

Meeting of:	Cabinet
Date of Meeting:	Thursday, 06 July 2023
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Damp and Mould Policy
Purpose of Report:	To approve the Damp and Condensation Policy for Public Housing
Report Owner:	Cabinet Member for Neighbourhood and Building Services
Responsible Officer:	Miles Punter – Director of Environment and Housing
Elected Member and Officer Consultation:	<p>Mike Ingram - Head of Housing and Building Services</p> <p>Nick Jones - Operational Manager, Housing</p> <p>Tony Curliss - Operational Manager for Customer Relations</p> <p>Heather Iqbal-Rayner - Senior Lawyer</p> <p>Rachel Williams - Housing Accountant</p>
Policy Framework:	This is a matter for Executive decision by Cabinet
<p>Executive Summary:</p> <ul style="list-style-type: none"> • Whilst management arrangements are in place for addressing condensation and damp issues in our residential properties, the Council does not currently have a Policy which details these arrangements. • There has been considerable interest from UK and Wales Governments recently to ensure practices are in place to prevent Damp and Mould in rented property following the tragic events surrounding Awaab Ishak's death in Rochdale. The Ombudsman's office has also taken a strong line by not accepting lifestyle as a valid reason for mould and condensation to be present in the home. Damp and condensation within a property can often lead to exaggerated health problems, anxiety and loss or damage to property. • This report proposes acceptance of a Policy, which details the Council's approach to responding to reports of damp, mould and condensation within its own Housing stock. 	

Recommendation

1. That Cabinet considers and approves the Damp and Mould Policy provided at Appendix 1.

Reason for Recommendation

1. To enable the practices set out within the policy to be adopted and practiced.

1. Background

- 1.1 There has been an increased focus on damp and mould and the death of Awaab Ishak has made many more residents aware of the dangers of damp and mould within the home. Consequently, the Housing repairs service has been inundated with reports of damp and mould.
- 1.2 With the cost-of-living crisis and high fuel costs having a significant impact on all households, the choice between heating or eating has become even more prevalent. This will inevitably lead to higher instances of mould and condensation and increased service pressure on the Council.
- 1.3 The introduction of the second round of the Welsh Housing Quality Standard (WHQS2) seeks to improve energy efficiency and reduce carbon emission. This will have a positive impact on the thermal efficiency of the housing stock and will improve heat retention, which when combined with effective ventilation will reduce the potential for condensation and mould. However, this will not be achieved immediately and the current proposed deadline to achieve WHQS2 is 2033 some ten years from now.
- 1.4 The increase in damp and mould reports and the concerns being demonstrated by both UK and Welsh government has prompted the drafting of this Policy to ensure reports of damp and mould receive the appropriate levels of response.

2. Key Issues for Consideration

- 2.1 Resources are finite and it is important to ensure that the appropriate resource is being prioritised effectively. There are some tenant groups who are more vulnerable to the spores emitted by mould than others. It is proposed to prioritise these over those who may be less vulnerable, although this does not remove the responsibility to take appropriate action where reports are received.
- 2.2 The impact of the mould to the residents will differ depending on the extent and location of the mould. The high moisture levels found in kitchens and bathrooms, generated from cooking and bathing, increases the chances of condensation and mould, particularly if the steam generated is not removed

quickly. However, the impact of condensation and mould in these areas is less of a risk to the occupants because of the limited time likely to be spent in these areas, by comparison to the main living areas such as living rooms and bedrooms.

- 2.3 The Damp and Mould Policy attached at Appendix 1, illustrates the different types of damp and mould within the home and provides a process for response, taking into account resident vulnerability and exposure.
- 2.4 Not all aspects of damp condensation and mould are a result of building defects, and some cases can be a result of the way occupants chose to use the property. Drying clothes on radiators, unvented non-condensing tumble dryers and inappropriate heating levels can all increase the risk of condensation. To this end it may be necessary to draw upon other aspects of the service to assist in resolving the problem, such as income support.
- 2.5 Further supporting information is being looked at to support tenants in managing damp mould and condensation within the home and other materials including possible YouTube videos are included in the proposals to support tenants on raising their awareness of the main causes.
- 2.6 The tenants' groups have been consulted on the contents of this policy and have welcomed the positive steps within it.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1 **Looking to the long term** – The Damp and Mould Policy assists Housing Services in making efficient use of available resource whilst protecting residents' health from any longer-term impact arising from damp and mould.
- 3.2 **Taking an integrated approach** – both tenants and service responders have been consulted to ensure their needs and requirements are considered properly. This policy seeks to call on all aspects of the service which may make appositive impact on damp and mould within the property.
- 3.3 **Involving the population in decisions** – the policy was taken to the Tenant Board meeting held on 25th May, 2023, the feedback from this meeting and other individual residents has been incorporated into the policy.
- 3.4 **Working in a collaborative way** – Resolving damp and mould is not just a building related issue and will draw upon other teams to identify assist and resolve. The effective solution therefore not only relies upon this policy but also signposting to other resources to help in the management of condensation and mould.

