Damp, Condensation, Mould for Non –Technical Officers

Wayne Anderson

BSc MSc Dipl H+S MRICS MCIArb FHEA

hqn TRAINING

Background – Cont'd

- *Condensation, damp and mould if left untreated can have profound consequences on quality of life and health as well as the fabric of the building. Spotting the signs early and dealing with them effectively is vital to combating the problem successfully.*

- *It is not just technical officers who have an important part to play in this. Everyone who interacts with customers and properties – whether on site, in person or over the telephone – can help.*

- *This one-day session gives delegates the knowledge and confidence they need when dealing with condensation, damp and mould in their day-to-day jobs. It has been designed specifically for non-technical staff – developed from our excellently received technical version.*

Background – Cont'd

- *As well as covering the basics of condensation, damp and mould and the remedies available the session considers the impact of recent legislation, including the Social Housing White Paper, the publicity often associated with disrepair cases and the latest findings of the Housing Ombudsman Service*

Delegates will gain an understanding of:

- *Causes, symptoms of and how to differentiate between the various forms of damp and the cures associated with them*
- *Legislation 'in a nutshell' and the implications of non-compliance*
- *The impact on a person's health and those most likely to suffer from damp*
- *How recent 'improvements' to stock have compounded problems and best practice on giving advice*
-

Delegates will gain an understanding of:

- *How to get it right first time and how delegates can help reduce wasted resources eg the need for pre-inspections and re-visits.*
- *The factors to consider when managing condensation - including effective advice and strategies to control or remove mould*
- *How to challenge outdated and often inappropriate approaches and advice given in respect to managing damp*
- *How to ask the right questions and signpost issues so that they can be effectively resolved.*

hqn TRAINING

Workshop 1

Identify the various forms of damp likely to affect dwellings ?

- *Leaks*
- *Penetrating Damp*
- *Rising Damp*
- *Condensation*

hqn TRAINING

Damp - Background

- *Average rainfall 75 mm a month*
- *Average family produce 16 litres of water a day*
- *75% buildings now standing will be standing in 2050*
- *EHCS estimate that 4 million houses suffer damp related problems in some shape or form*
- *50% main problems relate back to damp*
- *No wonder we're under siege!*

Right First Time' - CIH 2005/6/12 …..

- *Study found that organisations working hard to improve their repairs service*
- *Some have adopted a radical restructuring of the whole service….others a more piecemeal approach*
- *Considerable variety in the way services are delivered, in part reflecting local circumstances*

Workshop

- *Pre-requisites to an effective appreciation of 'Getting It Right First Time' are an understanding of the aspirations of the following parties in the delivery of an effective repairs and maintenance and repairs reporting service :-*
- *Tenants'*
- *Landlord's*
- *Contractors'*
- *Identify what you consider these to be?*

Time, Cost and Quality

hqn
TRAINING

Tenants Perspective

The Achievement of a Good Property Management and Maintenance Service is :-

- *Provision of and maintenance of safe, sound, affordable and appropriate housing and estates as best suited to occupying tenant – in compliance with Legal Obligations and Codes of Practice etc*
- *That Repairs when needed can be easily Reported, Quick Response, Appointment Kept and if not informed of change, Updated Contact and History Details - Repairs etc*
- *Treatment of Tenant as a Valued Customer – Care, Respect, Courtesy and Fairness. A service that takes into account Customers' Views*
- *Organization's Approach to Customer Care – Clear and Effective Policies and Procedures – Application of Appropriate Re-let Standards, Transfer and Exchange*
- *That Officers understand procedures and are knowledgeable*
- *That the Service Satisfies the Customer and meets set or agreed timetables/ targets*

hqn TRAINING

Tenants Perspective
The Achievement of a Good Service is :-

- *General Appearance – Facilities, Finishes of Stock and Estates, Contractors and Staff*

- *Workmanship and Quality of Service and Finished End Product*

- *Right First Time !*

But what about other Parties' Aspirations ?

Contractors ?

hqn
TRAINING

Service Delivery
Contractor's Perspective :-

- *Profit*
- *Predictable Payment*
- *Predictability of Workload – where possible!*
- *Consistency of Approach by those Informing and Clear Setting of Standards*
- *Appropriate Information provided to facilitate 'Right First Time' ethic*
- *Continuity of Work*
- *Effective use of Resources*
- *Health and Safety*
- *Quality Service end Product*
- *Customer Satisfaction*
- *Treated as a Valued Party and Appreciated*

Fife Council's Repairs and Property Maintenance and Management Policy – 2009 - Objectives

