

Spotlight on Damp & Mould

Bobby Usher – Customer Experience
Manager

What will we cover?

- A little bit about Thirteen
- There we were
- Now here we are
- Case study
- Next steps
- Questions



Who are we?



There we were...



There we were...



What did our customers say?

- Record keeping was poor.
- Communication was minimal.
- It was very difficult to understand what had happened and when.



Case study - Maladministration

Overview:

- Customer complaint about leaking roof which has caused damp & mould within property.
- Moved into property in 2021.
- Had to make multiple complaints in an attempt to resolve.

Key Findings:

- Visits and conversations not documented from surveyor visits.
- Work carried out not showing on CRM.
- Customer has done most of the work in trying to resolve the issue.



Case study

Learning:

- It took almost 2 years to resolve the customers issues with the roof.
- Record keeping is of the utmost importance.
- We must ensure we are in regular contact with the customer.
- Poor record keeping and a lack of communication internally caused major delays to the work being completed.
- Once these issues were identified we acted swiftly to remedy them.
- Maladministration came in to us when new team in place with issue resolved in 4 weeks of the determination.





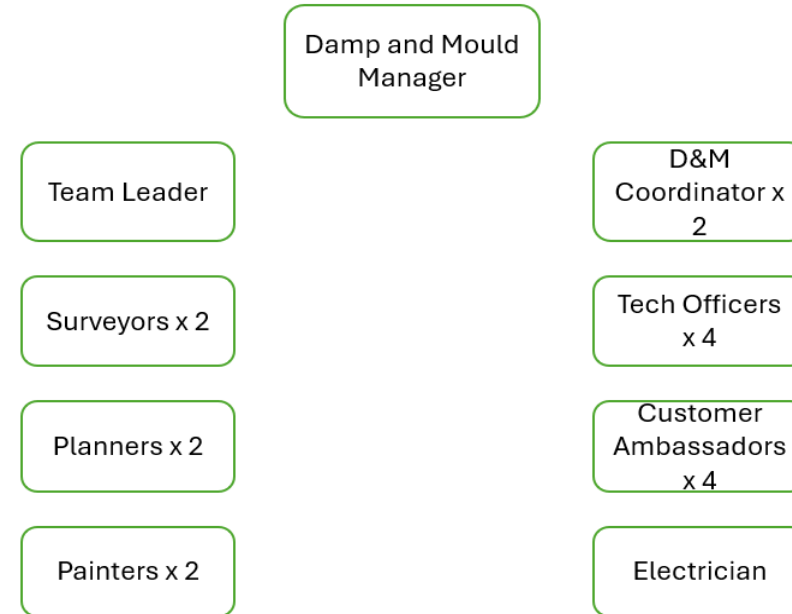
Here we are...

What's changed?	Why?
All work is captured and booked within our Repairs Management System and notes are made within our CRM.	To ensure we can keep better track of work that is booked as well as records of conversations.
Once work has been completed, our customer ambassadors carry out follow up contact with those customers that have had work carried out.	To make sure our customers are happy with the work that has been completed.
Self help videos uploaded to our website.	To empower our customers to ensure the risk of damp & mould can be reduced.
Added a flag to our systems to ensure those with impairments are highlighted as needing extra support.	To make sure these customers are given extra support when identifying damp & mould with in their property.
Organised pre planned gutter cleans	To prevent a build up of debris and combat damp before it gets serious.
Carried out refresher training for key stakeholders.	To make sure all trades are equipped to identify damp & mould within a customers property.



Here we are...

Damp and Mould Team



Continuous improvement

- Demand Squad
- Surveyors
- Meet with Head of Repairs monthly
- Quarterly complaints meeting involving Member Responsible for Complaints
- Created a Repairs focus group with our involved customers with D&M on the agenda



Questions?

Mid Devon Housing's Damp, Mould & Condensation Approach



Mid Devon
Housing

Presented by:

Rosie Wills
(MCIOB, AssocRICS)

Technical Support &
Repairs Manager, MDH

Presentation date:
23 April 2024



Contents

- Introduction
- Upskilling of teams and tenants
- Meaningful Data Collection
- Environmental Monitoring Case Studies
- Q & A

Introduction

Previous experience, 8 years in health and social care management, followed by 8 years with MDDC - now Technical Support & Repairs Manager, overseeing:

- Diagnostic script changes
- Admin team for tenancy and repairs
- Responsive repairs operatives
- Technical inspections
- Disrepair
- Complaints lessons learnt and performance stats

Relatively small RSL - just less than domestic 3000 properties, small but experienced team.

Personal experience of damp and mould in housing - not always linked to rental/owned, property value, or archetype.

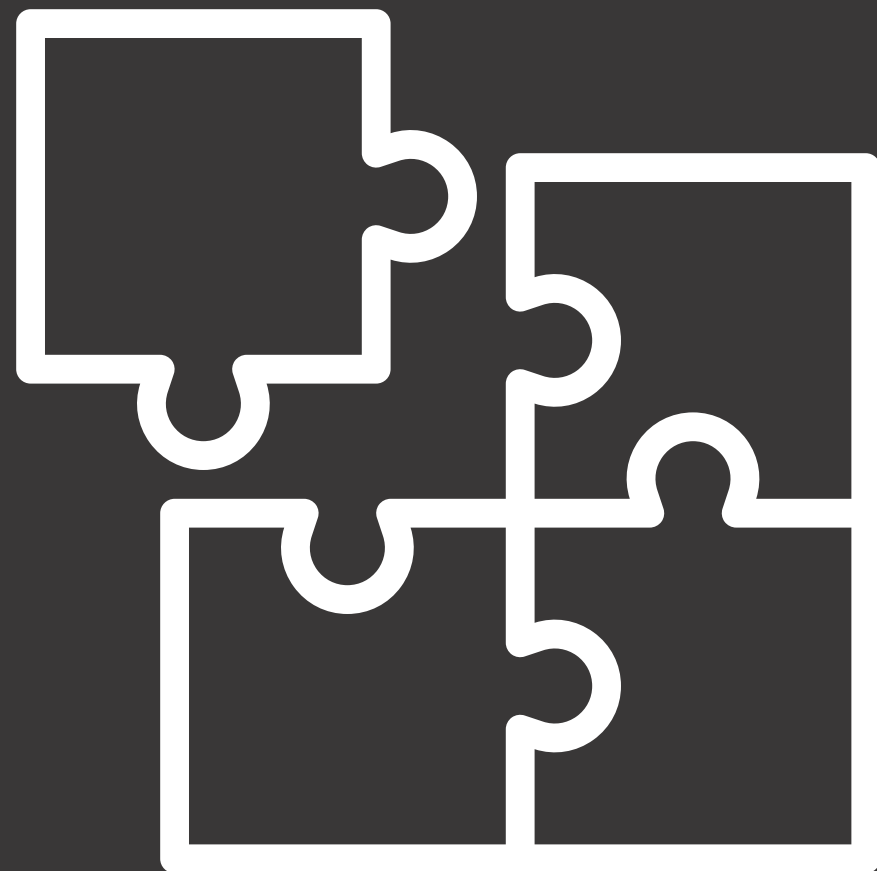
Next - Upskilling of Teams and Tenants

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A few of the shared houses, flats and homes I've lived in