3.5 Understanding the root causes of issues and preventing them – the Policy seeks to provide some understanding of the various types of damp, mould and condensation and the root causes of them. Some will be a result of building defect, whilst some will be a result of user input.

3.6 This proposal will meet:

Objective 1: TO WORK WITH AND FOR OUR COMMUNITIES

Corporate Plan Commitment: 2. Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future.

4. Climate Change and Nature Implications

4.1 Tenants will be supported in managing damp and mould within the home to best effect through improved awareness on how best to use heating and ventilation systems within the home.

4.2 As the Housing service continues to improve thermal efficiency of homes, this will reduce carbon emissions and reduce opportunity for mould and condensation within the home.

5. Resources and Legal Considerations

Financial

5.1 The financial implications of the policy will be managed within existing resources and an improved response should reduce the opportunity for disrepair claims to be made.

Employment

5.2 There are no employment issues to report.

Legal (Including Equalities)

5.3 All works will be carried out in accordance with Building Regulations, and the Construction Design and Management Regulation 2015.

5.4 Equalities issues are considered within the policy which recognises the need to prioritise vulnerable groups.

5.5 Opportunity for disrepair claims should be reduced by the introduction and implementation of this policy and other supporting actions being implemented.

6. Background Papers

None.



DAMP AND MOULD POLICY



Version One
May 2023

Contents

1.0 Introduction	2
2.0 Aims of this Policy	2
3.0 Background	3
3.1 Damp and condensation	3
3.2 Where is damp and condensation found?	3
3.3 What are the types of damp?	3
a) Rising Damp	3
b) Leaks (Traumatic Damp)	3
c) Penetrating Damp	4
d) Perception Damp	4
e) Condensation	4
Dewpoint Index.....	5
f) Cold Bridging	6
g) Moulds and Fungal Growth	6
3.4 Mitigating Risks	6
4.0 Regulatory Requirements	6
5.0 Dealing with damp reports	7
Receipt of tenants call reporting damp	7
Assessment of risk.....	8
Investigation methodology	8
Prioritising Surveys.....	8
6.0 Remediation	8
7.0 Performance Monitoring	9
8.0 Review	9
Appendix 1 – Reporting flow chart	11
Appendix 2 – Fact Sheet	12
Appendix 3 – Damp and Mould Checklist	16
Appendix 4 – Damp Prioritisation Assessment	18

1.0 Introduction

Damp and condensation within a property can often lead to exaggerated health problems, anxiety and loss or damage to property. There is however, differences between damp and condensation which must be understood to ensure the source of the problem is effectively treated and not just the symptoms being treated. Damp is a real, or sometimes perceived problem for residents. There are some fears amongst tenants, that breathing in air from damp rooms or mould growth can cause, or aggravate, breathing conditions such as asthma. Such concerns have to an extent been validated following the coroner's inquest into Awaab Ishak death, with the media interest raising the profile of such issues.

There has been considerable interest from UK and Wales Governments to ensure practices are in place to prevent this type of incident happening again and the Ombudsman office has also taken the stance of not accepting lifestyle as a valid reason for mould and condensation to be present in the home. There should be nothing new here, since the Welsh Housing Quality Standards, and Housing Health and Safety Rating System, sets out requirements to provide a safe, warm and damp free homes.

Part 4 of the Renting Homes (Wales) Act 2016 (The Act) sets out the obligations placed on a landlord with regard to the condition of a dwelling. With section 91 of the Act placing an obligation on a landlord to ensure that, at the start of and during the length of the occupation contract, the dwelling is FFHH (Fit for Human Habitation). These obligations are set out in The Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022, which set out the 29 matters and circumstances to which regard must be had when determining whether a property is FFHH. S1 of those regulation relate to damp and mould.

When assessing damp and mould, there are some fundamental considerations to be made, damp will always be a result of a building defect, whereas condensation generally arises from human activity within the building which may be exasperated by building defect.

2.0 Aims of this Policy

This policy has been produced to provide all stakeholders with guidance on the causes of damp and mould within the home and how the Vale of Glamorgan Council will respond to these reports. This policy aims to address the following points

- Adopt a robust approach to dealing with mould and damp.
- Publicise how issues of mould and damp can be reported.
- Ensure that the fabric of homes are protected from deterioration and damage resulting from damp and condensation.
- Utilise a range of proactive interventions and consider a range of possible actions which are appropriate to the specific circumstances
- Communicate effectively with contract holders so they are clear on steps to minimise mould growth
- Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp including, managing and controlling condensation.
- Ensure that staff are trained in dealing with mould and damp and that specialists are used when necessary

- Ensure that contract holders have access to and/or are provided with comprehensive advice and guidance on managing and controlling damp and condensation.
- Comply with statutory requirements and good practice.
- Maximise the available budgets and ensure that they are used effectively and efficiently to deal with damp and condensation problems.