- *Compliance with Legal Obligations and codes of practice in terms of Property and Estate Management*
- *Provision and maintenance of safe, sound and appropriate housing and estates as best suited to occupying tenant – decent homes, hhsrs etc, minimum re-let property standards*
- *Maximise the Useful Life of the Housing Stock*
- *Affordable and sustainable housing!*
- *Servicing all relevant appliances and fittings in line with their legal responsibilities*
- *Provision of a prompt, economic and efficient maintenance and repairs service to same*
- *High standards of customer care and satisfaction*
- *Completion of repairs and work at a single visit, where practicable and arrange appointments to inspect and carry out work where necessary*

Fife Council's Repairs and Property Maintenance and Management Policy – 2009 - Objectives

- *Objectives*

- *Provide a 'value for money' service*
- *Secure Best Contractors/ Value for Money - Cohesive Contract and Tendering Strategy*
- *Provide opportunities for tenants to be involved in the decision making process*
- *Ensure that all tenants are given clear information on the division of responsibility for repairs and maintenance as landlord and tenant*
- *Maintain a comprehensive and systematic programme of cyclical painting, planned maintenance, major repairs and property improvements*
- *Recover all mutual repair costs from owners*
- *Recover all repair costs that are not due to fair wear and tear*
- *Fairness and consistency in customer dealings*

hqn TRAINING

Workshop 2

Implications of a failure to manage damp effectively by Social Housing Providers – Landlords

- *Failure to satisfy aspirations of all parties - tenant, landlords / organisation*
- *Failure to maximise resources –repeat visits*
- *Deterioration of the fabric*
- *Potential ill health to tenants etc*
- *Legal action and time and resources, costs associated with same*
- *Loss of rent*
- *Compensation*
- *Bad publicity ……*

hqn TRAINING

Disrepair

- *Civil law reforms and introduction of fixed recoverable costs have made certain types of litigation eg road traffic accidents less profitable*
- *Sought out new avenues of business*
- *Some HA's/ RP's have seen a 400% increase in volume of disrepair claims*
- *Once landlord has accepted responsibility actions are often accompanied by claims relating to personal injury eg that their children suffer from respiratory problems due to the disrepair, or property damage, which can prove far more costly*
- *Need to ensure that there are clear lines of communication and proper reporting systems – 'constructive notice' implications*

Dampness

- *A large majority of the population of the UK have been adversely affected by damp in it's various forms and it's occurrence with subsequent mould growth has been the largest single complaint received by Local Authorities and the like during the past 20 years or so.*

- *Dampness in buildings is a serious problem - causing superficial and structural damage……our greatest problem?*

- *Conditions in a damp property are often unpleasant, uncomfortable, unhealthy conditions, threaten people's well-being, cause considerable anxiety and threaten people's life chances*

Workshop 3

How could one's health be adversely affected by damp and what could it cause in terms of symptoms ?

- *Rhinitis*
- *Bronchitis*
- *Coughs*
- *Colds*
- *Wheeze*
- *Asthma*
- *Anxiety*
- *Depression*
- *Threaten people's social well-being and life chances*

Workshop 4

Who do you think are the people most likely affected by damp in a property ?

- *Young, elderly*
- *Those on immuno-suppresant drugs or with underlying health conditions*
- *Poor – Fuel poverty„„„…..Heat or Eat ?*
- *Overcrowded / Those who live on their own ?*
- *Private renters ?*
- *Ethnic Minorities – Different cultures ?*
- *The Vulnerable*
- *Those affected by changes to property – insulation etc*
- *Those affected by failings in the legal system – Env Health*
- *Lack of education with respect to managing properties and empathy of landlords*

hqn TRAINING

Health Effects

- *Both the detritus from house dust mites and mould spores are potent airborne allergens*

- *Exposure to high concentrations of these allergens over a prolonged period will cause sensitisation of atopic individuals (those with a pre-determined genetic tendency to sensitisation) and may sensitise non-atopic individuals.*

- *Once a person is sensitised relatively low concentrations of the airborne allergen can trigger allergic symptoms such as rhinitis, conjunctivitis, eczema, cough and wheeze*

HHSRS - Damp and Mould Growth Health Effects

- Mould Growth

- Although less significant statistically in health terms, spores of many moulds and fungi (including timber attacking fungi) can be allergenic.

- The spores can also be carcinogenic, toxic and cause infections, the potential health effect varying with species.

- Fungal infection whilst not common is usually associated with those vulnerable to infection (such as those on immuno-suppressant drugs)

HHSRS - Damp and Mould Growth Health Effects

- Mould Growth

- Some fungi , particularly when in high concentrations, can also colonise the airways of susceptible individuals particularly asthmatics.

- Toxins from some moulds (mycotoxins) can cause nausea and diarrhoea, can suppress the immune system, and have been implicated in cancers.

- Although uncommon these are serious if they occur.

News
- Research news
- University news
- Student news
- Staff news
- International news

News archive

Events

Awards

The Exeter blog

Contact the Press Office

Higher education news links

Energy efficient homes linked to asthma

The drive for energy efficient homes could increase asthma risks, according to new research.