Upskilling of Teams and Tenants



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Apprentices

- Perfect opportunity to sow the seeds of understanding - both trade and office based. Opportunity for DMC to feature in presentation / project work.
- How many of our trades, officers, surveyors and managers started as apprentices? Understanding DMC is the basis of other essential knowledge

Operatives and Surveyors

- Equipped with knowledge of DMC + tools to provide inspection report, which may be analysed by someone more qualified.
- Will report back even if not related to visit.
- Surveyors can also carry out destructive testing

Admin and Tenancy Staff

- Equipped with knowledge of DMC + tools to provide inspection report, which may be analysed by someone more qualified.
- Will report back even if not related to visit.
- Surveyors can also carry out destructive testing

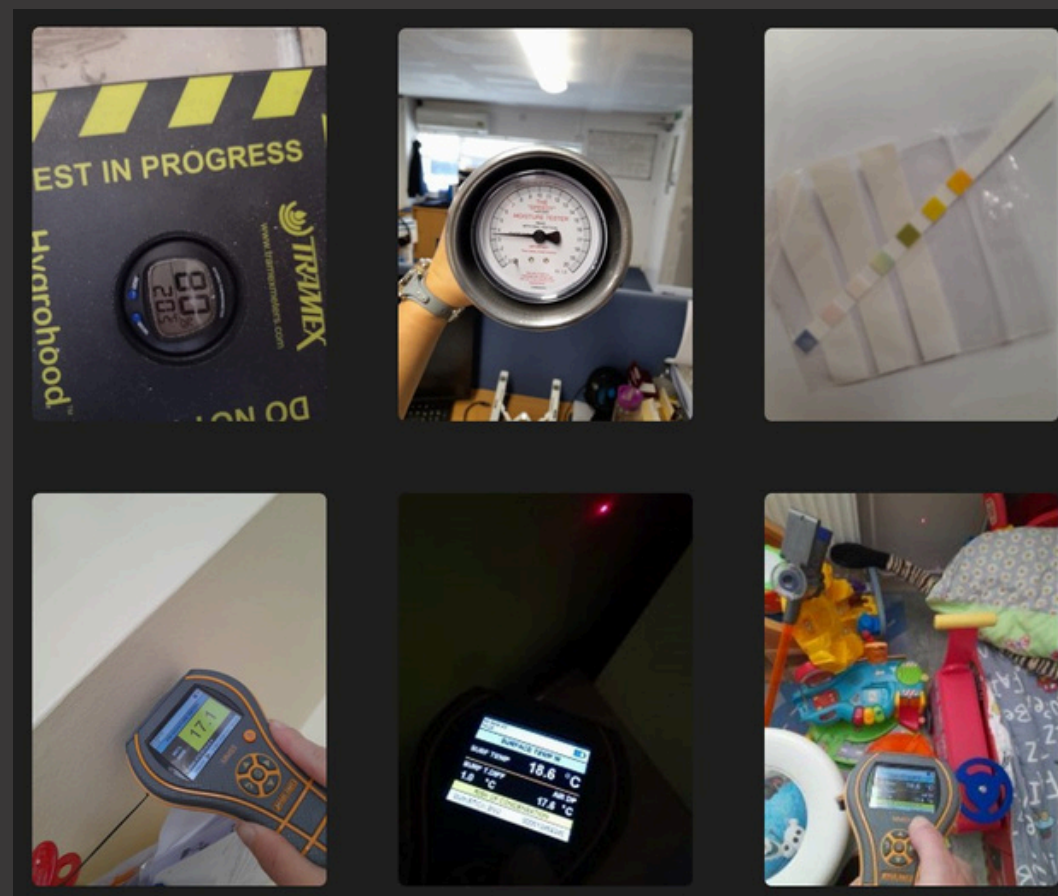
Contractors

- are commercially biased, but with open communication, will take additional readings / photos for create a snapshot, and identify other issues

Tenants

- Have more insight to in home data than any of us
- More open to sharing photos by email since COVID

The right tool for the job...



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Anemometers

- All electricians and inspectors / surveyors
- Quantifies effectiveness of fan rather than a sound or paper test



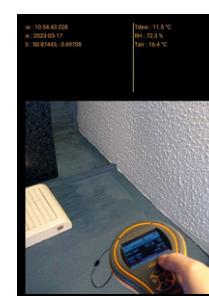
Basic 'Moisture' Meters

- Any operatives, especially electricians
- Contractors
- Confirms areas affected are dry or requires further investigation



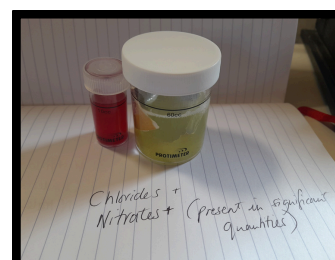
Mini Hygro-thermometers

- For tenants in 'mould kit', smily face indicator
- Opens up and continues conversation



Multi Function 'Moisture' Meters

- Inspectors / surveyors and independent surveyors
- Records numerous measurements - recommend MMS3, includes app for reporting



Salts Analysis

- Surveyors, but anyone can take a sample
- Protimeter vs. aquarium testing strips - comparable but each have their place