3.0 Background

3.1 Damp and condensation

Most homes will experience damp and condensation in one form or another and it is important to recognise the different symptoms in order to remediate the cause effectively. Damp will always be a result of a building defect whereas condensation can be more difficult to determine because some building defects may exaggerate the symptom and will need addressing to prevent excessive mould growth

3.2 Where is damp and condensation found?

Damp and condensation can occur anywhere in a home, although typically condensation is generally found on walls and ceilings in high moisture areas such as kitchens, bathrooms and bedrooms.

3.3 What are the types of damp?

a) Rising Damp

This is type of damp is visible at low level on ground floor walls, or where a concrete floor is damp. This is typically distinguishable by a horizontal wet line rising up the wall.

- Rising damp is primarily caused by ground water being drawn up the wall by capillary action.
- It can over time result in salts being visible on the surface which are left from the ground water evaporating.

In cases of rising damp, it is important to remove affected plaster and install a chemical damp proof course prior to replacing the damaged plasterwork and making good the decoration.



b) Leaks (Traumatic Damp)

These leaks become apparent where a pipe bursts, cracks, corrodes or seals on waste pipes deteriorate. However, it can be more difficult to identify if there is a hidden cause gradually soaking the area affected. e.g. leaking underfloor pipes can give an impression of rising damp, as the structure will gradually absorb the water through capillary action.

In such cases, the repair of these leaks will enable the area to dry and may then be redecorated. This type of leak can draw dirt through the building fabric and in such cases it will need 'stain block' to be applied prior to decoration. In extreme cases where leaks have been undetected for several years, the building fabric may need more structural repair.



c) Penetrating Damp

This occurs where rainwater penetrates through the roof, walls, window openings, or door openings. This may be due to a fault with one of these components, or exposure to greater volumes of water, e.g., a leaking gutter saturating the wall. It can also occur when the ground level outside the property is higher than the buildings DPC and the ground is able to contact the brickwork allowing water to soak through the walls.



d) Perception Damp

This typically relates to reports made by residents complaining the property feels or smells damp and where there are no visible signs of damp. This can occur where the relative humidity in the property is high, but the building fabric is such that surfaces do not get cold enough for condensation to occur. Where it smells damp with no visible signs, musty smells could be due to a lack of ventilation in the property. In such cases it is important not to prejudge and to investigate if there is potential for hidden damp or fungal growth, or interstitial condensation within the structure.

e) Condensation

Condensation is water vapour in the air forming into water on cold surfaces, essentially, water as a gas forming into water as a liquid. Generally, condensation can be seen in most homes forming on the glass in windows on cold mornings. Condensation is dependent on a number of factors including Relative Humidity, room temperature and surface temperature. Controlling condensation is finding the correct balance between these three factors.

It is important to understand that RH is only one value which factors into whether condensation will form in the home. The dew point temperature of a surface and the temperature of the room it is in must be measured to understand at what point the surface will be affected by condensation. The dew point is the temperature at which a surface drops to in order for condensation to form on it.

Warm air is able to hold more moisture than cold air, and the amount of moisture in the air is usually expressed as Relative Humidity (RH). Air which contains its maximum moisture content is said to be saturated, at which point it has 100% RH.

The following table provides the range of surface temperatures where condensation risk occurs depending on the air temperature and humidity.

