Damp Workshop and Memory Pack

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Damp – Perfect Storm Background

- *1) What we've done to properties over a period – Sealing people in boxes – raising of humidity, airborne allergens and colonisation of dustmites*
- *2) Changes in legislation – Homes (Fitness for Human Habitation) Act 2018 and The Social Housing (Regulation) Bill 2023— Awaab's Law plus proposed changes*
- *3) Legal fraternity moving into the sector – Civil law reform, Increase in disrepair claims*
- *4) Housing Ombudsman Report – Spotllght on Damp and Mould –It's not lifestyle…. Amd continued publications and developments on same*
- *5) Increase in Energy prices – Fuel poverty, inflation etc*
- *6) Awaab Ishak's death – Rochdale Boroughwide Housing – Coroner' report and Gov't reaction*

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Discussion Paper

The reality of retrofit and the changing nature of damp diagnosis

PCA
Property Care

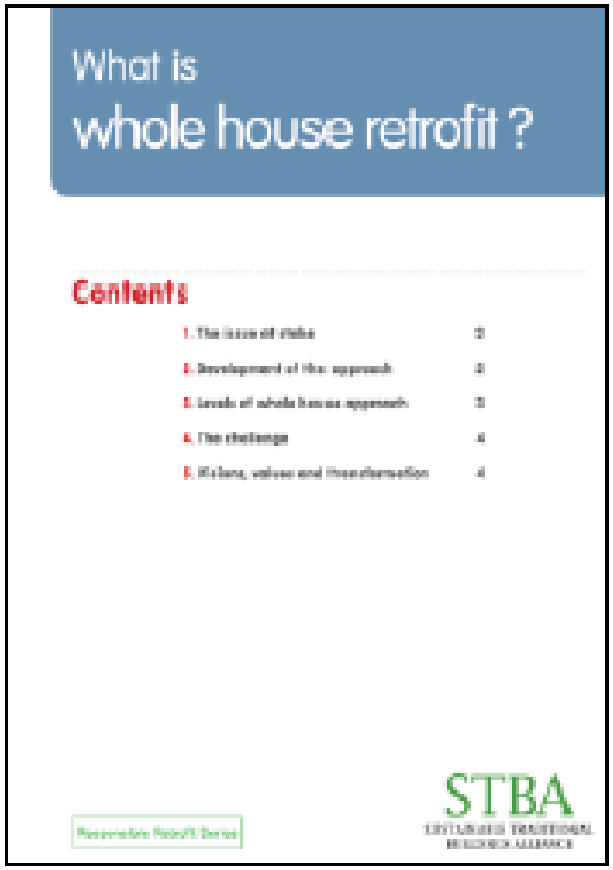
PCA, 2017

'The failure rate of Cavity Wall Insulation installations originally inspected by the BBA ... is over 65%

...

'Solid Wall Insulation failure rate is higher at around 80%, of which 50% are technical failures'

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- *'Interest [in whole-house retrofit] has arisen as a response to the many unintended consequences of existing retrofit programmes and projects including unhealthy indoor environments, fabric decay, moulds & condensation, building services problems, remedial costs & liabilities, failure to meet reduction targets and even increased carbon emissions & energy use'*

'*Unintended Consequences*'

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Homes (Fitness for Human Habitation) Act 2018

20 Dec 2018 ☆



Social Housing Regulation Act becomes law



Received Royal Assent and became law – 20th July, 2023

- Greater powers for the Regulator, including the ability to enter properties with only 48 hours' notice in 'Ofsted-style' inspections and issue unlimited fines;
- Qualification requirements for social housing managers;
- Strict timescales to address reported health hazards such as damp and mould;
- Strengthened consumer standards,

The Social Housing Regulation Act 2023

- *The Social Housing Regulation Act is part of the biggest government reforms affecting social housing in a decade.*

- *It brings about changes to ensure tenants in social rented housing are protected from the damaging effects of hazards eg 'damp and mould' …..with the landlord responsible for identifying and addressing the underlying causes of health hazards*

- *The Act seeks to address issues with social landlords in not complying with rules and regulations, it enforces timely action to prevent health hazards and rectify any issues within specific timeframes.*

The Social Housing Regulation Act 2023

- *'Awaab's Law', as it is known, entered parliament through Clause 42 of The Social Housing (Regulation) Act in July 2023'…….. forming part of the government's White Paper pledge to reduce non-decency in rented homes by 50% by 2030.*

The Social Housing Regulation Act 2023

- *Awaab's Law will mean that social housing landlords must:*

- *Begin investigating known or reported hazards within 14 calendar days.*
- *Provide a report in writing within a 14-day timeframe that includes information about the hazard, the solution to address the hazard, and a clear timeframe to remedy the issue.*
- *Repair work beginning within 7 calendar days if the hazard is defined as a significant risk to the health or safety of the tenants with consideration given to the vulnerability and age of tenants.*

The Social Housing Regulation Act 2023

- *A 24 hours timeframe given for 'emergency repairs'*
- *Repair works being completed within a 'reasonable time period'*
- *….alternative accommodation offered by social housing landlords if repairs cannot be completed in the above timeframes or relevant measures to protect parties' health and safety interests cannot be put in place*

The Social Housing Regulation Act 2023

- *The next step being the introduction of secondary government legislation'……..o make sure Awaab's Law can be brought into force as soon as practically possible. 2024 ?*

The Social Housing Regulation Act 2023

- *Once enforceable, if social landlords do not meet the timeframes specified in Awaab's law, residents will be able to take them to court.*

- *The Social Housing (Regulation) Act 2023 also ….. gives tenants stronger powers and rights to hold landlords accountable. The Regulator will be given the power to issue unlimited fines and enter properties with 48 hours' notice if emergency repairs are required.*

Housing
Ombudsman Service

Spotlight on:
Damp and mould

It's not lifestyle

October 2021

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Ministry of Housing, Communities & Local Government

Department of Health & Social Care

UK Health Security Agency

Guidance

Understanding and addressing the health risks of damp and mould in the home

Updated 15 August 2024

Applies to England

Workshop 1

Identify the various forms of damp likely to affect dwellings ?

- *Leaks / Traumatic Damp – 15– 17%*
- *Penetrating Damp*
- *Rising Damp – 3-5%*
- *Condensation – 80 %*

Damp - Background

- *Average family produce 16 litres of water a day*
- *75% - 80% buildings now standing will be standing in 2050*
- *Association of Safety and Compliance Professionals state that as many as 1 in 5 homes have some form of Damp / 10-50% other publications*
- *50% main problems/ defects in buildings relate back to damp in one way shape or form*
- *50% damp problems internally caused by external issues*
- *People living in private or social rented housing are more likely to live in a home with damp amd mould than are owner occupiers*

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, housing regulator and housing ombudsman etc*
- *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 …….*

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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*
- *Eczema, Rashes*
- *Eye Irritation*
- *Coughs*
- *Colds*
- *Wheeze*
- *Fever*
- *Chronic Fatigue*
- *Asthma*
- *Headaches*
- *Anxiety*
- *Depression*
- *Threaten people's social well-being and life chances*
- *Has been linked with cancers……and Death*

Workshop 4

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

- *Young, elderly*
- *Those on immuno-suppressant drugs or with underlying health conditions*
- *Pregnant women, their unborn babies or those having given birth !*
- *People who are bedbound, housebound or have mobility issues*
- *People on low incomes – Fuel poverty,,,,,…..Heat or Eat ?*
- *Overcrowded / Those who live on their own ?*
- *Private Sector / Social Housing ?*
- *People living in temporary accommodation*
- *The Vulnerable – people with mental health conditions etc*
- *Those affected by changes to property – insulation etc and who have been provided with a lack of information on how to manage their properties*

News

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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

Risk assessment matrix

Vulnerability of Occupants					
	4	4	4	4	4
	3	3	3	4	4
	2	2	2	3	4
	1	1	2	3	4
		1	2	3	4
		Severity of Damp and Mould			

Appendix 1 - Initial Risk Categorisation Framework

High Risk Factors	Moderate Risk Factors	Low Risk Factors
• Household members have medical conditions that increase their risk such as asthma or a condition that means they have a weakened immune system.	• Household members do not have medical conditions that increase their risk such as asthma or a condition that means they have a weakened immune system.	• Household members do not have medical conditions that increase their risk such as asthma or a condition that means they have a weakened immune system.
• Household member vulnerable or has a severe disability.	• Household members are not vulnerable nor have a disability.	• Household members are not vulnerable nor have a disability.
• Household member is or has experienced a respiratory symptom potentially linked to mould in the property including having had to visit their GP or Hospital	• Household member has not experienced a respiratory symptom potentially linked to mould in the property and has not attended their GP or Hospital	• Household member has not experienced a respiratory symptom potentially linked to mould in the property and has not attended their GP or Hospital