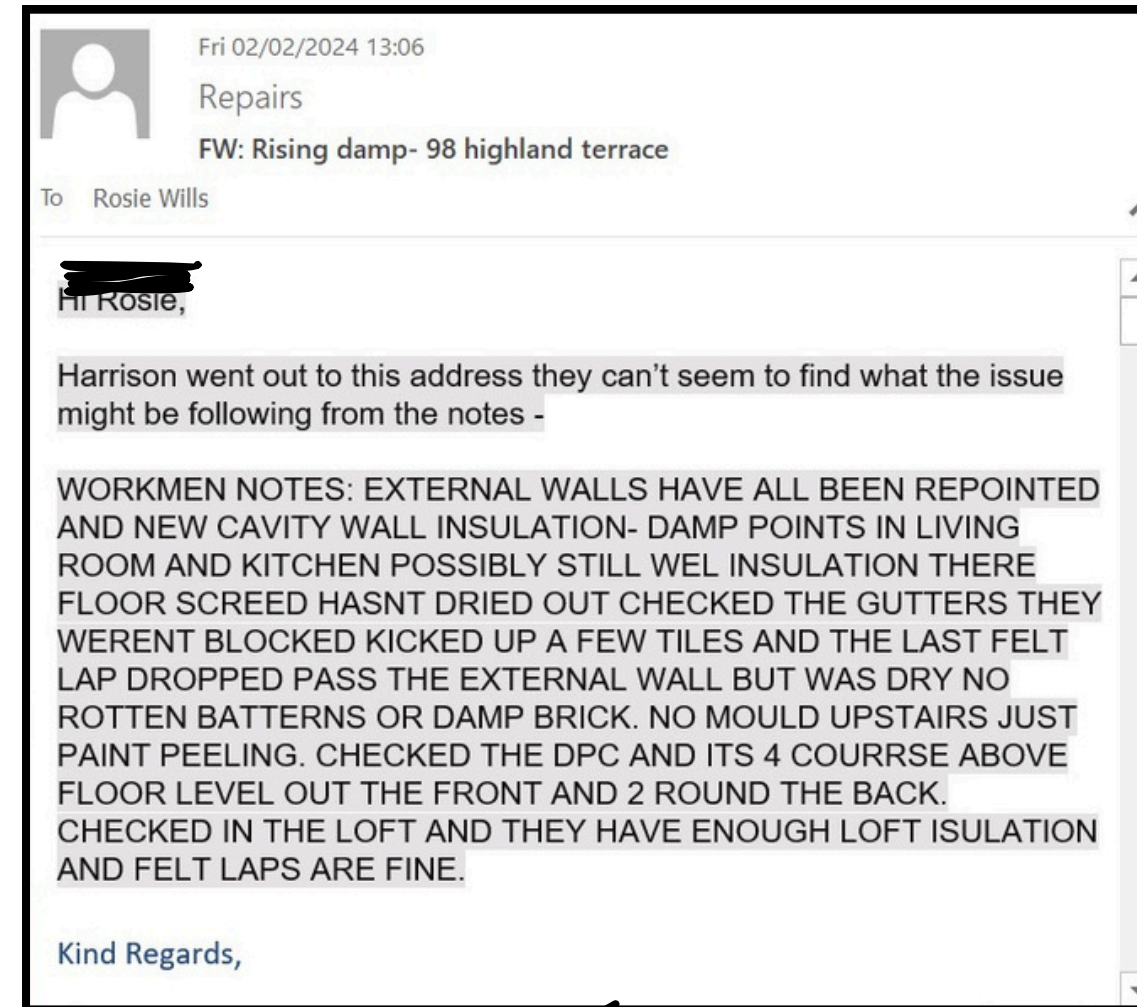
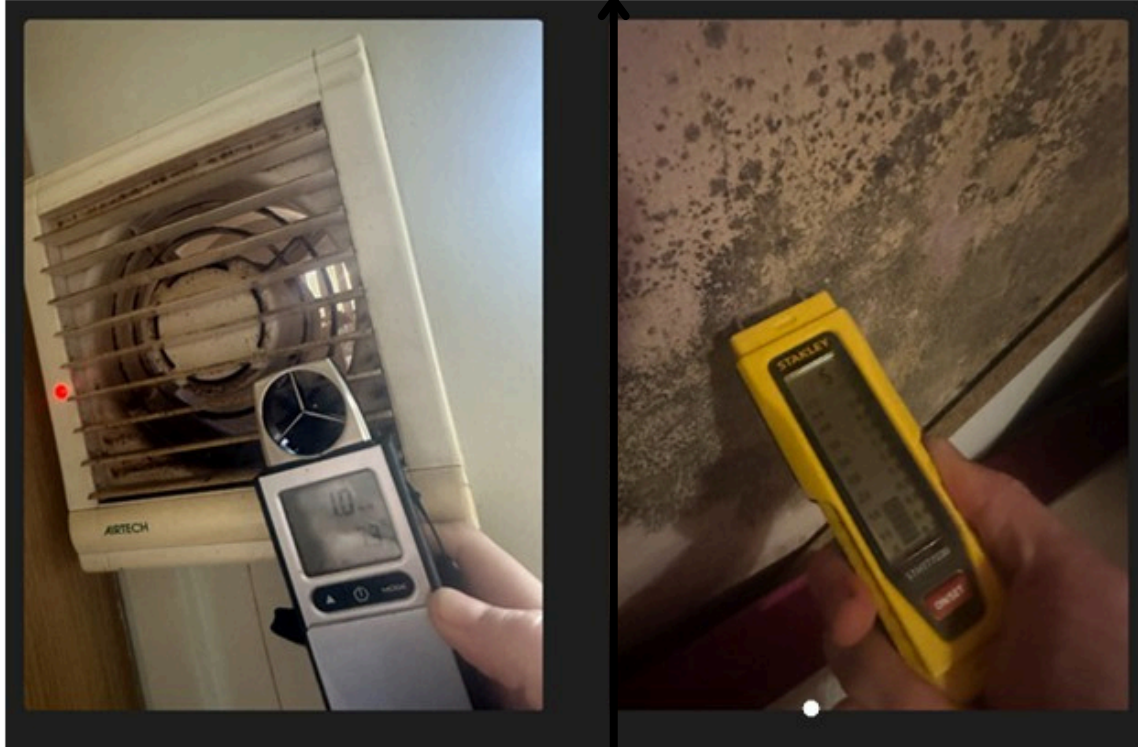
Also floor hygrometers, cavity wall cameras and calcium carbide