Dewpoint Index

		Dew Point Index													
		Relative Humidity (%)													
		30	35	40	45	50	55	60	65	70	75	80	85	90	95
Room Temperature (°C)	16	-1.4	0.3	2.4	4.1	5.6	7.0	8.3	9.4	10.5	11.6	12.6	13.5	14.4	15.2
	17	-0.6	1.4	3.3	5.0	6.5	7.9	9.2	10.4	11.5	12.5	13.5	14.5	15.4	16.2
	18	0.2	2.3	4.2	5.9	7.4	8.8	10.1	11.3	12.5	13.5	14.5	15.4	16.3	17.2
	19	1.0	3.2	5.1	6.8	8.3	9.8	11.1	12.3	13.4	14.5	15.5	16.4	17.3	18.2
	20	1.9	4.1	6.0	7.7	9.3	10.7	12.0	13.2	14.4	15.4	16.5	17.4	18.3	19.2
	21	2.8	5.0	6.9	8.6	10.2	11.6	12.9	14.2	15.3	16.4	17.4	18.4	19.3	20.2
	22	3.6	5.9	7.8	9.5	11.1	12.5	13.9	15.1	16.3	17.4	18.4	19.4	20.3	21.2
	23	4.5	6.7	8.7	10.4	12.0	13.5	14.8	16.1	17.2	18.3	19.4	20.3	21.3	22.2
	24	5.4	7.6	9.6	11.3	12.9	14.4	15.8	17.0	18.2	19.3	20.3	21.3	22.3	23.2
	25	6.2	8.5	10.5	12.2	13.9	15.3	16.7	18.0	19.1	20.3	21.3	22.3	23.2	24.1
	26	7.1	9.4	11.4	13.2	14.8	16.3	17.6	18.9	20.1	21.2	22.3	23.3	24.2	25.1
	27	8.0	10.2	12.2	14.1	15.7	17.2	18.6	19.9	21.1	22.2	23.3	24.2	25.2	26.1
	28	8.8	11.1	13.1	15.0	16.6	18.1	18.1	19.5	20.8	22.0	23.2	24.2	25.2	26.2
	29	9.7	12.0	14.0	15.9	17.5	19.0	20.4	21.7	23.0	24.1	25.2	26.2	27.2	28.1
30	10.5	12.9	14.9	16.8	18.4	20.0	21.4	22.7	23.9	25.1	26.2	27.2	28.2	29.1	

Indoor relative humidity should be between 40% and 60%, except for short periods of fluctuation (e.g. bathrooms and kitchens). This range is the optimum to limit the occurrence of condensation and mould growth and as can be seen from the table above, increasing RH requires higher surface temperatures to reduce the risk of condensation.

The dew point is never fixed and will increase or decrease depending on what the RH value of the air near the surface is. The table above illustrates the relationship between RH, the room temperature and the dew point.



It can be clearly seen in the table above that the higher the level of humidity the warmer the surface temperatures need to be to avoid condensation. Extracting high levels of moisture at source (i.e. kitchen and bathroom extractor fans) will help reduce the potential for black spot mould to form and wiping excess condensation from windows and walls will also help keep black spot mould under control.

f) Cold Bridging

This tends to occur in isolated areas, where a structural feature, or partial omission of insulation, lowers the temperature of part of a surface. This means this area will be colder, and can trigger condensing of water vapour just at that point.



g) Moulds and Fungal Growth

This is the effect of the cause of damp. Moulds can grow when the indoor relative humidity persistently exceeds 70%. Most cases of mould are slight to moderate, but more severe cases can lead to the visible release of spore dust. Fungal growth is less common, and more associated with leaks and water penetration event.

3.4 Mitigating Risks

Reducing occurrences of reported damp need the right balance of building fault remedy heating, ventilation and this will vary based on the construction and the design. Some properties, or residents' medical needs, may benefit from enhanced ventilation to overcome situations where technical characteristics cannot be improved.

4.0 Regulatory Requirements

a) Housing Health and Safety Rating System (HHSRS)

The Housing Health and Safety Rating System (HHSRS) Operating Guidance sets out the potential for harm and identifies that those under 14 are the most vulnerable age group. The guidance explains how spores from moulds and fungi (including timber attacking fungi) can be allergenic, and that risks to health are greater for those vulnerable to infection. It reports health symptoms such as

- rhinitis, conjunctivitis, eczema, cough and wheeze,
- asthma in sensitised persons where there is repeated exposure
- the severity of the asthma can intensify with increasing humidity, house dust mite and mould levels.

The HHSRS guidance also points to research which shows low levels of background ventilation, without visible mould or dampness, can result in high indoor humidity levels and greatly increased house dust mite populations.

b) The Welsh Housing Quality Standard

The WHQS standard has an overriding requirement for a dwelling to be structurally stable, free from damp and disrepair. The key building components must be in good condition. The walls must be in good condition as must the roof structure and coverings.

The standard treats damp as a primary requirement i.e. one that affects safety of residents. It defines the requirements by reference to hazards rated as category 1 under the HHSRS. An assessment of hazard of risk with damp and mould growth will involve reviewing the extent and severity of the dampness and any mould growth in all rooms within the dwelling. It is the cumulative contribution of those deficiencies to the hazard of damp and mould growth which should be assessed. For this reason, a property with a minor damp issue in one room, e.g. cold bridging causing slight seasonal mould growth, does not necessarily fail the WHQS standard.

c) Legal and Insurance implications

It is an important part of forward strategy for the cause of the issue is identified and categorised, and care is needed not to make assumptions, particularly not blaming tenant lifestyle as a default. There has been a recent increase in formal disrepair cases taken out against the authority, which can involve large sums in compensation.