Researcher Richard Sharpe examines house for signs of mould

Led by a team at the University of Exeter Medical School, the research has found that a failure by residents to heat and ventilate retrofitted properties could lead to more people developing the respiratory condition.

Working with leading UK social housing provider, Coastline Housing, the research team assessed data from the residents of 700 properties in Cornwall. They found that people living in more energy efficient homes had a greater risk of asthma, and that the presence of mould doubled this risk.

This study, published in the journal *Environment International*, builds on previous work showing that dampness and mould can increase the risk of allergic diseases. It is the first time scientists have been able to combine detailed asset management data with information about occupant behaviour and health, to assess the factors likely to contribute to asthma.

The United Kingdom has one of the highest occurrences of asthma in the world, with the disease presenting substantial economic and societal pressures. With the government releasing £30 million of funding this week for energy efficiency improvements, this study highlights the need for changes in the behaviour of residents benefitting from this type of scheme.

Researcher Richard Sharpe has been involved in the study, and said: "We've found that adults living in energy efficient social housing may have an increased risk of asthma. Modern efficiency measures are vital to help curb energy use, and typically prevent heat loss through improved insulation and crack sealing. Yet some people, particularly those living in fuel poverty, are unlikely to heat a building enough – or ventilate it sufficiently – to prevent the presence of damp and mould, factors that we know can contribute to asthma."



BSI, 2017

- *'The reality is that moisture risk cannot be eliminated in buildings; it increases as we place greater demands of energy efficiency and comfort, as well as increased burdens of moisture generation, upon buildings'*

British Standards Institution



- *'Potential health impacts [from exposure to the above substances] include asthma, chronic obstructive pulmonary disease (COPD), respiratory irritation, effects on the heart, and cancer, as well as non-specific symptoms such as headache, tiredness, and loss of concentration (sometimes referred to as 'sick building syndrome')'*

Royal College of Physicians


"Mould and damp should be treated as seriously as other
health and safety issues, such as gas and asbestos."

Avoiding Litigation

- *Not possible to say for certain what to do in any particular case to avoid losing a judgement because so many of the remedies available to tenants are within the 'Judges discretion'*

- *In the exercise of that discretion the Judge will be concerned with the 'reasonableness' of both parties conduct*

- *If it can be shown that the landlord has acted reasonably and done all that is reasonably expected in the circumstances the Judge is more likely to want to find in the landlord's favour*

Property Management – Strategic Objectives

- *Comply with Legal Duties*
- *Maximise Useful Life of the Housing Stock*
- *Decent Home Standards/ WHQS/ HHSRS*
- *Affordable Warmth Implications*
- *Sustainability - Carbon Footprints*
- *Provide Prompt, Economic, Effective Service*
- *Achieve High Standards of Customer Care*
- *Secure Best Contractors/ Value for Money*
- *Cohesive Contract and Tendering Strategy*

Property Management
Statutory and Other Requirements

- *Legislation/ Statute*
- *Tenancy Agreements*
- *Common Law - Torts*



hqn TRAINING

Property Management
Statutory and Other Requirements

- *Law of Property Act 1925, 1949*
- *Landlord and Tenants Acts 1927,54,85 – 11,12 - Tenancy Agreements - age, character*
- *Homes (Fitness for Human Habitation) Act 2018*
- *Occupiers Liability Acts 1957,84*
- *Right to Repair Regulations 1994*
- *Housing Acts 1961,74,85,88; Local Gov't and Hsg Act 89 – Section 604 and 606 offences - 'Unfitness', free from serious disrepair, free from dampness prejudicial to health*
- *Defective Premises Act 1972 ; HHSRS – Housing Act 2004*
- *The Environmental Protection Act 1990 – Sections 80/81 - abatement notice*
- *Disability Discrimination Act 1995*
- *Human Rights Act 1998*
- *Race Relations Act 1976/ Sex Discrimination Act 1975*
- *Health and Safety at Work Act 1974*

hqn TRAINING

Landlords and Tenants Act '85 – Sections 11 +12

- *Keep in a good, fit and safe state of repair the structure of the building, elements of the fixtures and fittings and installations;*
- *'Disrepair' – a physical deterioration to that which should be kept in repair to a level of damage which may be said to be 'unacceptable' and affecting the 'lessee's enjoyment'*
- *Disrepair is not related to questions of a lack of amenity or being inefficient – and the loss suffered must be more than 'de minimis'.*
- *The landlord is liable for the culpable element only eg in dampness...not the non-culpable in the award of damages*
- *If premises are in disrepair – lessor only obliged to restore them to their previous good condition – repair contrasted with 'improvement' !*
- *When looking at the standard of the repair required the Judge will look at the age, character, prospective life and the location in which it is situated*