Next - Meaningful data collection

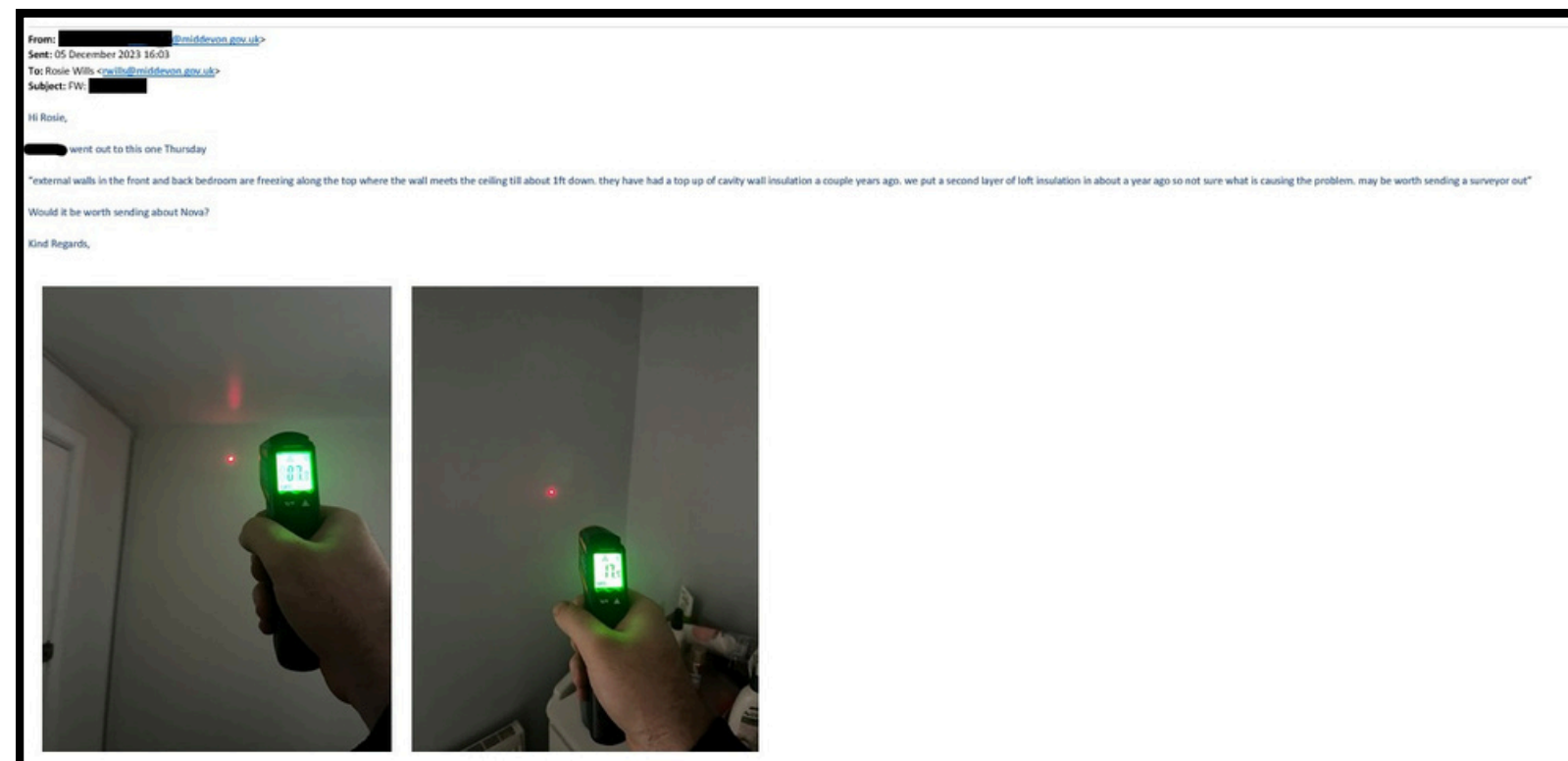
From: [redacted]@middevon.gov.uk
Sent: 10 January 2024 16:19
To: Rosie Wills <rwills@middevon.gov.uk>
Subject: Fwd: [redacted]

Hi Rosie,

Attached are photos for [redacted]
Bedroom mould - the bed is pushed against the wall and there is no air flow in there. Curtains are pulled, door is kept shut and they are watching TV in there.



This simple bit of communication told us we didn't need to explore for leaks or mechanical ventilation issues, and would normally trigger some advice being provided. Vulnerability data highlighted a mental health need, which led to a physical visit. This then led to identification of hoarding, poor mental health, financial issues and safeguarding referral.



Both reports back from a mason just out of his apprenticeship, who was able to attend sooner than a technical inspector. Was able to check roofing, guttering, insulation etc and clearly advise what wasn't the issues, suggesting what is likely to be the issues. Trusting operatives with their judgement means we can fasttrack to contractor (in both cases suspected cavity fill issues)

Meaningful Data Collection

- Bringing together data (key work searches) from repairs records between 2015 and 2023, inspection outcomes, emails, void data, tenant survey information, independent surveyors reports, photos from operatives, and contractors
- Compare with data from asset management database
- Review over time to record changes
- Analysis of data to identify patterns, high and low risk.
- Focus on highest risk properties, so data may be skewed, however, better to over-estimate prevalence of damp and mould than underestimate

Systems:

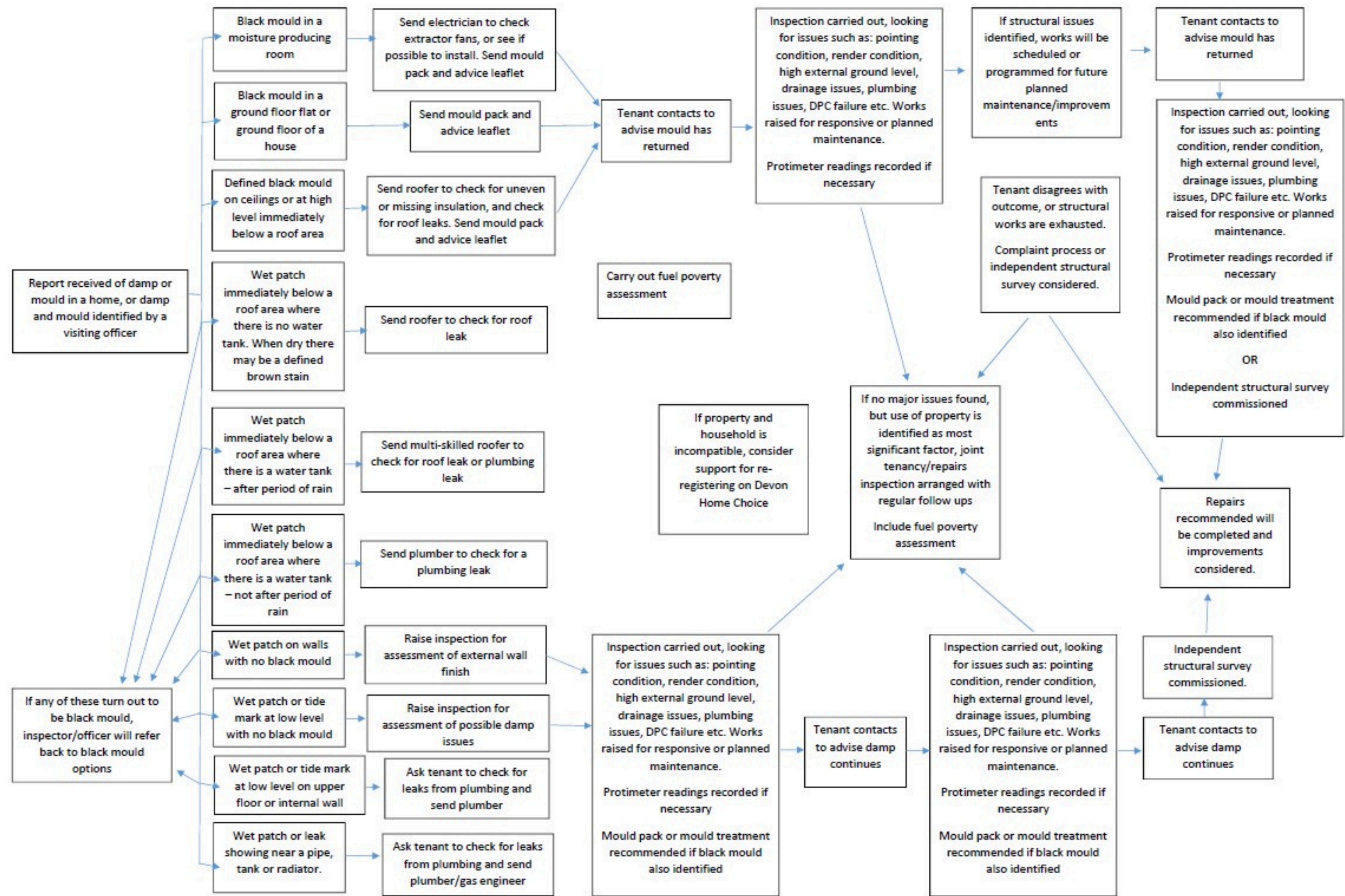
Housing System: Orchard Housing

Technical Diagnostic Script System: Omfax

Asset Management Database: Integrator

BI: SAP Business Objects

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The role of diagnostic scripting in data recording

Damp: Damp

Where is the water coming from?

- water pipe
- roof
- radiator
- guttering
- unknown

Damp: Damp

Is mould in any particular Pattern

- Defined square on ceiling, Loft above
- Spread across ceiling/walls
- External Walls
- Behind Furniture
- Only around windows
- Other please explain

Damp: Damp

Result

Repair Details
Damp: Damp; Mould; Bathroom; Ceiling/Walls; Repair faulty extractor fan

Service	Code	Priority	Complete By	Qty	Cost
FAN:OVERHAUL DOMESTIC EXTRACT	841007	3	16/03/2024	1	21.38
Total					£21.38

Damp: Damp

Result

Repair Details
Damp: Damp; Mould; Bathroom; check roofspace for Leak/Insulation; Supply Mould Pack

Service	Code	Priority	Complete By	Qty	Cost
INSULATION:LAY UPTO 270MM THICK QUILT	227005	3	16/03/2024	1	14.84
Total					£14.84

Roofs: Leaking

Result

Repair Details
Roofs: Leaking; pitched; damp patch/slow drip; new leak; No Access; two storey

Service	Code	Priority	Complete By	Qty	Cost
ROOF:FIX ROOF LEAK TO PITCHED ROOF	223011	2	24/02/2024	1	97.88
Total					£97.88

Responsibility of Landlord

Additional information

Damp: Damp

Result

Repair Details
Damp: Damp; dampness; Kitchen; rising damp

Service	Code	Priority
Inspection by Technical Officer	INSP	3

Result

Repair Details
Damp: Damp; Mould; Kitchen; Ceiling/Walls; Extractor Fan Survey

Service	Code	Priority	Complete By	Qty	Cost
CLIENT INSPECTION:ELECTRICAL	898001	3	16/03/2024	1	18.73
Total					£18.73

Responsibility of Landlord

Message
Extractor Fan Check
ADV312

Inspect for possible installation of

Please advise tenant that a extractor fan is recomended, however this needs to be inspected first by electrician, to ensure this is suitable to fit and correct type is ordered.