Care is therefore needed with record keeping making sure it is accurate and statements are not made that could be perceived as an acceptance of liability. In disrepair cases, an innocent historic reference to damp, could be used as a reference point for when the damp started, in an attempt to increase rent refund compensation. In insurance claim cases, poor record keeping will be treated as a weakness by the insurance company, resulting in difficulty defending claims and admission of liability by default.

5.0 Dealing with damp reports

A flow chart has been developed to enable all those involved, to process claims of damp to be handled effectively.

[Receipt of tenants call reporting damp](#)

It is important for referrals for damp concerns to be processed effectively to ensure the call is managed effectively depending upon individual circumstances. It is therefore important for the correct information to be collated at the point of contact and this includes the following details:

- Name and best contact number
- Location and extent of the damp and/or mould,
- Household vulnerabilities,
- Access arrangements,
- Check previous recent call history.

A referral to the call centre may appear to accept the situation as damp by a call centre operative, and care should be exercised at this stage to avoid an admission of liability which could then be used as evidence of by the claimant’s solicitor. For this reason, call centre staff will be trained in call handling and all calls will be recorded for future training and support of any landlords defence claims.

Assessment of risk

Information will be sought to establish if the tenant, or other resident members of the household may have a health condition or age vulnerability, which could be amplified or affected by a damp event. This will be used to prioritise the initial response where necessary. It will also receive consideration during further actions, and to establish if temporary or longer-term decanting may be appropriate.

Investigation methodology

Training has been provided to inspectors to assist them in the appropriate diagnosis and actions to be taken to address damp and mould problems. In the first instance the visiting inspector will be able to initiate a remediation strategy. However, in some instances it may be necessary to engage specialist surveyors (external consultants), to ensure appropriate investigation and diagnosis in some of the more extreme cases.

At the time of any visiting officer to a property being informed or observing damp or mould, suitable record should be kept to ensure the severity of the issue may be tracked, whilst the case is being addressed. This will include a photographic and a checklist (provided at Appendix 3).

Prioritising Surveys

Responding to damp and mould claims is very important but such reports are pulling on a finite resource and therefore some level of prioritisation is required to ensure resources are targeted to respond to higher levels of risk.

The risk assessment process is dependent upon collation of the key information as set out at appendix 3. Armed with this information the risk assessment provided at appendix 4 may be used to determine the appropriate response as provided below:

Low risk	Inspection raised for attendance within three to six months of report
Medium risk	Inspection raised for attendance within three months of report
High risk	Job order raised for trade to attend as an urgent job; bio-wash and paint. Follow-on inspection also to be raised for attending within two months.

6.0 Remediation

The remediation of the problem will depend upon the findings of the inspection/survey and there is no one size fits all resolution. To ensure the best outcome for our tenants though, it is essential for all aspects to be considered including the engagement of the 'Money Advice Team' to maximise heating opportunity and the intervention of 'Neighbourhood Housing Officers' to ensure the property is receiving good housekeeping practices and to manage any safeguarding or other vulnerabilities within the tenancy.

Potential landlord actions include:

- damp proof courses, membranes and detailing around doors and window openings
- external fabric kept in good repair to avoid rain penetration
- properly installed baths, sinks etc., with properly installed drainage
- properly installed and maintained rainwater goods
- properly ventilated roof and under floor spaces to ensure timber remains air dry
- adequate extraction of moisture laden air during peak times, such as cooking, bathing and laundry
- continuous low-level background ventilation where necessary
- appropriate ventilation for dwellings of high occupant density
- appropriate indoor temperatures.

If most of the conditions above are met then raising indoor temperatures, taking into account energy efficiency and cost of heating, can significantly reduce condensation and dust mite problems. So an efficient heating system appropriate for the fabric (thermal properties) of the building is important.