Landlords and Tenants Act '85 – Sections 11 +12

- Notice

- *Obligation of the landlord is activated by 'Notice'*
- *The quality of the Notice? Any information as would put a reasonable landlord on inquiry into whether works of repair are required*
- *Once notified has to react within a reasonable time !*
- *Landlords often give timings of repair - otherwise a question of fact and degree as to 'reasonable' time – 'time at large'!*
- *Implications of 'constructive notice'*

Housing Act – Sections 604 and 606

- *Section 604*

- *Specifies that the dwelling house must be free from 'serious disrepair', free from dampness prejudicial to health of the occupants, statutorily unfit*

Environmental Protection Act 1990 – Section 80

- *Deals with 'statutory nuisance'*

- *A statutory nuisance exists where premises are in such a state as to be 'prejudicial to health'*

- *If the premises are prejudicial to health it doesn't matter whether the landlord has –*
- *- satisfied building regulations*
- *- inappropriate notice has been given (maybe)*
- *- the landlord has complied with his repairing obligations, or that,*
- *- the state of the premises is as a result or due to an inherent or design fault or issues such as the age, character or location of the building where it is an issue.*

- *.....unless the problem is driven by the 'Tenant'*

hqn TRAINING

Homes (Fitness for Human Habitation) Act 2018

20 Dec 2018 ☆



The Homes (Fitness for Human Habitation) Act - 2018

- *Given Royal Assent on 20th Dec 2018 and came into effect on 20th March, 2019 – swift passage through parliament*
- *This Act gives private and social tenants an additional route to take landlords to court if their home is unsafe*
- *The Act amends the current fitness for human habitation found in the Landlord and Tenant Act 1985 and further amends too, the Building Act 1984*
- *It in part revives a clause which had already existed in an old piece of legislation of which many tenants were able to benefit from, until about 1957, ie requiring homes to be fit for human habitation at the start of the tenancy and to remain so throughout*
- *The Act inserts a new section 9A(1) into the Landlord and Tenant Act 1985 which is headed 'Fitness for human habitation of dwellings in England'*

Ministry of Housing, Communities & Local Government

Policy paper

The charter for social housing residents: social housing white paper

Updated 22 January 2021

Contents

Foreword from the Prime Minister

Foreword from the Prime Minister

A new Charter for social housing residents

Our new Charter sets out what every social housing resident should be able to expect:

1. **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
2. **To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong ombudsman who will give you swift and fair redress when needed.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. **To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
7. **To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.

Housing
Ombudsman Service

The Housing Ombudsman's Complaint Handling Code

Published July 2020

hqn
TRAINING

Housing Ombudsman urges zero tolerance approach on damp and mould

'Spotlight on damp and mould - It's not lifestyle'



Housing Ombudsman Report – Autumn 2021

'Spotlight on Damp and Mould - It's not lifestyle'

- *Addressing damp and mould needs to be a higher priority with a change in culture from 'proactive to reactive'*
- *Examined 410 complaints, investigated 142 landlords over a two year period*
- *Maladministration found in 56% of cases rising to 64% for complaint handling alone*
- *As well as casework the report draws on 500 responses to the Ombudsman's call for evidence issued in April of the same year 2021*
- *The call for evidence saw a caseload jump of 50%*
- *Failure rate was often the result of inaction, excessive delays or poor communication*

hqn TRAINING

Housing Ombudsman Report – Autumn 2021

'Spotlight on Damp and Mould - It's not lifestyle'

- *The report identifies best practice and makes 26 recommendations for landlords to implement :-*

- *Landlords should consider whether they have an existing robust framework, if they have one at all, and a policy to address damp and mould including proactive interventions, effective approach to diagnosis, communications and aftercare …..*

Housing Ombudsman Report – Autumn 2021

'Spotlight on Damp and Mould - It's not lifestyle'

- *The report identifies best practice and makes 26 recommendations for landlords to implement :-*

- *Landlords should ensure that their staff, whether in-house or contractors, have the ability, resources etc to identify and report early signs of damp and mould and identify complex issues at an early stage …..*

- *Landlords should take steps to identify and resolve any skills gaps they may have, ensuring their staff and contractors have appropriate expertise to properly diagnose and respond to reports of damp and mould ….*

Housing Ombudsman Report – Autumn 2021

'Spotlight on Damp and Mould - It's not lifestyle'

- *The report identifies best practice and makes 26 recommendations for landlords to implement :-*

- *Landlords must ensure there is effective internal communication between their teams and departments, and ensure that one individual or team has overall responsibility for ensuring complaints or reports are resolved, including follow up or aftercare …..*

Housing Ombudsman Report – Autumn 2021

'Spotlight on Damp and Mould - It's not lifestyle'

