action plan to resolve the problems.

If you have mould or damp it's important to find out why you have excess moisture in your home, it is important to manage the moisture produced by everyday living, there may also be maintenance needed which could be a factor. LRHA can help to identify these causes and agree an action plan to resolve the problems.

COMMON CAUSES

			
Too much moisture being produced at home	Not enough ventilation	Cold surfaces	The temperature of your home

WHAT IS CONDENSATION?

There is always some moisture in the air, even if you cannot see it. If air gets cold, it cannot hold all the moisture produced by everyday activities and some of this moisture appears as tiny droplets of water, most noticeable on windows on a cold morning. This is condensation. It can also be seen on mirrors when you have a bath or shower, and on cold surfaces such as tiles or cold walls. Look for condensation in your home. It can appear on or near windows, in corners and, in or behind wardrobes and cupboards. Condensation forms on cold surfaces and places where there is little movement of air.

CONDENSATION IS THE ROOT CAUSE FOR ALL MOULD!

FIRST STEPS AGAINST CONDENSATION

You will need to take proper steps to deal with condensation, but meanwhile there are some simple things you should do straight away. Dry your windows and windowsills every morning, as well as surfaces in the kitchen or bathroom that have become wet. Wring out the cloth rather than drying it on a radiator.

PROBLEMS THAT CAN BE CAUSED BY EXCESSIVE CONDENSATION

Dampness caused by excessive condensation can lead to mould growth on walls and furniture, mildew on clothes and other fabrics and the rotting of wooden window frames. Also, damp humid conditions provide an environment in which house dust mites can easily multiply. The presence of mould and dust mites can make existing respiratory conditions such as asthma and bronchitis worse.


FIRST STEPS AGAINST MOULD GROWTH

First treat the mould already in your home, then deal with the basic problem of condensation to stop mould reappearing. To kill and remove mould, wipe down or spray walls and window frames with a fungicidal wash that carries a Health and Safety Executive (HSE) 'approval number', and ensure that you follow the instructions for its safe use. Make sure that the washes and sprays carry the HSE approved number as some contain bleach that can feed the mould further. These fungicidal washes are often available at local supermarkets. Dryclean mildewed clothes, and shampoo carpets. Do not try to remove mould by using a brush or vacuum cleaner. After treatment, redecorate using good-quality fungicidal paint and fungicidal resistant wall paper paste to help prevent mould recurring. The effect of fungicidal or anti-condensation paint is destroyed if covered with ordinary paint or wallpaper.



Internal Coms

DAMP, MOULD AND CONDENSATION ACTION FLOW CHART



Communication is received from the resident via telephone, email, face to face, social media

Please take full details of the issue being experienced, rooms affected etc and ask for photographs to be sent via text message, email or Whats App...

- 1** Log a Capita repair job under standard job ref.MOU1 DMC.
- 2** Log a Capita communication stating the job reference number with all comments from the resident.
- 3** Create a folder named with property reference at Company/Asset Management/Damp Mould and Condensation/Mould Reports and save the photos in the folder.
- 4** Send the resident a copy of the Damp, Mould and Condensation leaflet.
- 5** The Property Maintenance Manager will organise for an initial assesment visit to be completed.
- 6** During the initial assessment visit, a hygrometer will be left with the resident.
- 7** Any identified repair works will be raised on Capita with the target of completion within 56 days
- 8** A follow up assesment visit will be completed eight weeks after the repair works are completed. The purpose will be to verify that issues with condensation and the resulting mould have been resolved.

Sent out to all staff.

Video engagement



The video can be found on LRHA's website, and social media pages.

[LRHA Damp Mould and Condensation - YouTube](#)