7.0 Performance Monitoring

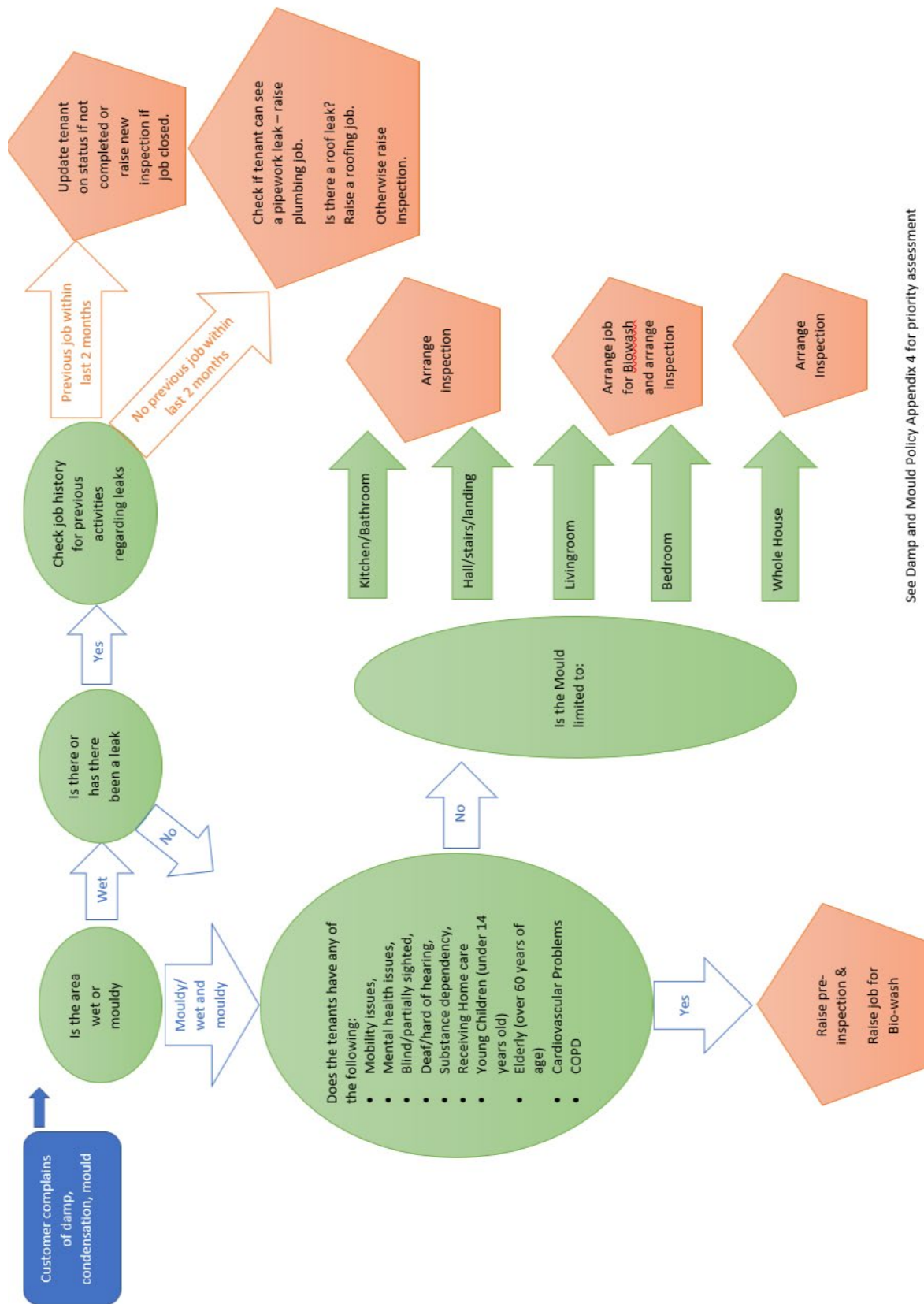
Monitoring the impact of any policy is an important part of checking the actions and policy achieve the goals and aspirations. To this end the policy is seeking to provide a timely response to damp and mould problems and reduce the negative impacts within the home. It is therefore proposed to monitor the following performance indicators within the service to monitor improvement and direction of travel.

- Number of Damp and Mould cases received
- Time taken to first response (calendar days from report to either inspection or bio-wash),
- Total length of time taken to complete all works
- Resident satisfaction outcomes for:
 - Experience/process
 - Resolution/outcome
 - Time taken to complete all works
- Repeat incidence within two years.

8.0 Review

This policy will be reviewed every three years unless there are any urgent actions identified through monitoring or legislation, which warrant an earlier review.

Appendix 1 – Reporting flow chart



See Damp and Mould Policy Appendix 4 for priority assessment

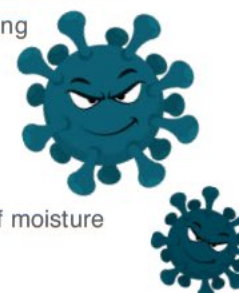
Fact sheet

Condensation & Mould



What is condensation?

Moisture is always in the air, even when you can't see it. If the air gets colder it can't hold all of the moisture and tiny drops of water appear on cold surfaces. You will have noticed it when you can see your breath on a cold day or if your mirror mists over in the bathroom or when condensation appears on windows. It occurs normally during cold weather and unlike other forms of dampness, it does not leave a tidemark, however it will leave patches of mould, as indicated in the photos on the last page. Look for it in corners, on or near windows, in or behind furniture, cupboards and anything that may be resting or hanging on walls such as pictures. It often forms on walls and/or in unheated spaces.



Why do we get too much moisture in the house?