- *The report identifies best practice and makes 26 recommendations for landlords to implement :-*

- *Landlords should ensure they treat residents reporting damp and mould with respect and empathy as the distress and inconvenience experienced by residents in this area is some of the most profound they have seen*

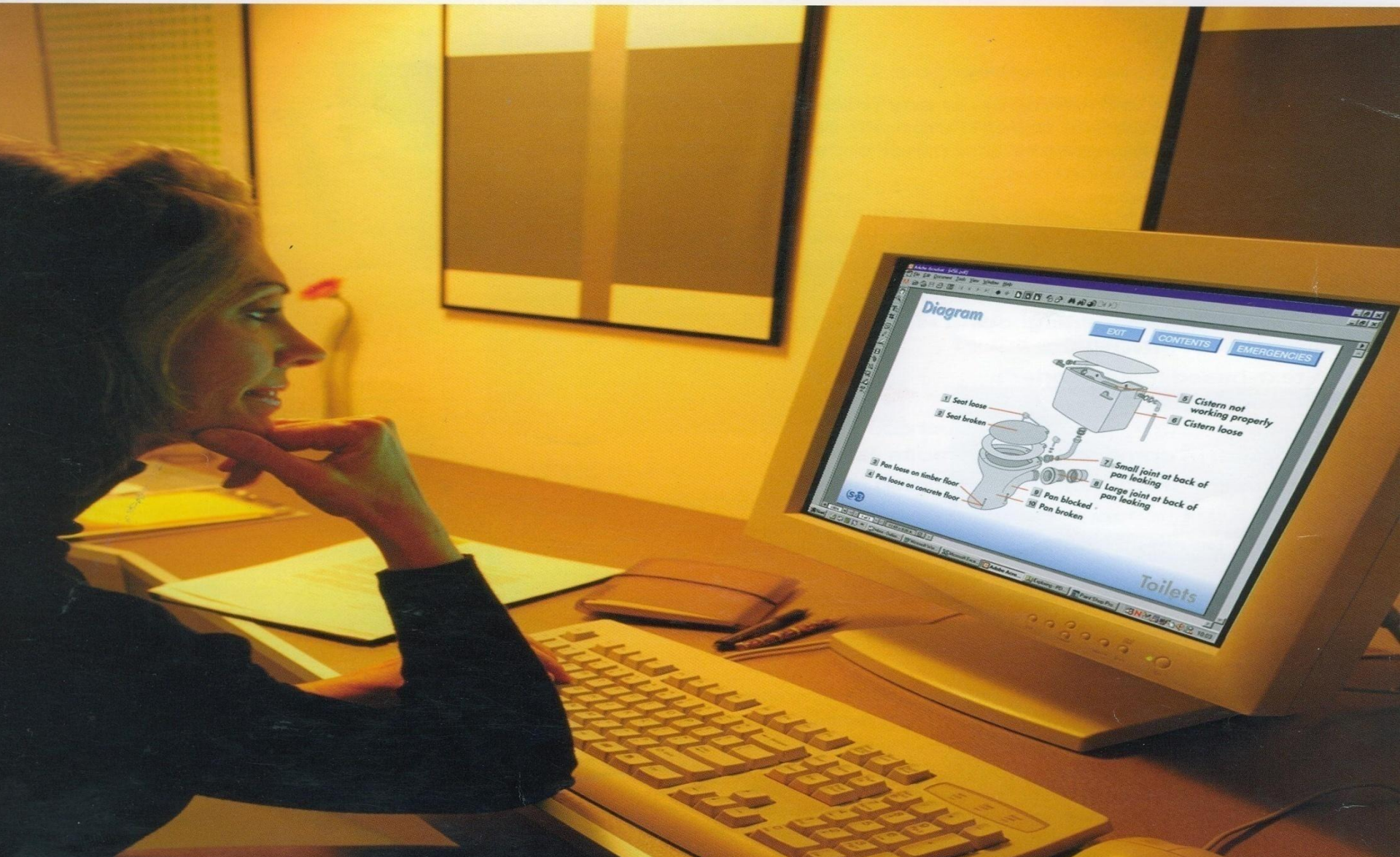
Housing Ombudsman Report – Autumn 2021

'Spotlight on Damp and Mould - It's not lifestyle'

- *The report identifies best practice and makes 26 recommendations for landlords to implement :-*

- *The word 'lifestyle' when it may be a consequence of limited choices and conditions placed on them by the changes made to their homes should be banished from the vernacular. It is a word used so often it can be said to be systemic*

Effective Repairs Diagnosis and Reporting Policies and Procedures on-line Tenant Handbooks and Booklets



Corby Borough Council

Search

Working together to deliver P R I D E in Corby

Covid-19 (Coronavirus) | Contact Us | My Account | Payments

Corby Borough Council Repair Reporting

Lookup

Start Here:

Main Menu

- Plumbing
- Doors and Windows
- Kitchens and Sinks
- Heating and Electrics
- Garages and External
- Roofs, Chimneys and Drains
- Communal Facilities
- Walls, Floors and Stairs
- Dr Damp


Plumbing


Doors and Windows


Kitchens and Sinks


Heating and Electrics


Garages and External


Roofs, Chimneys and Drains


Communal Facilities


Walls, Floors and Stairs


Dr Damp

hqn TRAINING

Corby Borough Council Repair Reporting

start | back

Doctor Damp

Pick the symptom that best identifies your damp problem. The descriptions will then help you decide what kind of problem you may have.