Appendix 1 - Initial Risk Categorisation Framework

• Household member under 12	• No household member under 12	• No household member under 12
• Household member over 65	• No household member over 65	• No household member over 65
• Damp and mould present in all rooms or a room where household member spends most of the day or night (living rooms and bedrooms)	• Damp and mould present in more than 1 room or a room where household member spends most of the day or night (living rooms and bedrooms)	• Damp and mould present in only 1 room but not in a room where household member spends most of the day or night (living rooms and bedrooms)
• Significant area of damp or mould (more than 2m2 in any room)	• Moderate area of damp or mould (more than 1m2 but less than 2m2 in any room)	• Minor area of damp or mould (less than 1m2)

MOULD SURFACE AREA (Mould growth area together in that one room)						
	MULTIPLE ROOMS - MORE THAN 2 INTERNAL DOOR FACES IN SIZE IN EACH ROOM	HIGH	HIGH	HIGH	HIGH	HIGH
	1 ROOM ONLY - MORE THAN 2 INTERNAL DOOR FACES IN SIZE	MEDIUM - HIGH	HIGH	HIGH	HIGH	HIGH
	1 ROOM ONLY - OVER THE SIZE OF AN INTERNAL DOOR FACE BUT LESS THAN 2 DOOR FACES	MEDIUM	MEDIUM	MEDIUM - HIGH	MEDIUM - HIGH	HIGH
	1 ROOM ONLY - UPTO THE SIZE OF AN INTERNAL DOOR (between 1/2-1 door)	LOW	LOW - MEDIUM	LOW - MEDIUM	MEDIUM	MEDIUM - HIGH
	MOULD AROUND WINDOW REVEALS / FRAMES / SILICON (corners of room/behind furniture?) ONLY	LOW	LOW	LOW	LOW	LOW - MEDIUM
		NO HEALTH CONCERNS	MINOR HEALTH CONCERNS	VULNERABLE ADULT / UNDER 14 - OVER 80	IMMUNO COMPROMISED	SEVERE RESPIRATORY DISEASE
		HEATH ASSESSMENT				

RISK RATING	OUTCOME	JOB PRIORITY
HIGH	RAISE INSPECTION	P - 5 DAY
MEDIUM - HIGH	RAISE INSPECTION	R - 20 DAY
MEDIUM	RAISE INSPECTION	R - 20 DAY
LOW - MEDIUM	TENANT TO CLEAN	N/A
LOW	TENANT TO CLEAN	N/A

MOULD SURFACE AREA (Mould growth area together in that one room)	NO HEALTH CONCERNS	MINOR HEALTH CONCERNS	VULNERABLE ADULT / UNDER 14 - OVER 80	IMMUNO COMPROMISED	SEVERE RESPIRATORY DISEASE
MULTIPLE ROOMS - MORE THAN 2 INTERNAL DOOR FACES IN SIZE IN EACH ROOM	HIGH	HIGH	HIGH	HIGH	HIGH
1 ROOM ONLY - MORE THAN 2 INTERNAL DOOR FACES IN SIZE	MEDIUM - HIGH	HIGH	HIGH	HIGH	HIGH
1 ROOM ONLY - OVER THE SIZE OF AN INTERNAL DOOR FACE BUT LESS THAN 2 DOOR FACES	MEDIUM	MEDIUM	MEDIUM - HIGH	MEDIUM - HIGH	HIGH
1 ROOM ONLY - UPTO THE SIZE OF AN INTERNAL DOOR (between 1/2-1 door)	LOW	LOW - MEDIUM	LOW - MEDIUM	MEDIUM	MEDIUM - HIGH
MOULD AROUND WINDOW REVEALS / FRAMES / SILICON (corners of room/behind furniture?) ONLY	LOW	LOW	LOW	LOW	LOW - MEDIUM
	HEATH ASSESSMENT				

Current WHO Guidance

RISK	Mould Surface Area	Action
LOW RISK	Up to 1sq metres	Wipe and Maintain Daily
MEDIUM RISK	1 - 3 sq. metres	Deal with symptoms. Biocide clean
HIGH RISK	Over and above 3sq metres	Action required including dealing with the source of the issue. PPE is required
	Where the surface area is over 10sq metres	Professional cleaning and strategy to deal with cause. Such as HIVE model

NOTES

RISK RATING	OUTCOME	JOB PRIORITY
HIGH	RAISE INSPECTION	P - 5 DAY
MEDIUM - HIGH	RAISE INSPECTION	R - 20 DAY
MEDIUM	RAISE INSPECTION	R - 20 DAY
LOW - MEDIUM	TENANT TO CLEAN	N/A
LOW	TENANT TO CLEAN	N/A

MOULD SURFACE AREA	NO HEALTH CONCERNS	MINOR HEALTH CONCERNS	VULNERABLE ADULT / UNDER 14 - OVER 60	IMMUNO COMPROMISED	SEVERE RESPIRATORY DISEASE
MULTIPLE ROOMS - MORE THAN 2 INTERNAL DOOR FACES IN SIZE IN EACH ROOM	HIGH	HIGH	HIGH	HIGH	HIGH
1 ROOM ONLY - MORE THAN 2 INTERNAL DOOR FACES IN SIZE	MEDIUM - HIGH	HIGH	HIGH	HIGH	HIGH
1 ROOM ONLY - OVER THE SIZE OF AN INTERNAL DOOR FACE BUT LESS THAN 2 DOOR FACES	MEDIUM	MEDIUM	MEDIUM - HIGH	MEDIUM - HIGH	HIGH
1 ROOM ONLY - UPTO THE SIZE OF AN INTERNAL DOOR	LOW	LOW - MEDIUM	LOW - MEDIUM	MEDIUM	MEDIUM - HIGH
MOULD AROUND: WINDOW REVEALS / FRAMES / SILICON AND CORNERS OF ROOM, BACKS OR BEHIND FURNITURE	LOW	LOW	LOW	LOW	LOW - MEDIUM
	HEATH ASSESSMENT				

Between 1/2 door to 1 door

Rating	Severity of Damp and Mould	Response
Red Severe	Extensive areas of damp and /or mould growth in 1 or more of the properties main living spaces which includes: - • bedrooms • living rooms • bathroom • kitchen Mould growth and or dampness visible on surfaces such as the illustrations below  	Immediate diagnosis using AR and remedial works ordered Mould wash to be completed within 3 days If cause cannot be determined, urgent inspection to identify cause within 5 working days **Repairs priority** • Urgent priority given • Earliest possible appointment slot found • No repair should take longer than 4 weeks – escalated to Maintenance Manager to problem solve if this timescale is exceeded at point of ordering repair • Communicate to contractors on urgency of works • Follow up mould washes ordered where required • All repairs monitored by Ongo for completion

Rating	Severity of Damp and Mould	Response
Amber Moderate	Small or patchy areas of damp and /or mould growth in 1 or more of the following: • bedrooms • living rooms • bathroom • kitchen     	Immediate diagnosis using AR and remedial works ordered • Maintenance policy and associated repair timescales applied • Tenant advised if gets worse to contact us and reassessment completed • Complete Mould wash within 7 working days If cause cannot be determined, inspection to identify cause within 10 working days

Rating	Severity of Damp and Mould	Response
Green Low	Minor instance of mould around areas such as window frames, in silicone, around bath/shower Mould growth limited to one location and a non-habitable room e.g under stairs cupboard, dining room     	Immediate diagnosis using AR and remedial works ordered • Maintenance policy and associated repair timescales applied • Tenant advised if gets worse to contact us and reassessment completed If cause cannot be determined – Inspection to identify cause within 4 weeks

Step	What happens	Who
Step 1.1 **Identification – staff/contractor**	Any employee or contractor of Ongo must identify cases of damp and mould. It is never left to the tenant to report. They are reported to CXT via email enquiries@ongo.co.uk with the following information:- • Photos • Size and severity of mould • Location – which rooms • Any health issues or vulnerabilities • Age of all occupants • If you have the knowledge to diagnose ✓ Known cause ✓ Exact works required to allow repair to be raised immediately to avoid unnecessary delays or inspections The Damp & Mould Risk Rating Matrix is used to assess the severity. **If the risk is rated red – severe, you must telephone CXT whist on site to instigate immediate action.**	**Anyone**

Property Management
Statutory and Other Requirements

- *Legislation*
- *Tenancy Agreement*
- *Common Law - Torts*



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Property Management
Statutory and Other Requirements