Kingston's approach to tackling DMC



Voids



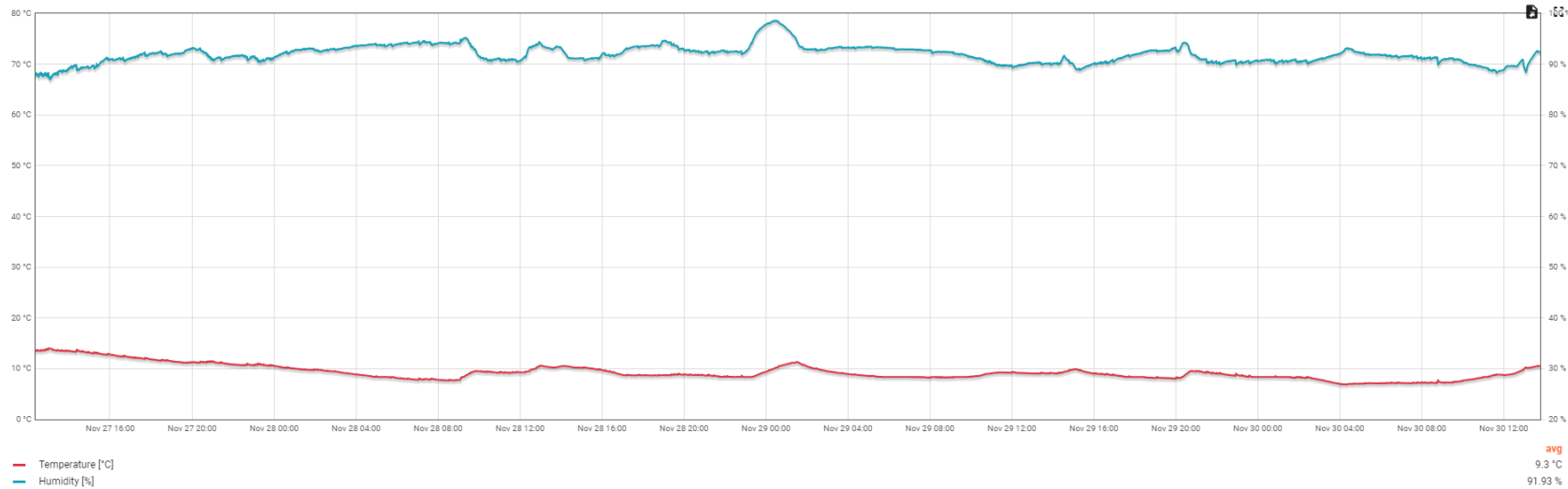
Complaints



“Worried about”

Voids

Properties of concern → Repair works → Ensure fit for habitation



Complaints

DMC Complaint raised - what is the root cause?

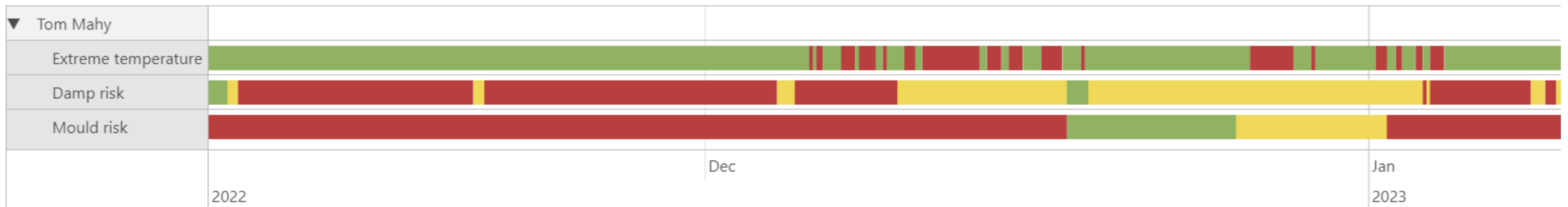
- Are they struggling to heat their home?
- Are they not following guidance?
- Is there a problem with the building?



Data to inform decisions:
24/7 temperature and
humidity data

Worried about...

Homes that we feel might be problematic but we haven't had any complaints, reports or missed payments from...



Proactive approach – offer monitoring to identify help for homes of concern

Remember:
Consent & DPIA

Data for preventative action

The right data → In the right format → To the right people → Sooner rather than later



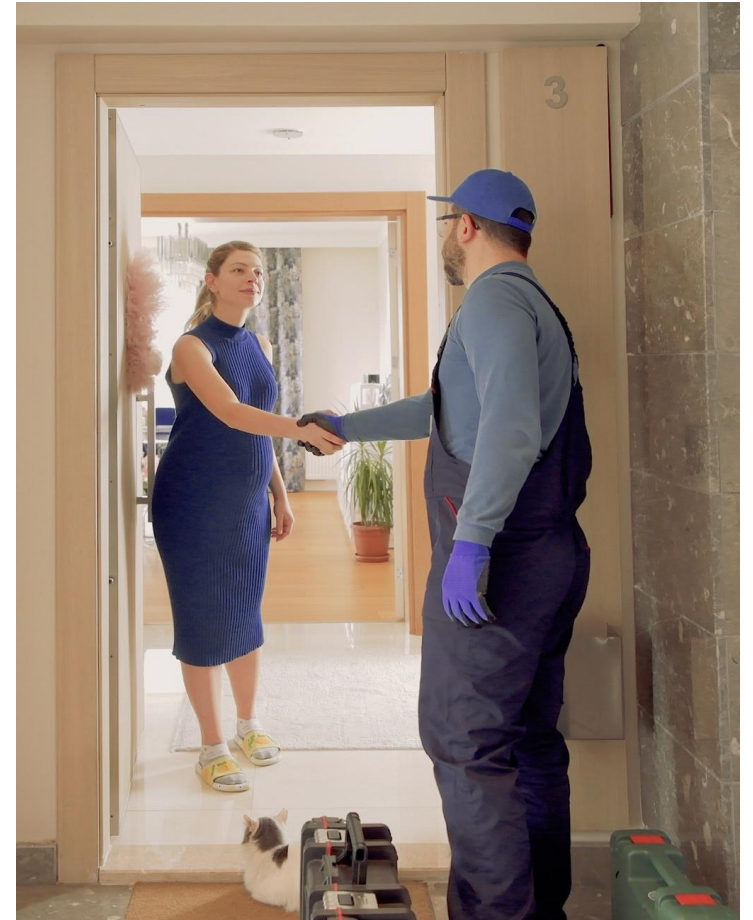
Innovative tech should NOT be...

- X Complicated** to use
- X Time-consuming** to install
- X Costly** to run



Innovative tech CAN deliver...

- ✔ **Reports** of potential issues
- ✔ **Performance data** for homes
- ✔ **Prioritise** homes for interventions



Thank you.

See you at the
next conference!



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