

Session 2A

From Damp & Mould to Healthy Homes: Effective Interventions

Speaker:

Dale Holroyd, ZapCarbon

Danny Bird, Aster Group

Samantha Alleyne, Anglian Building Products

Chaired by:

Tessa Barraclough, The Riverside Group

Room: Ballroom



ZAPCARBON™

Take positive steps today



Dale Holroyd

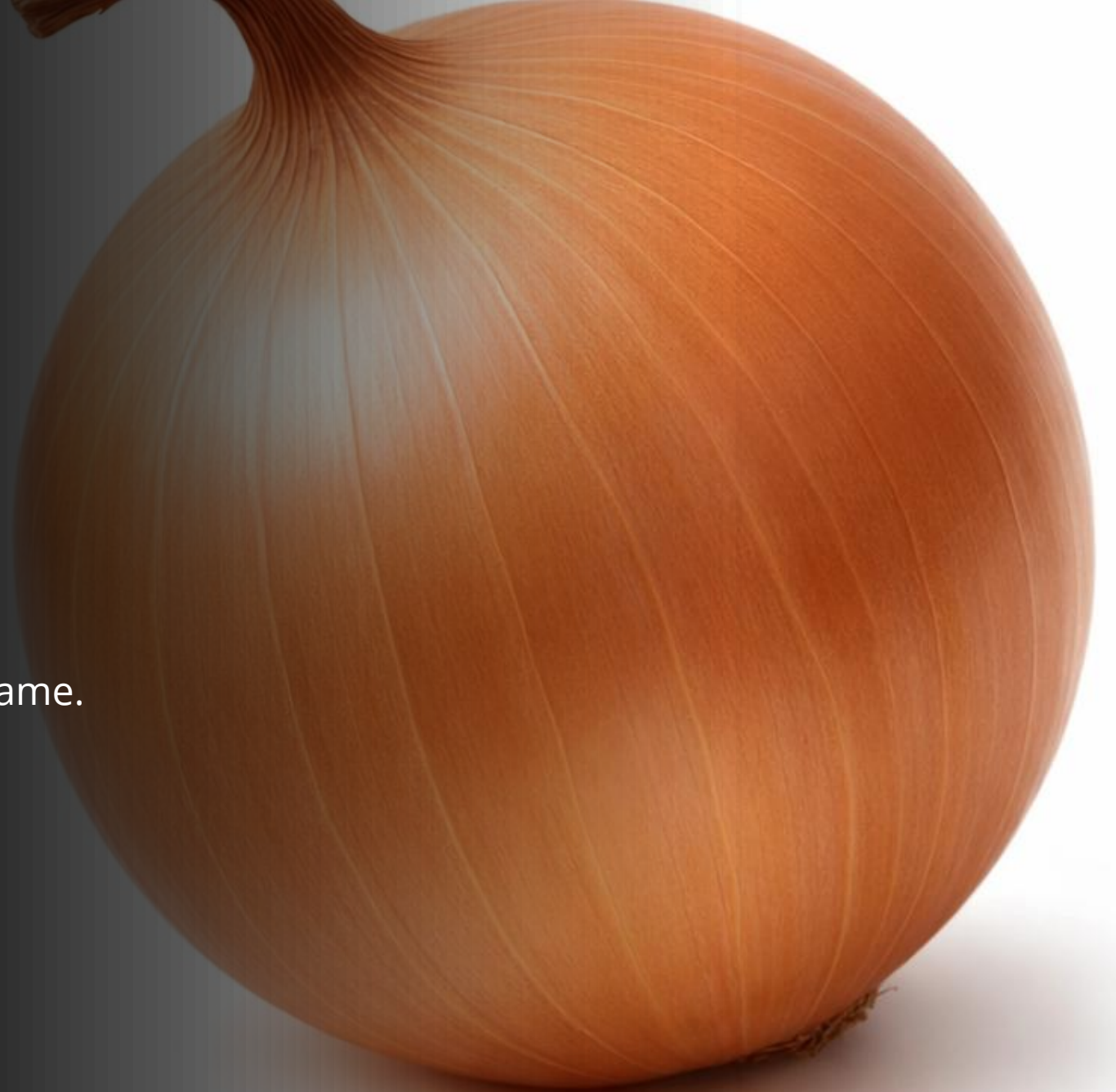


DAMP AND MOULD?