- *Law of Property Act 1925, 1949*
- *Landlord and Tenants Acts - 1985 – 11,12 - Tenancy Agreements - age, character*
- *Homes (Fitness for Human Habitation) Act 2018*
- *The Social Housing (Regulations) Act 2023*
- *Occupiers Liability Acts 1957,84*
- *Right to Repair Regulations 1994*
- *Housing Acts 1961,74,85,88;,2004 Local Gov't and Hsg Act 89 offences - 'Unfitness', free from serious disrepair, free from dampness prejudicial to health*
- *The Environmental Protection Act 1990 – Sections 80 – Statutory nuisance*
- *Defective Premises Act 1972 ; HHSRS – HHSRS Housing Act 2004*
- *Decent Homes Standard 2006*
- *Homes Standard – Regulator of Social Housing 2015*
- *Health and Safety Legislation eg H+S at Work Act etc*
- *Building Regulations, Gas. Electric Regs, Codes of Practice etc etc*

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Property Management
Statutory and Other Requirements

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



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Property Management
Statutory and Other Requirements

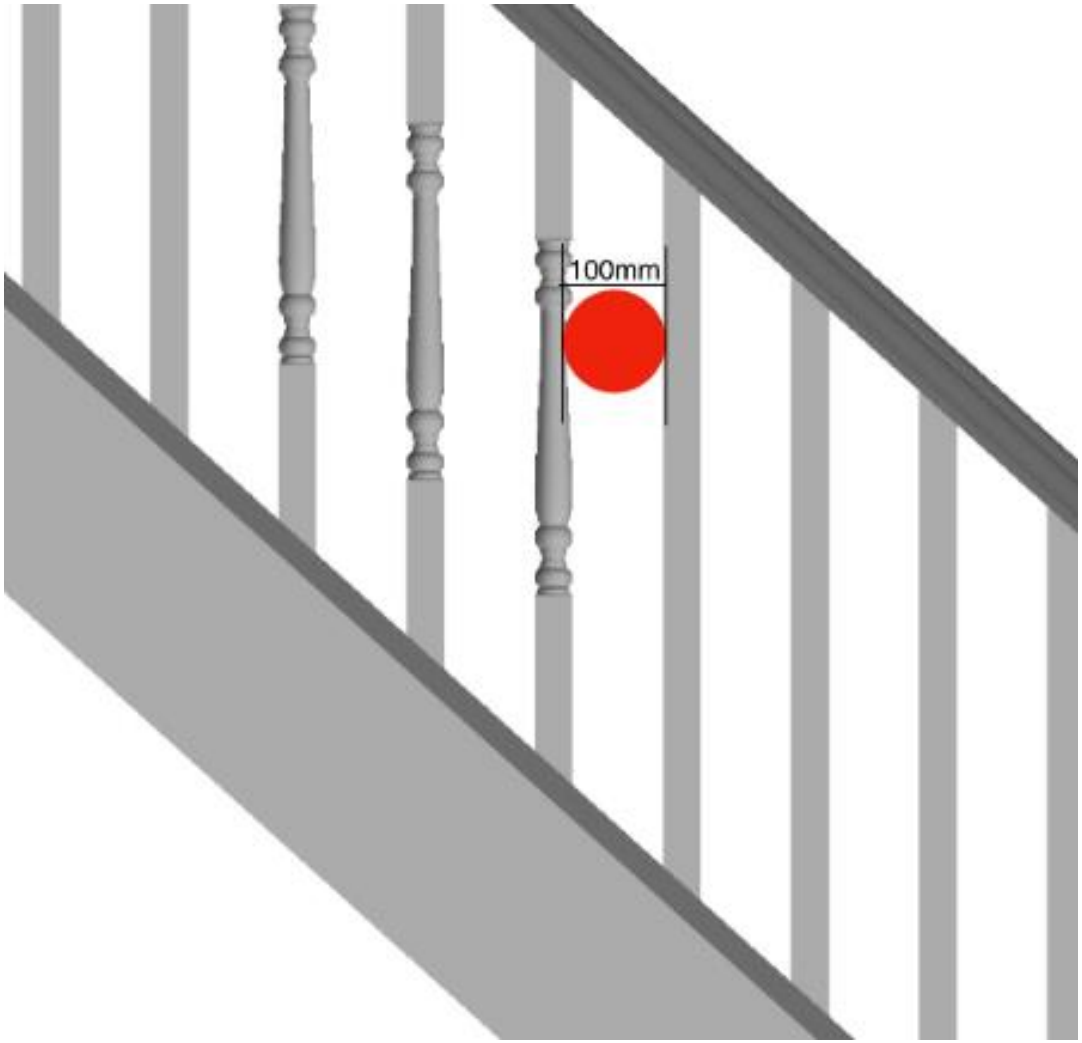
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Housing Health and Safety Rating System

- *The Housing Health and Safety Rating System (HHSRS) IS the Government's prescribed approach to the evaluation of the potential risks to health and safety from any deficiencies identified in dwellings.*
- *There are 29 HHSRS hazards, including the hazards of damp and mould*

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Legal standards for housing providers

- *The Housing Act 2004 requires that properties must be free from Category 1 HHSRS hazards, including damp and mould, and excess cold.*

- *Generally, a 'category 1' hazard means that an occupier of or visitor to the property may require some form of medical attention over the course of a year.*

- *Category 1 hazards (band A-C) as found will mean that a property will not meet the legal minimum standard for housing conditions, and action must be taken to reduce the risk to that which would be expected of a property of that age and type.*

- *The previous UK Government directed local authorities in November 2022 to have regard to 'high scoring Category 2 hazards (band D and E) for damp and mould when considering enforcement action. Category 2 HHSRS hazards being deemed to be of a less serious nature.*

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Legal standards for housing providers

- *To meet the Decent Homes Standard, social housing must be free from dangerous 'category 1' hazards.*

- *The DHS also states that social housing must be in a reasonable state of repair and provide a reasonable degree of thermal comfort.*

- *Disrepair, therefore, and/or inadequate thermal comfort which may result in damp and mould being a concern*

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Legal standards for housing providers

- *New provisions in the Landlord and Tenant Act 1985 were added by the Homes (Fitness for Human Habitation) Act 2018 requiring that properties be free of hazards, including damp and mould, and which are so serious that the dwelling is not reasonably suitable for occupation in that condition.*

- *The occupier of the dwelling may further be be taken into consideration when determining whether the property is suitable.*

- *A home that is fit for human habitation is one that is safe and healthy, which would mean that it is free from damp and mould which could cause significant harm.*

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Awaab's Law – Nearly Legal – Housing Law News Link

- *The Social Housing Regulations Bill – 2023 added a new section 10a into the Landlord and Tenants Act – implying terms into all social tenancies that the landlord will comply with all 'prescribed requirements' in terms of responding to relevant defects as specified in the regs – Awaab's Law*

- *Breach of 10a would be actionable by the tenant in the County Court – quite possibly also sections 9a/10 and section 11.*

- *Hazards do not have to be a Category 1 level order to be in the scope of Awaab's Law – since a resident may be at a greater risk say if they had asthma with damp and mould so could be a significant risk – HHSRS uses age groups*

Timescales

1) Landlords have 14 days (calendar not working) to investigate from being given notice of a defect

- notice not simply dependant on a complaint made by the tenant eg e-mail, phone, walked-in – can include their own scheduled surveys or investigations

- and, where the defect is to common parts, or parts retained by the landlord/s eg roof of a block of flats, the position in law is that they are on 'notice' immediately that the defect arises – regardless of any tenant complaint

2) After the inspection the landlord will produce a report (within the 14 day period) and provide it to the tenant.

The written report/ summary must specify

- *How and when the investigation was conducted, job title of the individual conducting the investigation*
- *Any following investigations that are required and if so when they will take place*
- *If a hazard was found, and*
- *Whether the hazard is likely to pose a significant risk to resident/s health and safety*
- *If it does pose a risk :-*
- *- what temporary repairs are needed to make the property safe until the problem can be permanently rectified*
- *- what the registered provider will do to permanently rectify the problem and the likely timescales for this*
- *How to contact the registered provider with any queries*

Timescales

3) If a significant and imminent risk of harm to the health and safety of an individual/s is identified, an emergency timescale will apply –

- you can expect arguments over whether a significant and imminent risk of harm is present as this has to be identified initially by the landlord

- there is no need for a written summary to be done before taking action.

4) If the emergency timetable is not engaged – works should begin within 7 days

- proposed that if a hazard poses a significant risk the registered provider should begin work to repair the hazard within 7 days of the written summary being issued.