Damp patches on the wall

Damp patches on the ceiling

Damp and black mould on walls or ceiling

Corby Borough Council Repair Reporting

start | back

Doctor Damp

Pick the symptom that best identifies your damp problem. The descriptions will then help you decide what kind of problem you may have.

Damp patches on the wall

Damp patches on the ceiling

Damp and black mould on walls or ceiling

Damp patches on the wall

Is the damp at ground level? If No, click here

Damp on a wall at ground level sounds like rising damp (water being drawn up into the wall from the ground). You might see peeling wallpaper and discoloured patches on the lower part of the wall on the inside. The floor might also be damp.



Rising damp could mean that the 'damp proof course' has broken down. Or there may be something piled up against the outside wall which is causing the problem. You might want to check whether the outside of the wall has earth or debris against it that could be removed.

☐ I want to report this problem as rising damp

Do add any comments and useful details like the location of the problem.

make report

Corby Borough Council Repair Reporting

start | back

Doctor Damp

Pick the symptom that best identifies your damp problem. The descriptions will then help you decide what kind of problem you may have.

Damp patches on the wall

Damp patches on the ceiling

Damp and black mould on walls or ceiling

Damp and black mould on walls or ceiling

Surface damp and mould is caused by water condensation. This usually happens in the kitchen or bathroom where hot water makes the atmosphere steamy, but it can affect other rooms as well. Other signs will be water running down the inside of windows. You can reduce condensation by keeping rooms warm and well ventilated. Use an extract fan if one is fitted or open the window. Make sure that any vents in the window are open.

Small patches of mould can be wiped off but please report it if you have a major problem.



☐ I want to report a serious condensation problem

Do add any comments and useful details like the location of the problem.

make report



Tweets 281 | Following 3,444 | Followers 2,122 | Likes 377 | Lists 12

Follow

Help Reduce Mouldy

@ReduceMouldy

Mouldy helping #HousingAssociations #Landlords & #LAs inform tenant's on how to reduce condensation related mould via our off the peg campaign @tencreativeuk

UK

reducemouldy.co.uk

Joined February 2016

https://twitter.com/ReduceMouldy/media

Tweets | Tweets & replies | Media

Help Reduce Mouldy @ReduceMouldy · Sep 14

What is causeing the damp in your home?! #Mould #MouldSolved



Help Reduce Mouldy @ReduceMouldy

Reduce Mouldy on how to identify the causes of mould in your home buff.ly/2nvxlDk #ReduceMould #MouldTips #RentalProperties #damp

1 1

New to Twitter?

Sign up now to get your own personalised timeline!

Sign up

Worldwide trends

#HappyChenDay
228K Tweets

#AyudaCDMX



Save energy at home

Cut your bills and reduce your carbon emissions with our independent and impartial advice

Find out more

House of Commons Library

By Suzanna Hinson and Paul Bolton

8 July 2021

Fuel Poverty

Summary
1 Introduction
2 Fuel poverty trends
3 Fuel Poverty Policy
4 Stakeholder views
5 Help with fuel poverty

hqn TRAINING


IDEAL
40
60
VERY DRY
20
VERY DAMP
80
HUMIDITY
0
100
Ventilate and increase heat.
Avoid drying clothes by radiators or other heat source

Avoiding Litigation

- *Joyce v Liverpool City Council 1995*

- *Judge warned about waste of time and money on litigation rather than on the repairs themselves*

- *"The evidence before us does suggest that court trial of minor Section 11 (Landlord and Tenant 1985) claims yield a benefit to the legal profession out of all proportion to that gained by the tenant and diverts the funds of local authority landlords from purposes more germane to their public function"*

Using the Premises in a Tenant Like Manner

- *The leading case Warren v Keen (1954)*

- *'He must take proper care of the place. He must, if he is going away for the winter, turn off the water and empty the boiler. He must clean the chimneys when necessary, and also the windows. He must mend the electric light when it fuses. He must unstop the sink when it is blocked by his waste. In short, he must do the little jobs about the place which a reasonable tenant would do. In short, he must of course, not damage the house, wilfully or negligently; and he must see that his family and guests do not damage it; if they do, he must repair it. But apart from such things, if the house falls into disrepair through fair wear and tear or lapse of time, or for any reason not caused by him, then the tenant is not liable to repair it…….Lord Denning*

But….. To Avoid Litigation and/or Look After Your Organisation's Interests

Do You ?