We keep seeing the same symptoms...

but the route to root cause is rarely the same.

That is why cases keep coming back



WE TREAT SYMPTOMS BECAUSE ROOT CAUSE IS HARDER

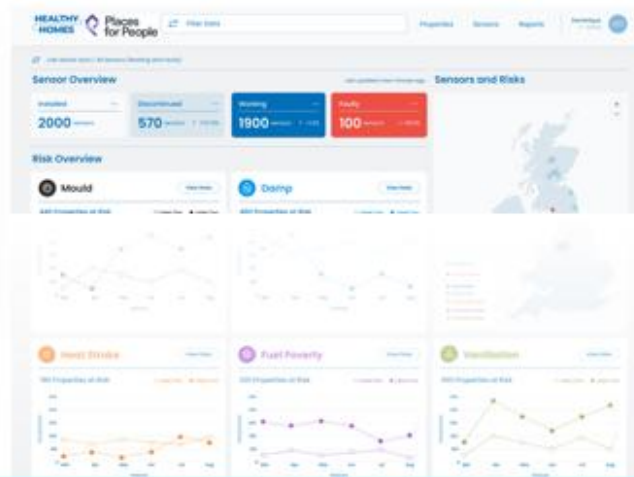
It is a process of elimination

What often happens instead:

- Clean
- Fix
- Repeat

Root cause only appears when earlier assumptions are tested

We have enough data



Performance Certificate

3

Repairs

REPAIR TYPE

Gutters/Downpipes

Loft Insulation

Performance Certificate

14

HHSRS Assessment

HAZARD	HARM LIKELIHOOD	JUSTIFICATION	RATING	CATEGORY
Damp & Mould	520	Slight damp and mould in the property, as such no risk to health.	9.4	Category 2



HHPC

HEALTHY HOMES

HealthyHomes Performance Certificate



76 Kendell Street, Sheffield S1 3SN

Client: S1308-18
Assessment Type: HHPC Sign-off
Portal Job ID: 4415467825-1
Client Job Number: 00000006
UPIN: 80040040
Date: 11/06/2024
Assessor: Rutton Debeer
Status: Standard



Mould Causation

Structure - The front and rear elevation brickwork & pointing is deteriorated causing ingress into the living room, this would require repair to prevent further mould growth. Mechanical - The bathroom, 100mm extractor, is not working allowing excessive condensation and mould formation.

www.healthyhomes.org.uk

Powered by ZAPCARBON

WE MANAGE JOBS, NOT CASES

Damp and mould is often handled as separate jobs

- Repair extractor fan
- Carry out mould wash
- Fix a leak

Each job is closed

But the damp and mould problem remains open

DAMP AND MOULD CANNOT LIVE IN REACTIVE MAINTENANCE

Reactive maintenance is designed for linear problems

- Fix the issue
- Close the job
- Move on

Damp and mould is layered and investigative

Forcing one into the other is why it keeps failing

ROOT CAUSE EMERGES OVER TIME, NOT ONE VISIT

Root cause becomes clear as:

- Conditions change
- Behaviour changes
- Repairs are tested

Resolution requires:

- A case that stays open
- Reassessment
- Verification

Closing jobs is not the same as closing cases



HEALTHY HOMES

Experts in Damp & Mould

Predict. Prevent. Comply.
A Data-Led Response to Awaab's Law



* While waiting for repairs to be completed.

PREDICT. PREVENT. PROTECT.



Collect, track & share data
Gateway + API



CASE STUDY

ZapCarbon has helped housing providers
reduce damp and mould reports by
over 50%
Without overwhelming repairs teams



**Dale Holroyd
& John Ball**

Co-founder and Commercial Director
ZapCarbon & Head of Planned
Maintenance, Phoenix Community
Housing

ZAPCARBON
Take positive steps today

Phoenix
COMMUNITY HOUSING

LISTEN NOW

The image is a podcast cover for Dale Holroyd & John Ball. It features a dark green background with a subtle pattern of vertical bars of varying heights. On the right side, there are two black and white portraits of the hosts, Dale Holroyd and John Ball, outlined in a bright green color. The text is in a clean, white sans-serif font. At the bottom, there are logos for ZapCarbon and Phoenix Community Housing, along with a 'LISTEN NOW' button and icons for Spotify and a podcast feed.