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Timescales

5) Beginning of repair works should entail a worker being on site physically starting to repair and rectify a hazard – irrespective of whether works are being carried out by in-house or external workers

6) Timescales for completing works gets a little more 'messy'

- *proposed that registered providers should be required to complete repairs within a 'reasonable period' ……meaning repairs should not be unreasonably delayed and evidence should be provided where delays to repairs are necessary*
- *planned prorgammes of work in the future cannot be a substitute for work needed to address hazards in social homes ……which must be prioritised !*

Property Management
Statutory and Other Requirements

- *Law of Property Act 1925, 1949*
- *Landlord and Tenants Acts - 1985 – 11,12 - Tenancy Agreements - age, character*
- *Homes (Fitness for Human Habitation) Act 2018*
- *The Social Housing (Regulations) Act 2023*
- *Occupiers Liability Acts 1957,84*
- *Right to Repair Regulations 1994*
- *Housing Acts 1961,74,85,88;,2004 Local Gov't and Hsg Act 89 offences - 'Unfitness', free from serious disrepair, free from dampness prejudicial to health*
- *The Environmental Protection Act 1990 – Sections 80 – Statutory nuisance*
- *Defective Premises Act 1972 ; HHSRS – HHSRS Housing Act 2004*
- *Decent Homes Standard 2006*
- *Homes Standard – Regulator of Social Housing 2015*
- *Health and Safety Legislation eg H+S at Work Act etc*
- *Building Regulations, Gas. Electric Regs, Codes of Practice etc etc*

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Legal standards for housing providers

- *The Environmental Protection Act 1990 gives tenants and local councils powers to take legal action where homes contain a 'statutory nuisance', which includes where they are in such a state as to be prejudicial to health.*

- *To be a statutory nuisance, the damp and mould must be harmful to the health of the tenant or a nuisance.*

Housing
Ombudsman Service

Spotlight on:
Damp and mould

It's not lifestyle

October 2021

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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*

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- Annual Tenancy Visits (in-house visit);
- Annual Gas compliance inspection visits (in-house visit);
- Routine repair visits (in-house visit);
- Customer contacts through the Customer Contact Centre (virtual visit);
- Cyclical compliance inspection visits (in-house visit); and
- Voids inspections and remediation prior to property re-letting (in-house visit).

Every Visit Counts !!

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*

Ministry of Housing, Communities & Local Government

Department of Health & Social Care

UK Health Security Agency

Guidance

Understanding and addressing the health risks of damp and mould in the home

Updated 15 August 2024

Applies to England

Taking a proactive approach to reduce the risk of damp and mould

- *Landlords - irrespective of whether they own one or multiple homes - should adopt a proactive approach to the identification and tackling of damp and mould. This should include:*
- *having clear processes in place to document, manage and act on reports of damp and mould and to identify common issues and trends in their housing stock*
- *understanding the condition of their homes and using this to adopt a preventative approach to dealing with damp and mould, making the necessary interventions to ventilation, energy efficiency and building deficiencies before damp and mould occur*

Responding to reports of damp and mould

- *When responding to reports of damp and mould landlords should:-*

- *respond sensitively and assess the issue with urgency to identify the severity of the damp and mould and potential risks to tenants*
- *always tackle the underlying issue promptly, and act with urgency when concerns have been raised about tenant health. Landlords should not delay action to await medical evidence or opinion - medical evidence is not a requirement for action*
- *ensure tenants are informed about the steps that will be taken to remove mould and address any underlying issues and the timeframes for the work*

Responding to reports of damp and mould

- *prior to the removal of the mould, photograph and document the location of the mould, to help identify the source*
- *remove the mould, to address the health risk to tenants, using a qualified professional when appropriate*
- *identify and tackle the underlying causes of damp and mould, including building deficiencies, inadequate ventilation and condensation. Simply removing surface mould will not prevent the damp and mould from reappearing*
- *inspect the home at least 6 weeks after remedial work has been carried out, to ensure that the issue has been fixed and damp and mould have not reappeared. If damp and mould have reappeared, further investigation and intervention should be pursued*

Taking a proactive approach to reduce the risk of damp and mould

- *understanding that some homes are more difficult to heat, either due to their energy efficiency or cost of living pressures, and that this can make damp and mould more likely to occur. Landlords should consider what support they can provide or signpost tenants to*

- *supporting tenants to understand what they can do to reduce damp and mould, where applicable and appropriate. This must never be a substitute for addressing the underlying causes of damp and mould*

Workshop 6

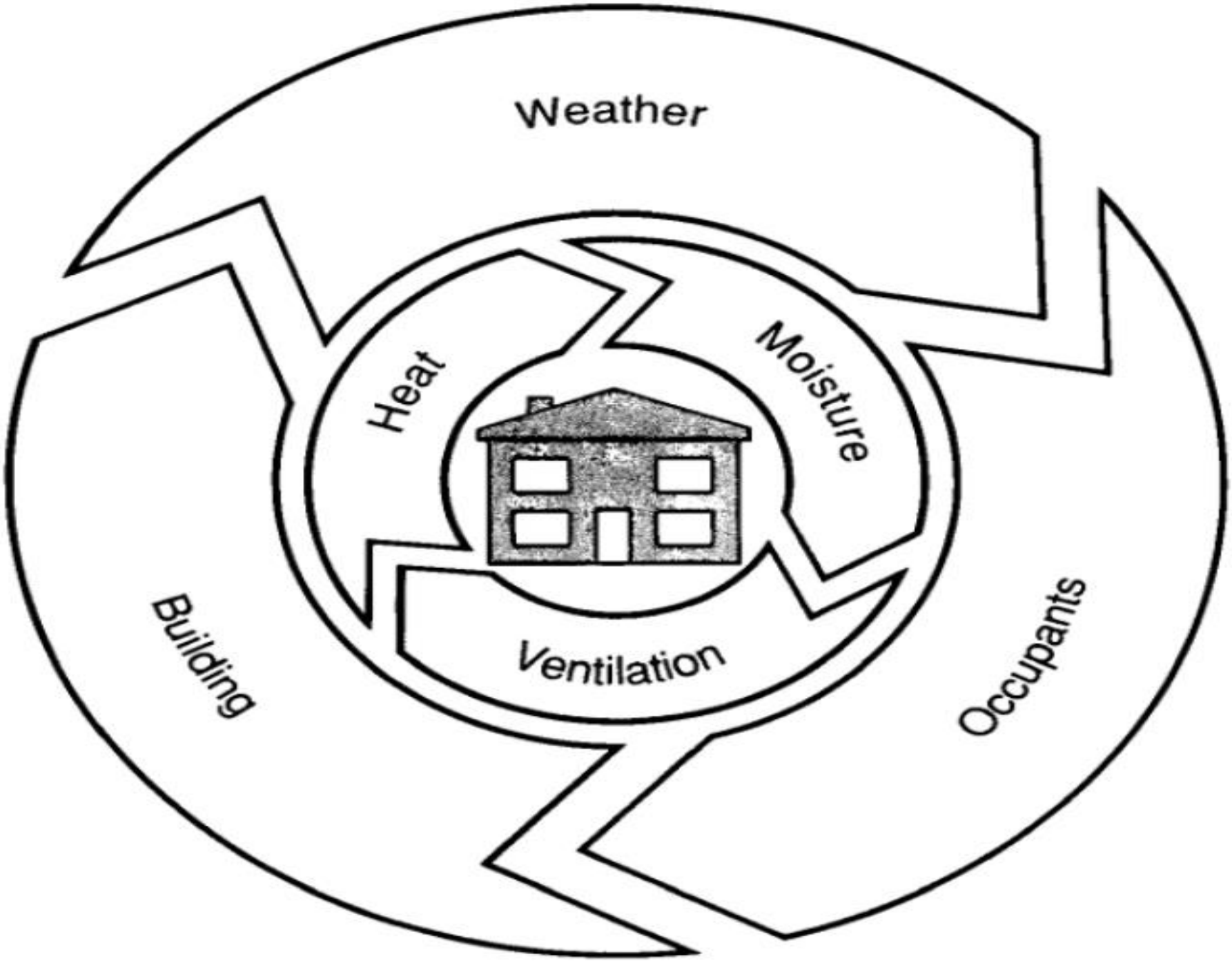
How might one differentiate between Condensation being the form of damp as opposed to others such as leaks, penetrating or rising ?

- *Tends to have a 'season' – September to March/ April;*
- *Can have a 'misty' surface;*
- *Stains or streaks of water running down – particularly in bathrooms and kitchens;*
- *Damp patches with no definitive edge;*
- *Mould growth – black pin mould;*
- *Found generally behind wardrobes, external walls where air circulation is restricted and on 'colder surfaces'*
- *No sign of efflorescence, hygroscopic salts*
- *Penetration, leaks will have pattern of occurrence – rain, use of appliance eg whbasin intermittent as opposed to service pipe - continuous etc*

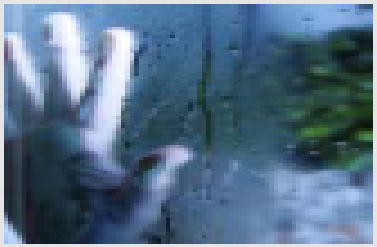
Workshop 7

Identify the factors needing to be considered when addressing the likelihood of condensation occurring in a property ?