Book to Electrical 1 Slot Pri 3

Dwelling num	Is there damp or mould?	Damp or mould in the past?	Damp at any time	No damp at any time	Notes	General construction	Dwelling type	Number bedrooms	Year built	Wall structure: type	DRS: Overall decency status	EPC Rating	RDSAP Calculated then Converted	RDSAP 2005: Wall Insulation	RDSAP 2005: Roof Insulation	RDSAP 2005: Roof Insulation	Boiler: type	last renewed (year)	Other heating: type	Central heating distribution: type	Secondary heating: type	PV - Solar Panels Fitted	
21	no	yes			Black mould in smaller bedroom - gutter was blocked, arranged to clear. Advised to call back if it returns, so we can double check loft insulaton	Traditional	House	2	1965	Brick cavity	Potential	C	79	Filled cavity	At joists	200mm	Combi Gas	2004	N/A	Wet	N/A	Yes	
34	no	yes			Has previously had mould but since new windows have been fitted the problem has stopped.	Traditional	House	2	1966	Brick cavity	Potential	C	70	Filled cavity	At joists	150mm	Gas Boiler	2017	N/A	Wet	N/A	No	
11	no	no			Nothing in repairs history - call to check? Has not and is not experiencing damp and mould.	Traditional	Bungalow	4	1970	Brick cavity	Decent	D	65	Filled cavity	At joists	250mm	Combi Gas	2016	N/A	Wet	Electric Fi	Yes	
12	no	no			Nothing in repairs history - call to check? Has not and is not experiencing damp and mould.	Traditional	Bungalow	1	1970	Brick cavity	Potential	B	84	Filled cavity	At joists	200mm	Combi Gas	2015	N/A	Wet	Gas Fire(C	Yes	
13	no	no			Nothing in repairs history - call to check? PROPERTY CURRENTLY VOID. Checked photos, none during this void period or last void period	Traditional	Bungalow	1	1970	Brick cavity	Decent	C	75	Filled cavity	At joists	200mm	Gas Boiler	2007	N/A	Wet	N/A	Yes	
Flat 3	no	no			GFF Nothing in repairs history - RW called to check 14/03/2023 - no mould now or in past	Traditional	Flat	1	1970	Brick cavity	Decent	D	64	Filled cavity	At joists		Condensir	2013	N/A	Wet	N/A	No	
Flat 4	no	no			GFF. Gutters currently being done - no other repairs to report	Traditional	Flat	1	1970	Brick cavity	Potential	C	73	Filled cavity			Gas Boiler	2013	N/A	Wet	N/A	No	
Flat 7	no	no			FFF - Nothing in repairs history, very new tenant	Traditional	Flat	1	1970	Brick cavity	Decent	C	71	Filled cavity	At joists	200mm	Combinat	2014	N/A	Wet	Gas Fire(C	No	
Flat 8	no	no			No issues, have been here 9 years no issues	Traditional	Flat	1	1970	Brick cavity	Decent	C	78	Filled cavity	At joists	200mm	Gas Boiler	2013	N/A	Wet	N/A	No	
Flat 9	no	no			FFF - Nothing in repairs history - call to check? 14/3/23 No answer, no voicemail. Coming void - checked no mould	Traditional	Flat	1	1970	Brick cavity	Decent	C	77	Filled cavity	At joists	200mm	Gas Boiler	2022	N/A	Wet	Gas Fire(C	No	
27	no	yes			Had leaking cavity in the past but no issues since but did bring up other problems	Traditional	House	3	1979	Cavity - Re	Decent	C	74	Filled cavity	At joists	150mm	Gas Boiler	2008	N/A	Wet	N/A	No	
35	no	no			Had no issues with damp and mould brought up other issues	Traditional	House	3	1979	Brick cavity	Decent	C	80	As built	At joists	200mm	Gas Boiler	2020	N/A	Wet	N/A	Yes	
55	no	no			Had no issues with damp or mould but did bring up other problems	Traditional	House	3	1979	Brick cavity	Decent	B	83	Filled cavity	At joists	200mm	Gas Boiler	2008	N/A	Wet	N/A	Yes	
7	no	yes			Previous disrepair claim including mould. New tenancy since - call to check. Called 14/03/2023 - no mould, has not been any during tenancy	Traditional	House	2	1979	Brick cavity	Decent	C	72	Filled cavity	At joists	200mm	Gas Boiler	2008	N/A	Wet	N/A	No	
14	yes	no			Damp patch in the bathroom wall - unsure of what the cause is ony started experiencing it since the weather has been cold.	Traditional	House	2	1974	Brick solid	Decent	C	77	Filled cavity	At joists	250mm	Combi Gas	2018	N/A	Wet	Electric Fi	No	
19	yes	yes			Tenant has mentioned that he is sufferingwith damp and mould iinthe back bedroom above the wiondow.- Black mould. Tenan ha tried to treat mould with anti mould buyt said it didn't work. - expert went out and said that the main cause of the damp is that the insuylation had gotten wet. Said hes been reporting for years but i cant see anything on the repairs history. I raised a job to supply a mould pack and i also raised a job to sort out the guttering as someone went last month but he said they didnt do a very good job. Also raised a job to inspect the insulation.	Traditional	House	3	1966	Brick cavity	Potential	D	68	Filled cavity	At joists	200mm	N/A			Heat Pum	Wet	N/A	Yes
22	yes	yes			damp, mould reported 2021, possible roof leak, reported again 2023 - possible insects, rotten skirting. Lots of remedial works carried out, issues remaining in bathroom -added to bathroom renewal contract. FOLLOW UP. SPECIALIST SURVEY (NOVA) COMPLETED JULY 2023 possibly drying out from recent re-roofing, repaired leaks, ACO channel and rendering, recommends monitoring and tanking of bathroom. Some use of property issues - not well kept	Traditional	House	3	1933	Brick cavity	Potential	D	65	As built	At joists	250mm	Combi Gas	2014	N/A	Wet	N/A	No	
10	no	yes			Did have a leak through ceiling, all resolved.	Traditional	House	2	1984	Brick cavity	Potential	D	67	As built	At joists	200mm	Combinat	2013		Wet	N/A	No	
8	no	yes			Some showing on the frame in bedroom window in past, all treated. Arranged for new bathroom extractor to be on safe side. Tenant blocked up kitchen extractor due	Traditional	House	2	1984	Brick cavity	Decent	C	75	Filled cavity	At joists	200mm	Condensir	2008	N/A	Wet	Electric Fi	No	
Flat 3	no	no			No issues, very happy with the flat, has been there for years. Some failed DGUs reported.	Traditional	Flat	2	1984	Brick cavity	Potential	B	89	As built	At joists	250mm	Back Boile	2021	Gas	Wet	N/A	Yes	
10	no	no			Not suffering with damp or mould at the moment but did bring up other issues	Traditional	Bungalow	1	1964	Brick cavity	Potential	C	69	Filled cavity	At joists	250mm	N/A			Storage hv	Electric Storage (High	Yes	
15	no	yes			airtech fitted PIV in 2021. no reports since	Traditional	Bungalow	2	1968	Brick cavity	Potential	E	54	Filled cavity	At joists	200mm	N/A			Storage hv	Electric St	N/A	No
18	yes	no			Rung tenant and she mentioned other issues but brought up the fact that there is mould in the shed and by the back door. I offered a mould ack but she said sh is nt able to o that so I am going to raise a job for someone to go and look at what he problem is	Traditional	Bungalow	2	1968	Brick cavity	Potential	D	57	Filled cavity	At joists	200mm	N/A			Quantum	Electric St	N/A	No
25	yes	yes			Tenant is suffering with damp and mould in bathroom above window - extractor fan works they wiv it down and keep it ventilated.i sent out a mould pack	Traditional	Bungalow	2	1972	Brick cavity	Decent	C	77	Filled cavity	At joists	250mm	N/A			Quantum	Electric St	N/A	Yes
29	yes	yes			Wet patches on ceiling. Have had mould pack. Mother and 2 adult children in 2 bed bungalow. No info provided about cost of heating and whether this is an issue. Fans have been checked previously and upgraded. Follow up with PIV offer. No defects raised. Send mini-hygrometer and damp and mould advice. PIV Offered	Traditional	Bungalow	2	1972	Brick cavity	Decent	D	61	Filled cavity	At joists	200mm	N/A			Heat Pum	Wet	N/A	No