THE UNCOMFORTABLE QUESTIONS WE NEED TO ASK

- Who owns a damp and mould case end to end?
- When do we decide a repair has not worked?
- Do our systems support investigation or closure?

Moving from compliance

To resolution

Requires a different way of working

DAMP AND MOULD IS A LAYERED PROBLEM

Complex problems
Need investigative systems
Not linear ones

Workshop 2A

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NHMF
Maintenance
Conference
2026



Following the Breadcrumbbs:

A Hansel & Gretel Guide to Awaab's Law

Understanding the breadcrumb metaphor –
Connecting the dots leading us from danger to
safe healthy homes





Why the breadcrumb metaphor matters

Breadcrumbs need to be treated as warning signs

Breadcrumbs symbolise early warnings from Customers indicating wider housing hazards

Hidden dangers of the “gingerbread house”

The gingerbread house represents deceptive comfort hiding serious of underlying hazards presenting as issues such as damp and mould

Proactive risk management

Connecting the dots (following the breadcrumbs) helps to capture the hazards, protect Customer health, and comply with regulations

Cultural shift in housing safety

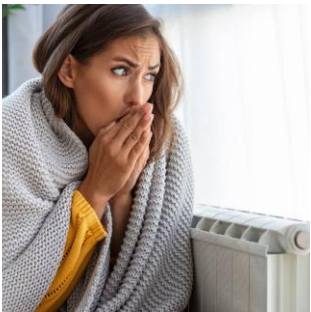
Moving from reactive stand alone fixes to a holistic view, grounded in data to help provide insight and drive strategic decision making

Awaab's Law – 3 Phases



Phase 1 – Damp, mould & all emergency hazards

Majority of the focus has been on phase 1, This was the opportunity to get it right – for a plug and play model for the future.



Phase 2 (2026) – Scope expands to include cold, heat, fire, electrical safety, hygiene, falls, structural collapse

How confident are we that when someone reports damp and mould, that we capture the cause such as a defective window. Are we looking at things holistically?



Phase 3 (2027) – All remaining HHSRS hazards (except overcrowding)

If we follow the breadcrumbs, a damp and mould report could be linked to excess cold caused by a defective window, which may also allow additional noise into the home. The challenge is how we capture these breadcrumbs at report or through IoT data.



Are We Capturing Reports That Mention 'Cold'?

Identifying co-occurring issues

The triage process should identify and connect (linked) issues such as cold, damp and mould and noise etc. to prevent hazards from being overlooked

Automated escalation protocols

Automated escalation prioritises vulnerable Customers to ensure timely intervention and risk reduction

Data analytics for predictive maintenance

Leverage analytics to identify patterns enabling proactive planned maintenance and better resource allocation

Maladministration 1

Delays in completing window repairs – January 2026:

Case becomes public, documenting prolonged cold, mould and resulting health impacts. It represents missing breadcrumbs in a long pattern of unaddressed risks.

Where the Breadcrumb Trail Broke

- Cold, damp and mould were not assessed as a combined hazard profile
- Repeated contractor visits treated as isolated tasks rather than cumulative indicators of failure
- Known health vulnerabilities were not prioritised
- Temporary fixes masked underlying issues instead of resolving them
- Oversight gaps resulted in no one following the full sequence of warning signs

Learning Point for Compliance

- Temporary fixes are not permanent solutions: Measures lasting beyond a short-term threshold must trigger an urgent management review
- Health & Safety must prevail: Major works must never take precedence over resident wellbeing
- Escalation protocols: Any boarding or ventilation failure persisting over time should flag on the system or as an exceptions report
- Holistic risk assessment: Physical hazards must be collated and factored in alongside vulnerabilities within the household and environmental risks



Case Studies: Ignored Breadcrumb

Maladministration 2

Boarded window for 4 years - August 2024:

A child's bedroom window remained boarded for four years, representing severe maladministration. This case highlights critical failures in prioritisation and risk management.