- *The Residents – number, patterns of work, culture, lifestyle occupation, fuel poverty etc*
- *The Building*
- *Heating*
- *Insulation*
- *Ventilation*
- *Weather*
- *Orientation*
- *Moisture Movement and Absorption*


Weather
Heat
Moisture
Ventilation
Building
Occupants

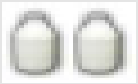
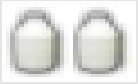
Moisture Produced in Your Home



Everyday activities add extra moisture to the air inside our homes. Even our breathing adds some moisture (remember breathing on cold windows and mirrors to fog them up?).

One person asleep adds half a pint of water to the air overnight and at twice that rate when active during the day.

To give you some idea as to how much extra water this could be in a day, here are a few examples, imagine the pints as milk bottles:-

- 2 people at home for 16 hours = 3 pints 
- A bath or shower = 2 pints 
- Drying clothes indoors = 9 pints 
- Cooking and use of a kettle = 6 pints 
- Washing dishes = 2 pints 
- Bottled gas heater (8 hours use) = 4 pints 
- **Total moisture added in one day = 26 pints or 14.8 litres**

SOURCES OF CONDENSATION

How much moisture is produced (in a day) by typical household activities?



Clothes washing — 1 pint



Bath and personal washing — 2 pints



Four people sleeping 8 hours — 3 pints



Parrafin heater for 5 hours — 3 pints



Two people active for 16 hours — 4 pints



Cooking by gas for 3 hours — 6 pints



Clothes drying in un-vented tumble dryer — 10 pints

Total 29 pints

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Moisture produced in your home

Our everyday activities add extra moisture to the air inside our homes. Even breathing adds some moisture! (Think about breathing on cold windows or mirrors to fog them up.)

Did you know that one person adds 1/2 pint of water to the air overnight and twice that rate when active during the day?

To give you some idea of how much extra water this could be in a day, here are a few examples:

Two people at home for 16 hours	**3 pints**
A bath or shower	**2 pints**
Drying clothes indoors	**9 pints**
Cooking and using a kettle	**6 pints**
Washing dishes	**2 pints**
Using a bottled gas heater (8 hours)	**4 pints**
Total moisture	**26 pints (14.8lrs)**

Workshop 9

Identify the forms of ventilation that can help prevent the likelihood of condensation forming in a dwelling ?

- *General Vents – Air Bricks/ Grilles/ Spinners*
- *Opening Window – Secure Locks*
- *Trickle Vents*
- *Extractor Fans – Pull Cord/ Timed*
- *Humidistat Fans*
- *Heat Recovery Extractor Fans*
- *Continuous Running – Background Fans*
- *Whole House Ventilation – Ducting, Sensor and Fans*
- *Positive Input Ventilation Units – PVI's – Envirovent, Flatmasters*

Workshop 10

What factors might one consider when looking at heating as the cause of condensation occurring in a property ?

- *Form of Heating - combi, storage heater, communal*
- *Appropriate siting and sizing of radiators and the like*
- *Pattern of heating*
- *Fuel poverty*
- *Effective working of radiators, type of valves and controls*
- *Sensor type and positioning*

Workshop 11

Identify the remedial measures that could be used by a tenant to get rid of mould in a property be it on a property's surfaces or tenant's belongings ?

- *Shampoo carpets - do not vacuum same*
- *Dry clean clothes*
- *Use an anti-fungicidal wash on the walls – which contains bleach and biocides – from a DIY shop*
- *Use an anti-fungicidal paint if painting*
- *Use anti-fungicidal paste if wallpapering*

- *Also advise of the need to consider lifestyle, ventilation, heating etc as the potential cause*

Workshop 11 - Cont'd

Identify the remedial measures that could be used by a tenant to get rid of mould in a property be it on a property's surfaces or tenant's belongings ?

- *White distilled vinegar is an excellent mould-killer, diluted vinegar can be worked directly into the stain – or pre-soak the clothing in a bucket of water mixed with one cup of white vinegar.*
- *Baking soda*
- *White vinegar + Baking soda*
- *Tea tree oil*

- *Note the above are recommendations only as referred to by various web pages and publications. The producer of this memory pack and remedial measures as given are for referral only and the person offering such advice to others should satisfy themselves in advance that the measures are appropriate. The author here accepts no responsibility or liability, damage or failure in respect of use of same*

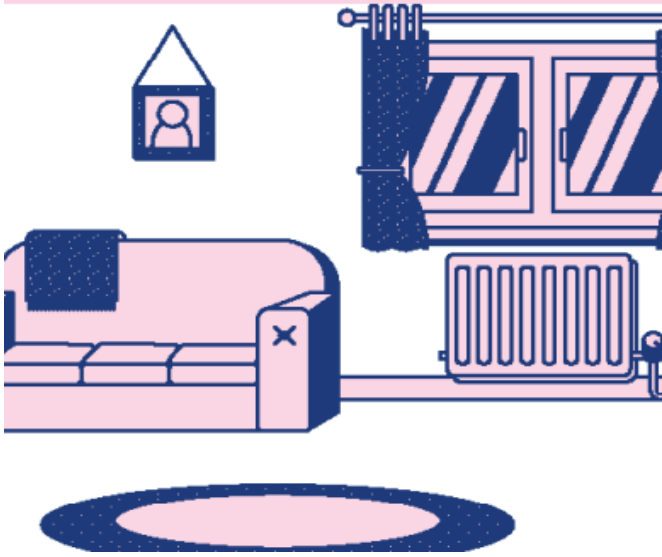
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The Healthy Home Handbook

A Resident's Guide to Condensation

ongo





Healthy Home Top Tip

If you spot condensation on a surface, wipe it down with a dry, clean cloth or towel.

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What is mould?

Excess condensation or structural damp issues can cause sitting water on surfaces like ceilings, walls and floors. This can lead to damage in your home, such as flaking paintwork, peeling wallpaper or black mould. Black mould can grow on any surface, but common places include windowsills, ceilings or walls. If you notice mould forming, it's important that it's treated straight away as it can spread quickly and be harmful to your health. Using a clean cloth and a white vinegar spray is an effective way to treat and remove small areas of mould. White vinegar can be used safely on most surfaces and will penetrate porous materials to kill the mould at the roots.

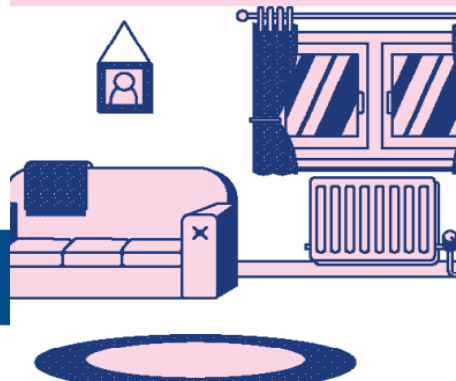
If mould returns after cleaning it away and following these tips, a structural issue may be the cause. Please contact us straight away on 01442 292301 so that we can arrange an inspection and take action to fix the problem.



The Healthy Home Handbook

A Resident's Guide to Condensation

ongo





Astonish Mould & Mildew Blaster Apple Burst 750ml

★★★★½ (26 customer reviews)



£1.50

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HG
mould
spray
500 ml

Preferred Treatment products

https://www.trade.mgcltd.co.uk/technical/test-reports/

- ✓ Mould wash – MAXAM Pura+, MGC Bactdet & Halophen solution in accordance with manufacturer's instructions; (Or any other recommended product).
- ✓ Literature for distribution can also be requested from the product manufacturer in a format for either E- reading material, hand or post distribution.



https://www.trade.mgcltd.co.uk/wp-content/uploads/2014/01/Mould-and-condensation-social-housing.pdf

MAXAM PURA+™

NON-TOXIC MOULD ELIMINATOR

NOTHING ELSE LIKE IT –

LIGHT YEARS AHEAD OF DECADES-OLD ALTERNATIVES

NO MORE HARMFUL CHEMICALS, HAZARDOUS BIOCIDES AND NASTY BLEACH



PURA+ ticks all the boxes, and there's no catch:

- #1 for H&S/Workplace Exposure Limits
- Least harmful to tenants + operatives
- Fastest, Easiest + Most Cost Effective
- Avoids costly damage to assets
- Preserves wallpaper + paintwork
- More powerful at rooting out all moulds rather than masking over the surface
- Unique, anti-microbial barrier continues to deter further growth indefinitely

WATCH IT IN ACTION AND SEE WHY 100+ HOUSING GROUPS NOW RELY ON IT

"Pura+ is great product. We've been very impressed with the feedback we've been getting"

Solihull Community Housing

"Good stuff, does the job"

Places For People

"The best option appears to be the Maxam Pura+ as it is the only one that does not have any ill health effects associated with it for general use"

Health & Safety Section, Walsall Housing Group

"Really easy to use, no unpleasant fumes and was able to use on wallpaper with no discolouration at all, in all honesty I was shocked with how effective it was with no damage to decoration"

Vivid Homes

MEET LATEST LEGISLATION, DECENT HOMES STANDARDS + STOP DISREPAIR ISSUES – *FAST*

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PURA+

NON-TOXIC MOULD ELIMINATOR

SAFER, FASTER, EASIER, GREENER, MORE EFFECTIVE, LESS COSTLY • *VERY* LONG LASTING



ECO-FRIENDLY MOULD, ALGAE + FUNGI TREATMENT

Mould is notorious for its considerable damage to properties, but worse still, can lead to serious health issues for residents.