Avoiding Litigation

- *Have a Policy and Procedure Guide for Damp and Condensation ? Does that Identify Roles etc?*

- *Form a Partnering Agreement/ Framework……. Using agreement pro-formas and described procedures ……...Signed ! ……..Right and Protective !*

- *Issue Tenants with Guidelines and Practical Tips for Avoiding Condensation ? In an Appropriate, Clear Form and Language ?*

- *Have an Effective Training Programme….. and Understanding of Legislation ? Whom amongst your Organisation have attended a Recognised 4 day Training Programme on Damp and Condensation Diagnostics ?*

- *Who is Mike Parrett…..Malcolm Hollis ? Who Has seen 'Raising The Roof'…. 'Diagnosing Damp' ?*

hqn TRAINING



Training Calendar / Booking Form / T&Cs

- Calendar of Courses and Examinations
- Booking Form
- In House Training Options
- Terms and Conditions

Online training

- Online training homepage
- Timber & Dampness in Buildings - online
- Structural Waterproofing - online
- Understanding and Managing Moisture Risks in Buildings - online
- Safe and Sustainable Use of Herbicides - online
- Health and safety e-learning

PCA Surveyor Training

Examinations – Damp & Timber, Surveyor Level

Certificated Surveyor Qualifications: CSTDB / CSDB

From 1st January 2018, the Certificated Surveyor in Remedial Treatments (CSRT) qualification has been re-named Certificated Surveyor of Timber & Dampness in Buildings (CSTDB). The CSRT qualification continues to be recognised as a professional qualification for surveyors in the property preservation industry.

Also from 1st January 2018, for professionals working in the industry who specialise in understanding and diagnosing damp in all its forms but who do not specialise in timber infestation to a similar degree, there will be a separate formal qualification available: Certificated Surveyor of Dampness in Buildings (CSDB).

Candidates successfully passing the CSTDB/CSDB examinations from 2018 onwards will be awarded the **'ABBE/PCA Level 3 Certificated Surveyor of Timber and Dampness in Buildings / ABBE/PCA Level 3 Certificated Surveyor of Dampness in Buildings'** through **ABBE (Awarding Body for Building Education)**.

ABBE is the leading awarding organisation providing qualifications for the built environment.* You can read more about ABBE and their accredited qualifications here.

The qualifications are made up of the following modules:

Avoiding Litigation

- *What Equipment Do You Use …or What Is Available To You ?…..Speedy Meters/ Hygrometer Sticks ?*
- *Do You Check Specialist Reports To See The Equipment They Use To Arrive At Diagnostic Decisions ?*
- *Do You Use Sensors ?….. Placed Appropriately ! /Tacographs ! 'Not Good Enough To Say A Life Style Problem'*
- *Do You Supply Gadget Guides ?*
- *Do You Meet Up Regularly to Discuss Issues ?*

hqn TRAINING

Avoiding Litigation

- *Do You Myth Bust ?……Too Much Ventilation ! Heating All Day ?*
- *Do You Check Finances of Tenants… Affordable Warmth Implications ?*
- *Are You Aware That Some Parties Are More Vulnerable ?*
- *Are You Aware Of The Circumstances Of The Parties ?*
- *Do You Assess Appropriateness of Siting/ Sizing/ Functioning of Equipment/ Facilities ?*
- *Orientation Of A Building/ Defects/ Layout of a Property ?*