Where the Breadcrumb Trail Broke

- The boarded window remained in place for years without any escalation
- Ventilation failures causing a lack of airflow which led to mould development in the room
- The Customer's asthma and child's mental health deterioration went unaddressed
- Major works repeatedly took priority over immediate health concerns and Customer vulnerabilities
- There was no protocol to flag temporary fixes that became long-term risks

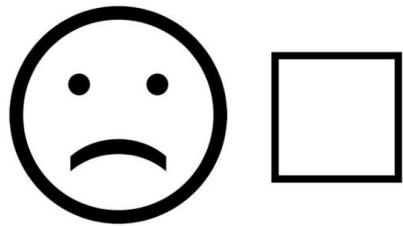
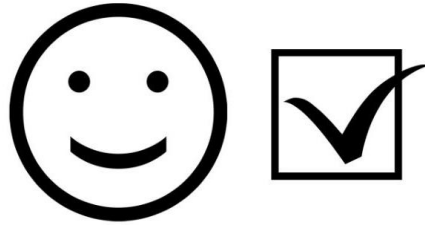
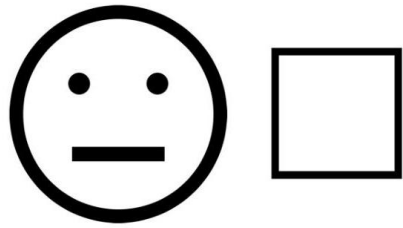
Learning Point for Compliance

No breadcrumb is insignificant

- Repeated patterns affecting vulnerable Customers or environmental hazards should trigger escalation, not routine processing



Case Studies: Ignored Breadcrumbbs



Adopt a zero tolerance approach for damp and mould and wider HHSRS hazards

Treat damp and mould and linked issues as serious health hazards, ensuring immediate action

Identify and act on vulnerabilities

Capture household vulnerabilities such as age and health to prioritise your safety measures effectively

Governance and analytics

Use effective triage, IOT devices, data analytics, and dashboards to track hazards, response times, and repairs comprehensively

Effective delivery

Train Operational teams to view each case holistically, not as separate jobs. Have capacity to deliver these multi-disciplined or complex repairs either through DLO or Contractors

Follow-the-Breadcrumbs Checklist

Samantha Alleyne, Head of Business Development for Anglian Building Products.



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We have the data and know the challenges, so why is it still difficult?

- Traditional packages of work set out against clear and familiar budgets leave little room for expert intervention, innovation and stretching scope of works.
- Procurement route to support innovation, different combinations of work and their associated specialist contractors doesn't exist.

What do 'specialist contractors' have to offer?

- Intimate knowledge of their own product specifications and its limitations.
- Innovative solutions in their specific fields that can assist property work surveys (PAS 2035)
- Partnerships with other work streams to limit resident exhaustion.
- Scale of works suit specialist contractors without getting into a reactive solution.
- Work with framework providers to build procurement routes that provide flexibility in work scope.

What would the perfect specification or work scope consider?

- Environment and scenario-based specifications.
- Additional work scopes that the awarded contractor can provide
EG: sensors, damp & mould removal, PIV installation, solar?
- What training do clients need to identify these elements?

Scenario 1: Resident in a small ground floor flat, with 2 small children.

- Which restrictor should be included on the lounge window?
- Should the window in the stairway meet PAS24 and be fire rated?
- Which room are they drying their clothes in?

Scenario 2: Cold back room, with signs of mould...south facing kitchen with views onto a busy main road.

- What should the window U Value be?
- Which type of trickle vent will help?
- What percentage of the contract value would you like us to donate to social value causes?

What could a new combination of work package look like?



Solar powered

By operating on solar power, these systems reduce energy costs and reliance on conventional electricity sources, meeting the Net Zero demands of sector legislation

PIV ventilation solution

Drimaster Eco Heat positive input ventilation unit with integral 400W heater.



Window & Door Replacement - Anglian Building Products

Energy efficient doors and windows that improve overall energy ratings. 6H profile for 1.2 U-value and opportunity for thin triple and triple glazed. Ventilators fitted as standard.



Damp & Mould Sensors

Powered by batteries lasting as long as the window warranty, sensors can detect remotely CO2, temperature, humidity and wall surface temperature for long term property management



Damp & Mould Removal

Emergency, responsive and planned solutions for damp and mould.



Contractors are no longer just builders

They're frontline partners in public health. By integrating health-conscious ventilation package practices into every stage of housing delivery, we can create healthy homes now and in the future.



Thank you.

See you at the
next conference!



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