Exposure to traditional biocidal products used in treating mould can be almost as harmful as the mould itself.

PURA+™ provides a much needed solution and is completely unique, being both completely safe and thorough. Instead of superficially whitening the surface, **PURA+™** works completely differently. Here's how:

PART 1 : TREAT

- Powerful organic formula gets right deep down to the roots of mould
- Cutting edge formula effectively breaks down + eliminates the decay
- Works quickly to loosen affected areas ready for being scrubbed off

PART 2 : PROTECT

- Kills 99.9999% of any lingering bacteria + fungi
- Leaves an invisible, positively charged, anti-microbial barrier
- Permanently remains on surfaces to repel any new mould development

Contains:

- **1x Mould Treatment 1L**
- **1x Surface Sanitiser 1L**
- **1x Brush**
- **2x Microfibre Cloths**

PURA+ FURTHER BENEFITS

- **No need for PPE + Skin/Allergy kind**
- **Tenants don't have to be moved during work**
- **Food safe + pet kind**
- **Preserves decorations**
- **Non-hazardous waste + recyclable containers**
- **Simple to use, no messy mixing**
- **1 kit gives approx. 40 sq m coverage**

Directions for use:

1. Spray **Part 1** onto contaminated surface plus surrounding area of 1sqm.
2. Once wet, scrub with brush in circular motion.
3. Leave to dry for approx. 1 hour. Can be speeded up with hair drier/hot air blower.
4. Wipe surface with microfibre cloth to remove contamination.
5. Finish with spraying **Part 2** onto areas treated

MAXAM®
RIGHT FIRST TIME – EVERY TIME

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14 Cultins Road, Edinburgh EH11 4DZ

NOW AVAILABLE IN NEW 5 LITRE SIZE
PLEASE ENQUIRE

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TRAINING

MAXAM PURA+™

Two-Part Mould Treatment & Protection Kit

Kit Contains:

- 1 x 1litre PURA+ Part 1
- 1 x 1litre PURA+ Part 2
- 2 x microfibre cloths
- 1 x medium stiff brush

Coverage: up to 40sqm

Scan the QR code for more information and to view our demonstration video

Application instructions:

1. Spray contaminated area thoroughly with **PURA+ Part 1 (blue label)**, plus an extra 1m surrounding
2. Scrub with brush in circular motion
3. Leave to dry completely – 1-2 hours (this can be accelerated with a hot air dryer)
4. A powder residue will form, rub with a dry cloth to remove
5. Apply **PURA+ part 2 (Green Label)** liberally
6. If redecoration is required, PURA+ Part 2 should be reapplied after decoration also.

To maintain mould free surfaces re-apply PURA+ Part 2 regularly.

PURA+ benefits:

- The safe way to remove mould – no need to rehouse tenants
- Easy to use
- Kills mould back to the roots
- Helps prevent regrowth by leaving active antimicrobial barrier
- Non-toxic bleach-free formula
- No PPE required for biocides
- No hazardous waste



MAXAM
RIGHT FIRST TIME – EVERY TIME

Further information:
E: info@maxam.co.uk
www.maxam.co.uk

MAXAM, 14 Cultins Road, Edinburgh EH11 4DE

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www.condensationproducts.co.uk

Products



Anti Mould / Anti Fungicidal Paint Additive

Best Buy!

Paint additive to protect the paint film from the effects of damp & mould

read

£7.90 inc VAT
(£6.72 + VAT)

Buy



Anti Mould / Anti Fungicidal Paint Additive-3 PACK

A pack of 3 anti mould Paint additives to protect the paint film from the effects of damp & mould. A pack of 3 saves you 5% on the single bottle price

read

£22.52 inc VAT
(£19.17 + VAT)

Buy



Anti Mould & Anti fungicidal Paint Additive - PACK

Pack of 6 Anti fungicidal Paint additives to protect the paint film from the effects of damp & mould - A pack of 6 bottles is 10% cheaper than the standard price

read

£42.85 inc VAT
(£36.47 + VAT)

Buy

The 'active ingredient' for our additive is a derivitive of what we use to kill dry rot in buildings, ultimately Dry rot & the mould you want to treat are fungus's. We have a **proven track record** with the 'active ingredient' in our additive over many years of treating dry rot outbreaks very successfully.

Anti Mould & Anti Fungicidal Paint Additives

Anti mould & mould resistant additives for paint

Introduction

This excellent anti mould paint additive is specially formulated to resist mould and mildew growth.
Basically this additive turns the paint that you want to use into an anti mould paint without the need for paying silly prices for a 'specialist' anti mould paint!
Our paint additive comes in graded 100ml bottles (with a child proof cap) 1 x 100ml bottle will treat a FULL 5 litre tin of water or 10 litres of oil based paint (Yes that's not a misprint!).
Most of our competitors products are around the same price for only 50 ml bottles, ie your paying the same amount of money for only half the product.

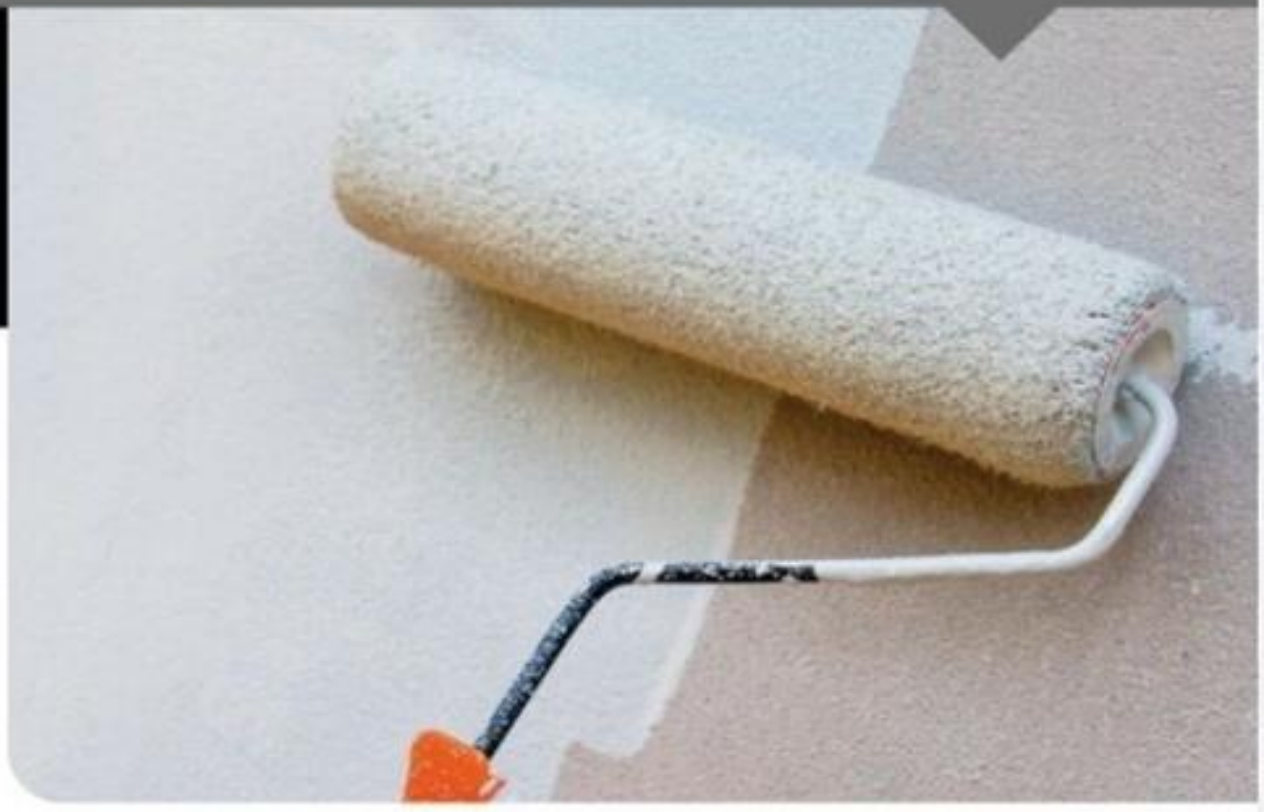
You can add the anti mould additive to

- Water based 'contract' emulsion
- Oil based paint such as Gloss or Satin paints
- Wood primer & undercoat
- Wallpaper paste
- Tile adhesive
- Tile Grout
- PVA adhesive - Handy when you're overskimming walls

TECHNICAL DATASHEET

Wykamol GROUP LIMITED

THERMAL DRY



Anti Condensation Paint

ThermalDry is a styrene acrylic copolymer dispersion water based paint, which is thermally insulating and water repelling.