During our daily routine we can be adding more than 11 litres (20 pints) of moisture into the air of our homes, this comes from:

- Open fires including gas flame heaters • Bathing/showering
- Using washing machines, tumble dryers & dishwashers • Cooking • and breathing!

If this moisture can not escape it will build up and then when the moist air finds its way to a cold spot in the house and comes into contact with a cold surface it will condense (turn to water). Moisture that is produced in a kitchen or bathroom can circulate around the house and setting in a colder room such as porches or halls. Problems are worse in the winter when ventilation is at a minimum and outside surfaces are at their coldest.

Damp can also come from:

- Rising damp* - *due to an absent or ineffective damp proof course*
- Damaged roof tiles or slates*
- Blocked gutters*
- Leaking waste or overflow pipes*

These causes of damp will often leave a "tidemark" or have a defined edge.



Remember these matters are structural & the responsibility lies with the Council please contact us directly if the damp is stemming from any of these reasons - **contact OneVale on 01466 700 111*

How to avoid condensation

There are three main steps that can be used to help reduce condensation in your home:

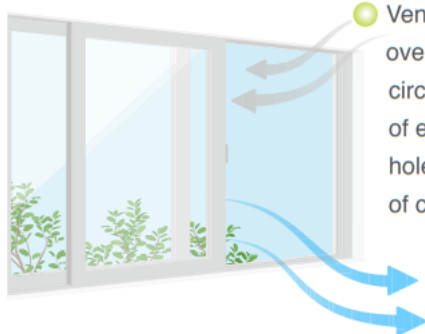
1. Produce less moisture

- Use lids on pans and do not leave the kettle boiling
- Avoid using paraffin and portable flueless bottle gas heater as they put excess moisture into the air
- If you do have to dry washing inside, then dry it in the bathroom with the door closed and the window open or with the extractor fan on.
- Vent tumble dryers to the outside air unless they are the self-condensing type.

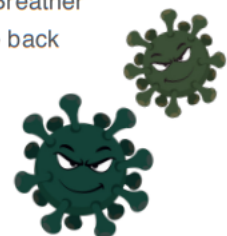


2. Ventilate to remove moisture

- Keep a small window ajar, ventilator open or a fan on when someone is in a room.
- Ventilate kitchens and bathrooms when in use by opening windows wider, or use a heat recovery humidity-controlled fan (they will come on automatically when the air is humid while retaining the heat in the room)
- Close kitchen and bathroom doors, even if there is an extractor fan. This will prevent excess moisture reaching other rooms – particularly unheated rooms, which will be colder and more likely to get condensation.



- Ventilate cupboards and wardrobes – avoid over filling them as this will stop the air circulating. Cut a ventilation slot in the back of each shelf or use slatted shelves. Breather holes can be cut into doors and in the back of cupboards.



Condensation & Mould

- Try to position furniture such as wardrobes and sofas on the internal walls. Large furniture and/or cluttered rooms reduce air circulation.
- If windows are replaced, make sure they have trickle ventilators incorporated.
- A dehumidifier will extract the moisture so if producing excessive amounts in unavoidable, this could be an alternative and will certainly prevent the mould spores from flourishing.
- For a whole house solution consider a positive input ventilation system which consists of unit mounted into the loft which removes excess moistures and circulates fresh filtered air around the home.



3. Lessen temperature variations between rooms with insulation, draught proofing and heating your home

- During cold weather, make sure there is some low-level heating on all day, even when the home is not occupied.
- Keep all radiators on, but reduce the temperature using the radiator thermostat in any unoccupied rooms.
- If you are struggling with heating costs please call our Money Advice Team, Tel: 01446 709588 / 146 / 312

Be Careful!



- ⊘ Do not block permanent ventilators
- ⊘ Do not completely block chimneys. Instead leave a hole about two bricks in size and fit a louvered grille over it.
- ⊘ Do not draught proof rooms where there is condensation or mould.
- ⊘ Do not draught proof a room where there is a cooker or a fuel burning heater e.g., a gas fire
- ⊘ Do not draught proof windows in the kitchen or bathroom.

Fact sheet: Condensation & Mould

What if I have mould?

Firstly, treat or remove any mould you may have in your home, and then deal with the basic problem of condensation. If you can avoid the condensation, mould should not reappear. To kill and remove mould, wipe down the affected surfaces with fungicidal wash which carries a health and safety executive approval number. Follow all the instructions. Disturbing mould by vacuuming carpets and soft furnishings can increase the risk of respiratory problems. You can also purchase fungicidal paint to help prevent mould reoccurring on cold surfaces such as north facing walls.


Remember taking a proactive approach to managing condensation, mould and damp could help prevent long term health conditions.