hqn TRAINING

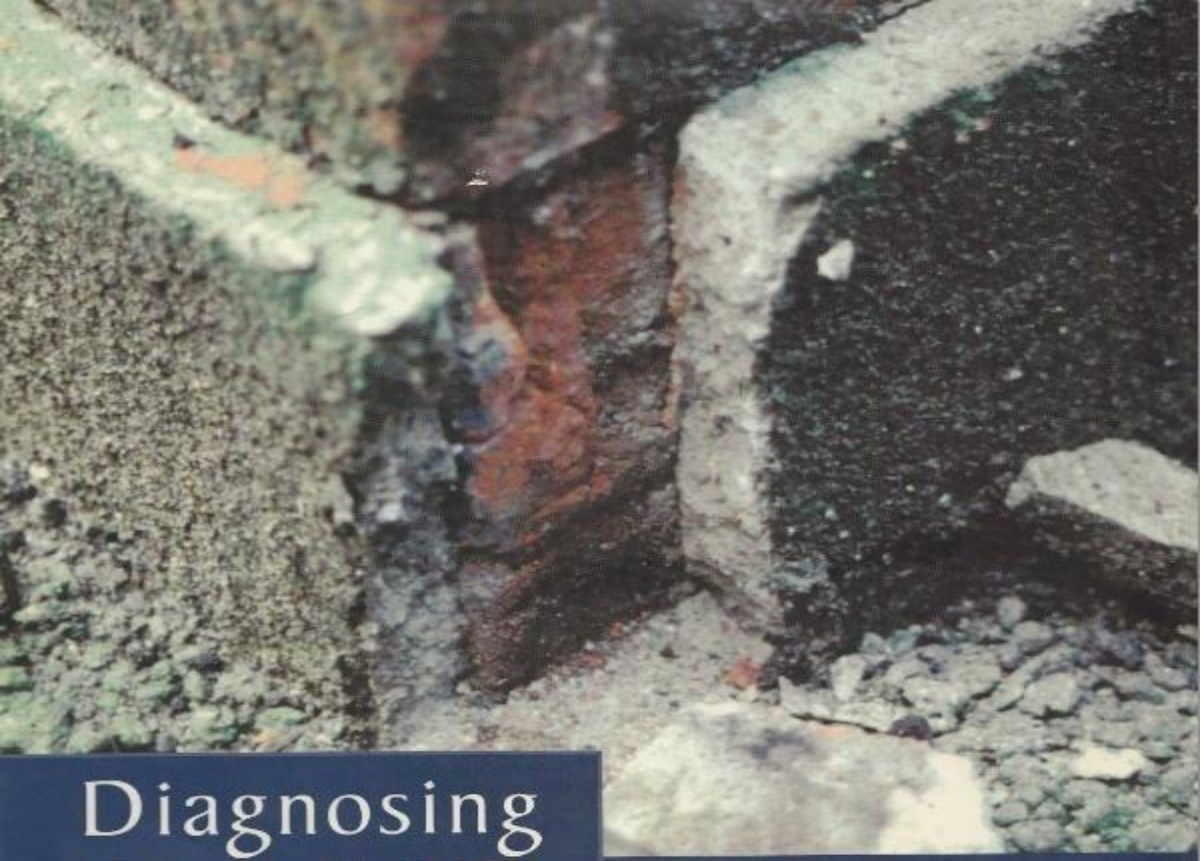
Avoiding Litigation

- *Remove any mould from the property after the first inspection or at least effectively advise and address means to avoid a repeat.*
- *Produce a schedule of repairs with realistic target dates, and issue them to contractor as soon as possible*
- *Monitor the progress of repairs and be prepared to compel the tenant to allow you access if they are making access difficult*
- *Post inspect all repairs are satisfactory before signing off*

'Reasonable Time' Period

- *Can Depend On :-*

- *The seriousness of the disrepair*
- *The effect on the tenant,*
- *The effect on the building*
- *The complexity of the works;*
- *The ease with which it is possible to specify what needs to be done;*
- *The landlord's own internal or published policy;*
- *Policies of other similar landlords*
- *Expert evidence ….plumbers, architects, surveyors, housing professionals etc;*
- *Possibly the existence of a planned modernisation programme*



Diagnosing DAMP

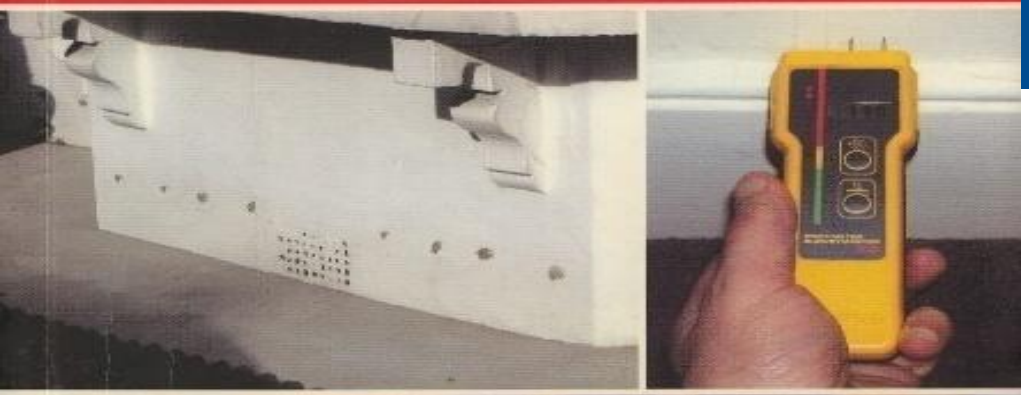
RALPH BURKINSHAW
& MIKE PARRETT

RICS BOOKS

hqn
TRAINING

THE RISING DAMP MYTH

JEFF HOWELL





NOSTCONE PUBLICATIONS

hqn
TRAINING