Thermaldry Anti-Condensation Coating is both thermally insulating and water repelling. It increases the wall temperature, thus reducing the 'dew point', or the temperature at which condensation occurs.

ThermalDry incorporates Micro-technology in the form of hollow glass beads, with a size of 50um and a crush strength of 500 psi. The micro, hollow glas beads act like a miniature 'Thermos Flask', reflecting thermal energy away from the walls, preventing the water from condensing.

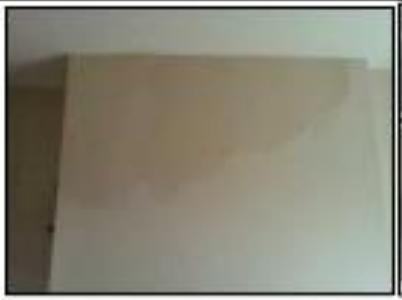


ADVANTAGES

- Coating is waterproof when dry and walls are warm to the touch.
- Takes up to 60% longer for condensation to occur on walls.
- Can be painted or wall papered over with any finish, without reducing its effectiveness.
- Suitable for any interior wall - particularly exterior facing walls, bathrooms & kitchens.
- Prevents formation of black mould and other harmful fungi.
- Eco-friendly and antibacterial.
- Reduces the risk of condensation.
- Increases the life of your chosen paint or wallpaper finish.

TYPICAL USES

Bathrooms, Utility rooms, Kitchens, Lintels over windows and doors which produce cold spots, Cold walls and ceilings and Industrial applications.

Rising Damp	 
Penetration Damp	   
Condensation	 

Once you have identified the possible type of damp follow the appropriate guidance document

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Rising Damp

Causes

- Usually caused by water passing over the damp course membrane
- Debris in the wall cavity or subfloor void.
- Internal or external renders / plasters overlapping the DPC.
- External ground levels being raised above the DPC.



Stages and illustrations

1. Starts at the bottom of any wall – pic 1
2. Progresses to tide mark - pic 2
3. Develops to white salt crystals, flaking plaster – pic 3/4









Penetrating damp / water ingress

Causes

- Leaks – baths, pipework, roof
- Blocked /overflowing guttering/downpipes
- Roofing defect – tiles missing, lead flashing come away or missing
- Seal around windows/doors
- Chimneys not being capped off and water getting in
- Pointing issues

Categories and illustrations

- **Leak**







- **Blocked/overflowing guttering or downpipe** - not always been green, white marks are a sign







- **Defect with window/door frame reveal or threshold**





- **Chimney not being capped off and / or flashing issue**







Condensation

Most common type of damp issues usually a ventilation problem and / or how a property is used. This appears as black mould.







Cold spots in upstairs room caused by insufficient insulation





E Picture 5



F Picture 6



G Picture 7



H Picture 8



I Picture 9



J Picture 10



K Picture 11



L Picture 12



M Picture 13



N Picture 14



O Picture 15

Penetrating Damp & Plumbing Leaks

Penetrating dampness is not common in our properties and accounts for only 15% of visits by our technical staff.

Penetrating dampness is caused by water leaking in from outside through walls and ceilings e.g. roof leaks, moisture penetrating through a wall from outside, overflowing gutters. Dampness can also be caused by plumbing leaks e.g. leaking joints on water and heating pipes.

Typical symptoms include:

- Damp patches on walls and ceilings, outlined by a distinct tide mark, usually following periods of rain.
- Drips around plumbing joints and pools of water on the floor underneath pipe joints and waste water pipes.
- Plaster can sometimes 'bubble' and come away from the wall or ceiling
- Salts/ powder can sometimes be seen on the surface of the wall
- Mould is occasionally seen

If you recognise these symptoms and believe your property is suffering from penetrating dampness or a plumbing leak, ring our Repairs Team on **01892 501480** (select option 3). If you have a problem with your hot water or heating system, contact Swale Heating on **0800 011 3139**.

End press Enter ↵

Slides 1,5,6,8,

Rising Damp

Rising damp is rarely seen in Town & Country properties and accounts for only 3% of the damp & mould visits by our technical staff.

Rising dampness is caused by water moving up through the wall from the ground.

- Only older properties are likely to be affected (particularly those built before 1875)
- It only affects ground floors or basements
- Generally, the dampness only rises to a max 1 metre in height on the wall
- The plaster will often bubble and come away from the wall
- Salts/ powder will often be seen on the surface of the wall
- You will usually see a distinct tide mark on the wall
- Mould is unlikely to be seen due to the high level of salts on the surface of the wall
- The skirting boards are likely to be damp or decaying.

Most of our houses incorporate built-in barriers to prevent this form of dampness.

If you recognise these symptoms and believe your property is suffering from rising damp, call our repairs team on 01892 501480 and select option 3.

Condensation



This is by far the most common form of dampness in our properties. Following inspection, 82% of damp reports turn out to be caused by condensation.

Please note that **condensation is a tenant's responsibility to manage and control**, as it is caused by the moisture created by your household, i.e. the steam and moisture from your everyday activities such as baths, showers, drying washing indoors, even breathing.

Typical symptoms are:

- Black mould patches or green mildew. These can appear around external doors and windows, on walls, ceilings, furniture and furnishings or items stored in cupboards/ wardrobes/ drawers or storage boxes (such as clothes, shoes, handbags, toys, prams etc.)
- Wallpaper coming loose from the wall
- A general musty smell
- Condensation on windows or pools of water on window sills
- Condensation and mould inside your photo or picture frames
- There is no distinct tide or water stain mark around the edge of the area of mould

Get more detailed advice on dealing with condensation at **www.tchg.org.uk/damp-and-mould**

End press Enter ↵

Slides

2,3,4,7,9,10,11,12,13,14

Do I have penetrating damp?



Common signs of penetrating damp include:

- Blotchy patches on internal walls
- Plaster and paint deterioration, blistering, the appearance of stains and salts
- Rotting skirting boards or timber
- Excessive moss growth on external walls
- Moisture entering the brick (known as spalling) causing surface damage
- Damp staining on external walls
- Wet and crumbly plaster

How to Identify Penetrating Damp?

Typically the signs of penetrating damp are very similar to other types of damp which can make diagnosing damp problematic if you are not sure what to look out for. Regardless of size or scale, you should be able to spot the signs of penetrating damp from the following symptoms:

- **Staining** - staining on external walls.
- **Damaged Decoration** - deterioration and staining on internal walls.
- **Damaged Plaster** - wet and crumbly plaster, blistering, salting and disintegration.
- **Rotting Skirting Boards or Floor Timbers** – wet rot decay can develop as a result of moisture saturating timber.
- **Localised dampness** – Random damp patches at a high and low level that grow in size when coming into contact with moisture.
- **Mould Growth** – visible mould growth and musty smell.
- **Drips and puddles.** Pooled water.
- **Brick Damage** - damage to the brickwork on external walls resulting in spalling and cracks in the structure of the wall can allow moisture to enter the property.

Do I have rising damp?



If any of the following sounds familiar, you may need rising damp treatment:

- Damp patches that start at the base of a wall and gradually move upwards, in a vertical fashion
- Skirting boards or plaster that is damp or rotting
- Floor coverings, such as tiles, vinyl or carpet, that are wet and lifting
- Peeling paint or wallpaper
- Yellow or brown tide marks or staining on a wall

Do I have condensation problems?



If you have any of the below it might be worth looking at condensation damp treatment.

- Streaming windows
- Damp patches on walls, especially behind furniture and in corners
- Wallpaper that is starting to peel off
- Black dots on window frames
- Mould growth (black mould) starting to appear
- Soft furnishings and fabrics become prone to mould and mildew



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:



Tues 14th November 2023

CSJK Examination Preparation Course - Japanese Knotweed Management



November 2023

Online Surveyor Training: Bamboos and other Invasive Grasses



Tues 21st to Thurs 23rd November 2023

Surveying Timber & Dampness in Buildings



Tues 28th November 2023

Examination Preparation - Certificated Surveyor in Structural Waterproofing (CSSW)











Dampness Within Buildings Webinar

7th May 2020



Dealing With The Effects of Damp – Principles & Considerations

Jun 25, 2020



Domestic Ventilation Competency – Do we need to aim higher?