Typical symptoms of condensation:



If you have/or still are experiencing problems with damp in your property after carrying out the above steps, please telephone OneVale on 01466 700 111

Appendix 3 – Damp and Mould Checklist

Visiting officer checklist for Damp and Mould			
Address relating to complaint:			
Visiting officer:		Date:	
Does the complaint relate to:	Rising Damp	<input type="checkbox"/>	
	Penetrating Damp	<input type="checkbox"/>	
	Condensation	<input type="checkbox"/>	
	Black mould	<input type="checkbox"/>	
Is the mould/damp/condensation located:	Ceiling	<input type="checkbox"/>	
	Windows (Glass/Frame)	<input type="checkbox"/>	
	Windows (Reveals)	<input type="checkbox"/>	
	High level corners	<input type="checkbox"/>	
	Low level corners	<input type="checkbox"/>	
	Low level around the room	<input type="checkbox"/>	
	Whole wall	<input type="checkbox"/>	
	All walls	<input type="checkbox"/>	
Is the damp located:	Kitchen	<input type="checkbox"/>	
	Bathroom	<input type="checkbox"/>	
	Lounge	<input type="checkbox"/>	
	Second reception	<input type="checkbox"/>	
	Hall/Stairs/Landing	<input type="checkbox"/>	

	Bedroom 1	<input type="checkbox"/>
	Bedroom 2	<input type="checkbox"/>
	Bedroom 3	<input type="checkbox"/>
	Bedroom 4	<input type="checkbox"/>
Medical conditions	Elderly (over 60 years of age)	<input type="checkbox"/>
	Receiving Home care	<input type="checkbox"/>
	Young Children (under 14 years old)	<input type="checkbox"/>
	Cardiovascular Problems	<input type="checkbox"/>
	COPD	<input type="checkbox"/>
	Substance dependency,	<input type="checkbox"/>
	Mental health issues,	<input type="checkbox"/>
	Blind/partially sighted,	<input type="checkbox"/>
	Mobility issues,	<input type="checkbox"/>
	Deaf/hard of hearing,	<input type="checkbox"/>
Air Management	Kitchen Extractor	Present <input type="checkbox"/> Used <input type="checkbox"/>
	Bathroom Extractor	Present <input type="checkbox"/> Used <input type="checkbox"/>
	Positive Pressure (Flatmaster)	Present <input type="checkbox"/> Used <input type="checkbox"/>
	MVHR	Present <input type="checkbox"/> Used <input type="checkbox"/>
<p>It is also important to:</p> <ul style="list-style-type: none"> • Take photographic record and store these on the house file, • Record Protimeter readings where they have been recorded, • Check the operation of extract fans and record findings. 		

Appendix 4 – Damp Prioritisation Assessment

Damp Prioritisation Assessment

Table 1		Condition	Priority
		Rising Damp	Routine
		Penetrating Damp	Routine
		Condensation	Routine
		Black mould	Refer to Table 2

Table 2		Medical Condition	Priority
		Yes	Refer to Table 3
		No	Refer to Table 4

Table 3 - Medical Condition Present	Location	Location								
		Kitchen	Bathroom	Lounge	Second reception	Hall/Stairs/Landing	Bedroom 1	Bedroom 2	Bedroom 3	Bedroom 4
	Ceiling	Med	Med	High	Med	Med	High	High	High	High
	Windows (Glass/Frame)	Low	Low	Med	Low	Low	Med	Med	Med	Med
	Windows (Reveals)	Low	Low	Med	Low	Low	Med	Med	Med	Med
	High level corners	Low	Low	Med	Low	Low	Med	Med	Med	Med
	Low level corners	Low	Low	Med	Low	Low	Med	Med	Med	Med
	Low level around the room	Med	Med	High	Med	Med	High	High	High	High
	Whole wall	High	High	High	High	High	High	High	High	High
	All walls	High	High	High	High	High	High	High	High	High

Table 4 - Non-Medical	Location	Location								
		Kitchen	Bathroom	Lounge	Second reception	Hall/Stairs/Landing	Bedroom 1	Bedroom 2	Bedroom 3	Bedroom 4
	Ceiling	Med	Med	Med	Med	Med	High	High	High	High
	Windows (Glass/Frame)	Low	Low	Low	Low	Low	Low	Low	Low	Low
	Windows (Reveals)	Low	Low	Low	Low	Low	Low	Low	Low	Low
	High level corners	Low	Low	Low	Low	Low	Med	Med	Med	Med
	Low level corners	Low	Low	Low	Low	Low	Med	Med	Med	Med
	Low level around the room	Low	Low	Low	Low	Low	Med	Med	Med	Med
	Whole wall	Med	Med	Med	Med	Med	Med	Med	Med	Med
	All walls	High	High	High	High	High	High	High	High	High