14	yes	yes			PIV Fitted. Still got the mould unfortunately. The machine helps. There is no mould in the front room and hallway. Where the soffits are, it's still a bit damp. Need a new fan in kitchen and bathrooming. Check again after end March. £125per month. Worries about money, only puts on heating for a couple of hours a day, does not heat the kitchen. CALLED 27/04/2023 to check mould is 85% resolved, it really has helped. Signposted to household support fund and turntable - also extractor fan check	Traditional	Bungalow	1	1964	Brick cavity	Potential	D	66	Filled cavity	At joists	250mm	N/A			Quantum	Electric St	N/A	No
29	no	no			Tenant does not suffer with damp and mould but has a leaking radiator	Cornish	House	3	1954	Reinforce	Potential	D	67	External	At joists	200mm	Gas Boiler	2018	Gas	Wet	Tenants C	No	
3	no	yes			did have damp when she first moved in but its all fine now	Cornish	House	1	1953	Concrete	Potential	D	61	As built	At joists	150mm	Combinat	2006	N/A	Wet	N/A	No	
33	yes	yes			Mould in bathroom and below bath - possible leak. Extractor fan in place, and ceiling thermal boarded - issues have persisted. Mould pack supplied. Unauthorised alteration of additional tiling and shower, however sealant is in poor condition, possibly also grouting. arranged to investigate under bath and also to check/overhaul extractor fan. FOLLOW UP - CASE STUDY FOR THERMAL BOARDING?	Cornish	House	3	1954	Reinforce	Potential	C	69	External	At joists	100mm	Gas Boiler	2010	N/A	Wet	N/A	No	
35	yes	no			Mould in the living, behind couch, she says there is a gap, has no extractor fan in kitchen or bathroom, says bathroom is very condensationy. She also brought up the fact that there is a big damp patch on the ceiling byu the front door. Its where there radiator directly above has come off the wall as it was anchored properly. But	Cornish	House	3	1954	Reinforce	Potential	D	68	External	At joists	250mm	Gas Boiler	2010	N/A	Wet	N/A	No	
48	no	yes			Specialist survey (NOVA) 2020. CWI removed and refilled 2013.recommended to re-check cavity. High protimeter readings, either due to CWI issue or failed DPC. CWI checked and works done (2022) Called 2023 Tenant is not suffering with damp and mould but her front path is wonky.	Traditional	Bungalow	2	1956	Brick cavity	Potential	B	83	Internal	At joists	200mm	Combi Gas	2014	N/A	Wet	N/A	Yes	
49	no	no			Tenant is not suffering with damp or mould	Traditional	House	2	1987	Brick cavity	Decent	C	70	As built	At joists	250mm	Combi Gas	2018	N/A	Wet	N/A	No	
5	yes	yes			tenant is suffering with damp and mould in her childrens bedrooms around the window, has tried to clean it - going to send in photos	Cornish	House	3	1950	Reinforce	Potential	C	78	Filled cavity	At joists	200mm	Combi Gas	2019	N/A	Wet	N/A	Yes	
54	no	no			Not experiencing damp or mould	Traditional	House	4	1988	Brick cavity	Potential	C	71	As built	At joists	200mm	Gas Boiler	2013	N/A	Wet	N/A	Yes	
Flat 16	no	no			Phone survey - no mould now or at any time - lived there for 20 years	Traditional	Flat	1	1966	Brick cavity	Potential	C	78	Filled cavity	At joists		Combi Gas	2017	N/A	Wet	N/A	Yes	
14	no	yes			Specialist survey 2019 (NOVA). tenant had been experiencing damp/mould/condensation for a period of 5 years, since beginning of tenancy. One area where ground	Traditional	Bungalow	1	1970	Cavity - Re	Potential	B	86	Filled cavity	At joists	250mm	Gas Boiler	2011	N/A	Wet		Yes	
18	yes	yes			damp first reported 2022. mould pack supplied. Reported again in 2023 - airtech to survey	Traditional	Bungalow	1	1970	Brick cavity	Potential	B	83	Filled cavity	At joists	200mm	Gas Boiler	1990	N/A	Wet	N/A	Yes	
20	yes	yes			Airtech fitted PIV in 2022. more damp reported in 2023 - coming through floor & spreading.	Traditional	Bungalow	1	1970	Brick cavity	Potential	C	71	Filled cavity	At joists	200mm	Combi Gas	2013	N/A	Wet	N/A	Yes	
Flat 7	no	no			No damp at void July 2023	Traditional	Flat	1	1975	Brick cavity	Potential	D	67	Filled cavity	At joists	200mm	N/A			Storage H	Electric St	N/A	No
Flat 5	no	yes			Bathroom mould 2017, treated and fan fitted. 2021 - rewire / reinstall airtech fan. No reports since. None at void 2023	Traditional	Flat	2	1974	Brick cavity	Decent	B	86	Filled cavity			Combi Gas	2015	N/A	Wet	Electric Fi	Yes	
12	no	yes			04/2021 Kitchen sink tap loose and dripping also drop off mould pack. EMAIL SENT (current tenat only lived there since march so hasn't experienced any). Response	Traditional	Bungalow	1	1977	Brick cavity	Decent	C	70	Filled cavity	At joists	250mm	N/A			Heat Pum	Wet	N/A	Yes
94	yes	yes			PWH Specialist survey 2017.Some dampness and mould. High ground level, possibly uninsulated or solid party wall and condensation/mould. Loft insulation jammed	Traditional	House	3	1932	Brick cavity	Potential	C	71	Filled cavity	At joists	200mm	Gas Boiler	2008	N/A	Wet	N/A	No	
Flat 18	yes	yes			2021 Airtech Carry out workfit piv unit, survey response suggested improvement but still some issues - EMAILED	Traditional	Flat	2	1967	Brick cavity	Potential	C	76	Filled cavity	At joists	200mm	Gas Boiler	2011	N/A	Wet	N/A	No	
Flat 22	no	no			no damp reported. Possible roof leak investigated in jan 2023	Traditional	Flat	3	1967	PCC Panel	Decent	D	66	As built	Unknown		Gas Boiler	2011	N/A	Wet	N/A	No	
12	no	yes			PWH Specialist Survey May/June 2016 - moisture levels 8-12%, 20% between floor slab and underlay. Possible sweating from moisture trapped from previous tenancy. Sample hole drilled - dry. Thermal insulation of flat roof sections recommended - carried out. Called 20.7.23 - issues resolved - occasional mould around window reveals in winter. Issues with floor resolved, also have vinyl flooring down. No damp or mould at the moment.	Traditional	House	3	1990	Brick cavity	Decent	D	65	Filled cavity	At joists	200mm	Combi Gas	2015	N/A	Wet			No
2 Broad La	no	yes			Specialist Survey 2020 (NOVA). Ground level issues, lack of continuity between loft/wall insulation (as built) and high condensation. 'living conditions' (tenant very elderly bed-ridden and unable to open windows himself) recommended check of cavity wall, air handling unit and possibly thermal boarding. Recommended works carried out, PIV unit fitted in 2021. no reports since. New tenant shortly after that, no reports during that tenancy either. FOLLOW UP if/when void. Treated at void 2023	Traditional	Bungalow	1	1955	Brick cavity	Potential	B	83	Filled cavity	At joists	200mm	Combi Gas	2019	N/A	Wet	N/A		Yes
3 Broad La	no	yes			PIV INSTALLED 9/10 - 0/10 mould. Resolved - Just to let you know Airtech fitted the PIV unit a few weeks ago, I am pleased to inform you that the unit has made a great difference. We no longer get any condensation on the windows in the Kitchen, Bathroom, Living Room or Utility Room Door Window. There is a very small amount of condensation on the Bedroom window but nothing like it had been.	Traditional	Bungalow	1	1955	Brick cavity	Potential	B	85	Filled cavity	At joists	200mm	Combi Gas	2018	N/A	Wet	N/A	Yes	
4 Broad La	no	no			No issues with damp or mould but did say its nice to know you care	Traditional	Bungalow	1	1955	Brick cavity	Potential	B	85	Filled cavity	At joists	200mm	Gas Boiler	2008	N/A	Wet	N/A	Yes	
Flat 37	no	no			FFF No mould at void 2023	Traditional	Flat (Conv	2	1968	Brick cavity	Decent	B	90	As built	At joists	150mm	Combi Gas	2016	N/A	Wet	N/A	Yes	