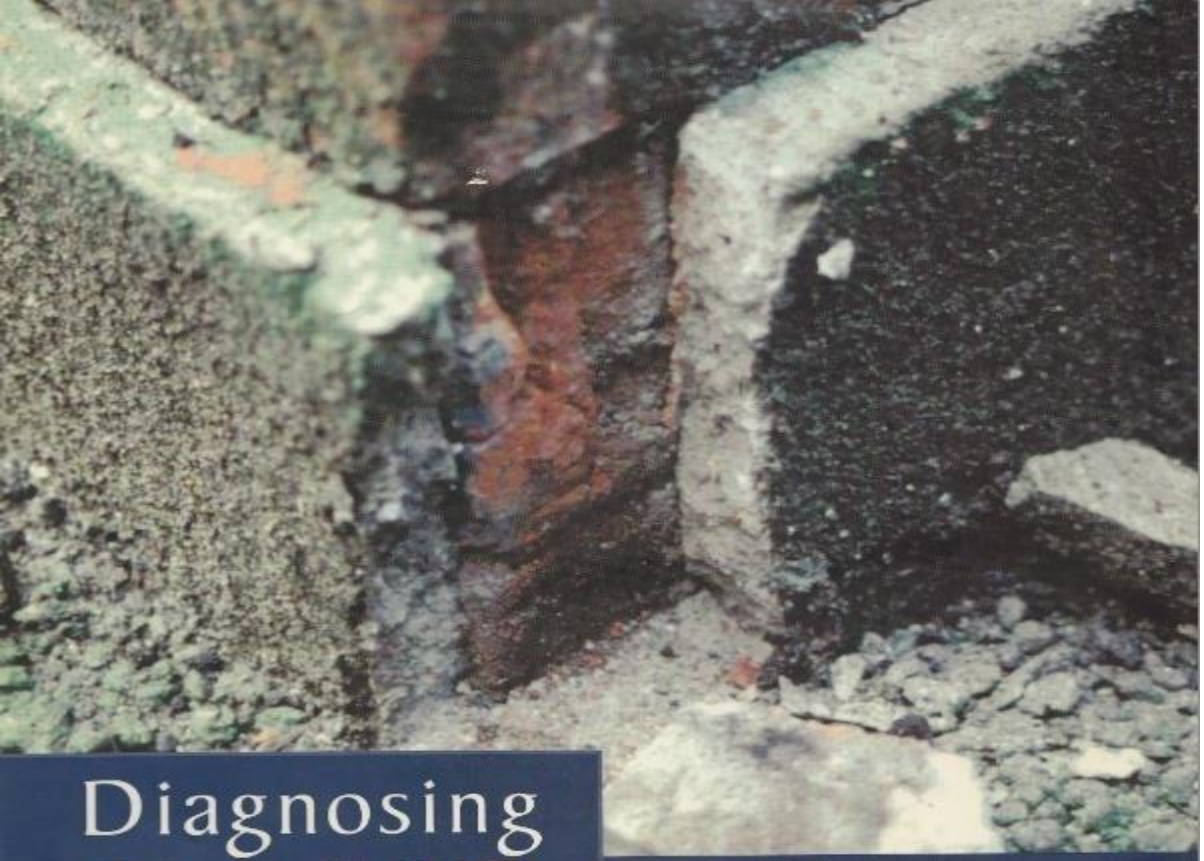






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https://www.pro



Diagnosing DAMP

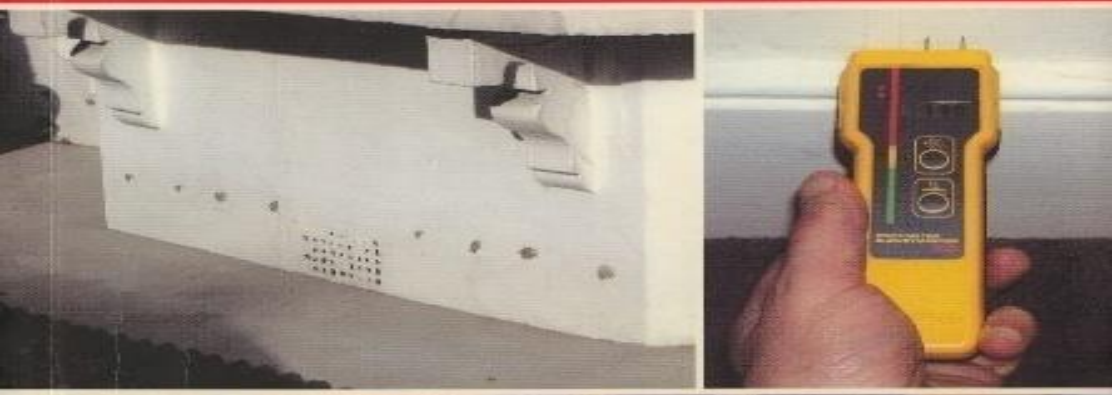
RALPH BURKINSHAW
& MIKE PARRETT

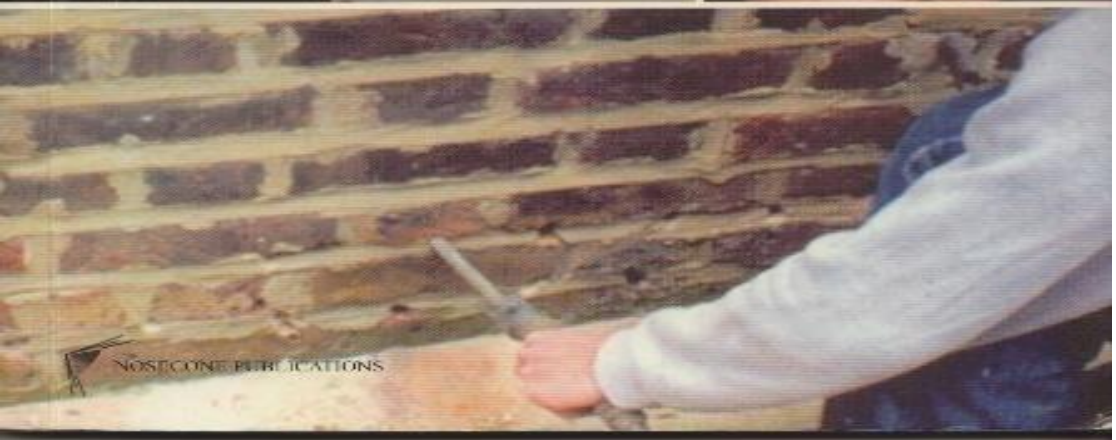
RICS BOOKS

hqn
TRAINING

THE RISING DAMP MYTH

JEFF HOWELL





NOSTEONE PUBLICATIONS

hqn
TRAINING

Damp Diagnostic Questioning Template

- What ?
- Where ?
- Which ?
- When ?
- Why ?
- How ?
- Who ?
- Quantity ?

Damp Diagnostic Questioning

- *Take name, address , contact details, vulnerabilities etc….Is this a first or repeat repair request ?*

- *What ?*

What does the damp you refer look like /

- Defined edges/ tide mark ? – penetrating rising or leaks ?

- Can you see salts ?….

- Is there any mould present…….What look does the mould have …Is it black pin mould ?

- *Does it have a pattern ? By that I mean …does it get worse after wet weather, wet all the time eg service feed leak or periodic say after an appliance has been used eg whb, showerr ?*

What is the extent of it ?

- Can you contain it if it is a leak ? How long would it take to fill a cup ? Is it near electrics ? – Is it likely to cause damage eg to furniture…can you move same away ?

- If condensation….is it just spotting, half square metre, up to 1.00 sq m, 1-2 sq m, over 2 sq m ? On one wall, throughout a room , entire home ?

hqn TRAINING

Damp Diagnostic Questioning

- *Take name, address , contact details, vulnerabilities etc*

- *Where ?*

Where is the damp problem ?

- *Kitchen, bathroom ?*
- *On a ceiling – what's above it – a roof, upstairs room, appliance ? another flat?*
- *On a wall – internal or external wall – at low level or high ? - anything noticeable outside/ inside- if external eg gutters, downpipes, pointing, gulleys etc*
- *On mirrors, windows, tiles, on or behind furniture, clothes, in wardrobes ?*
- *On or around wc, bath, shower tray, radiator, pipework*

Damp Diagnostic Questioning

- Take name, address , contact details, vulnerabilities etc

- Who ?

Who is likely affected and how many ?

- vulnerable, young, elderly, anyone with underlying health conditions ?

- How ?

- How do you think the problem happened – leak, blockage ….anyone responsible ?

- How bad is it ? How do you deal with it ? Can you contain it ? How long would it take to fill a cup ? Move furniture or is it near electrics ? Turn off stopcock, drain system down, turn off boiler !
- If condensation – heating, ventilation, reduce moisture vapour activities, heating, treatment options ?
- How long has the problem been like this ?

DAMP DIAGNOSTIC KEY