Finding our silence...

% of properties affected by any type of damp / mould over a two year period (2021-2023) (14%)

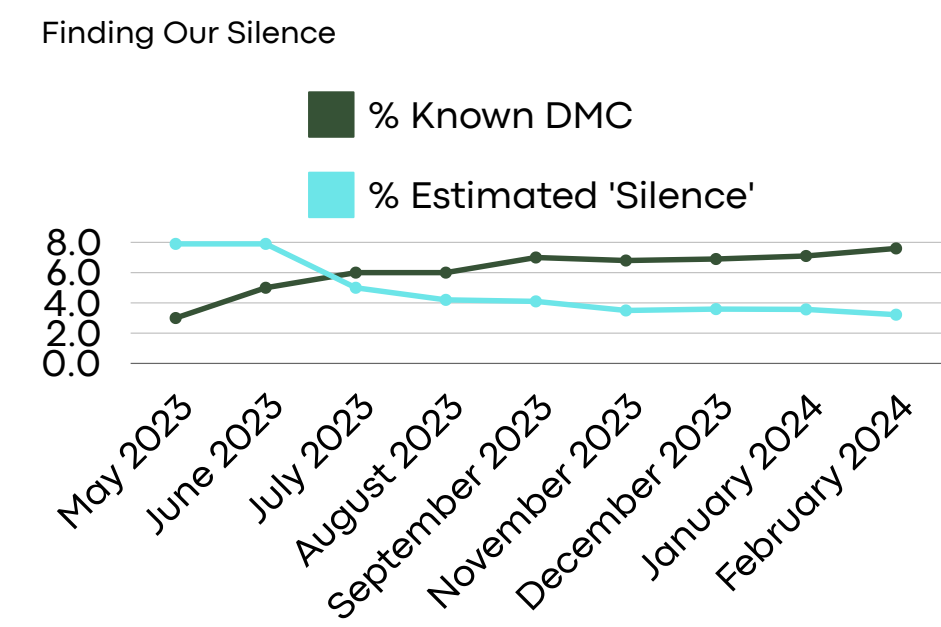
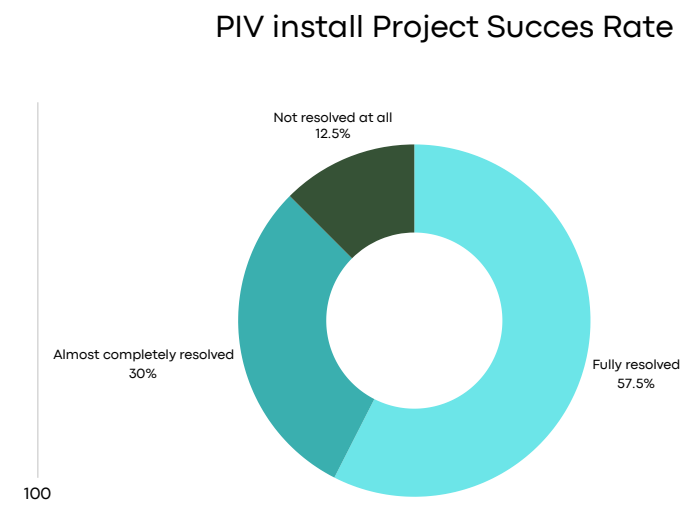
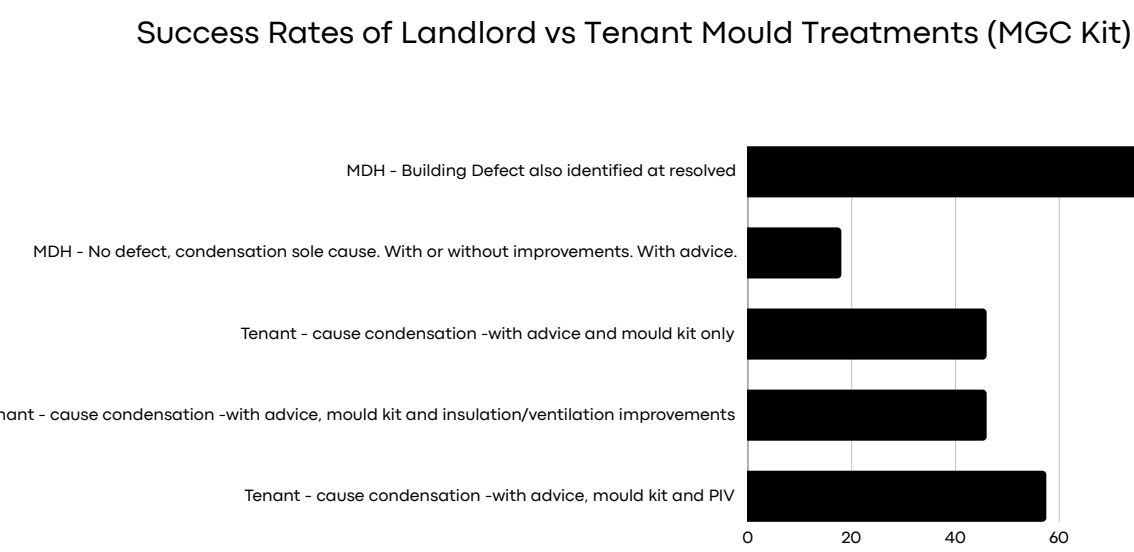
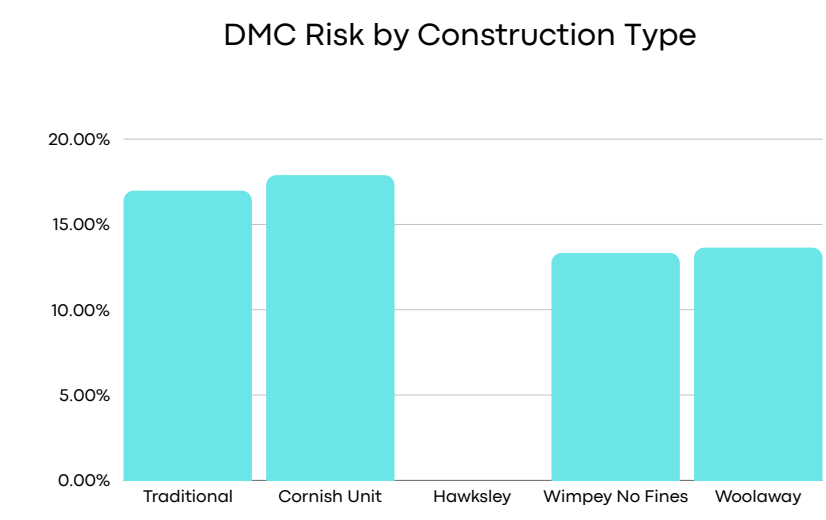
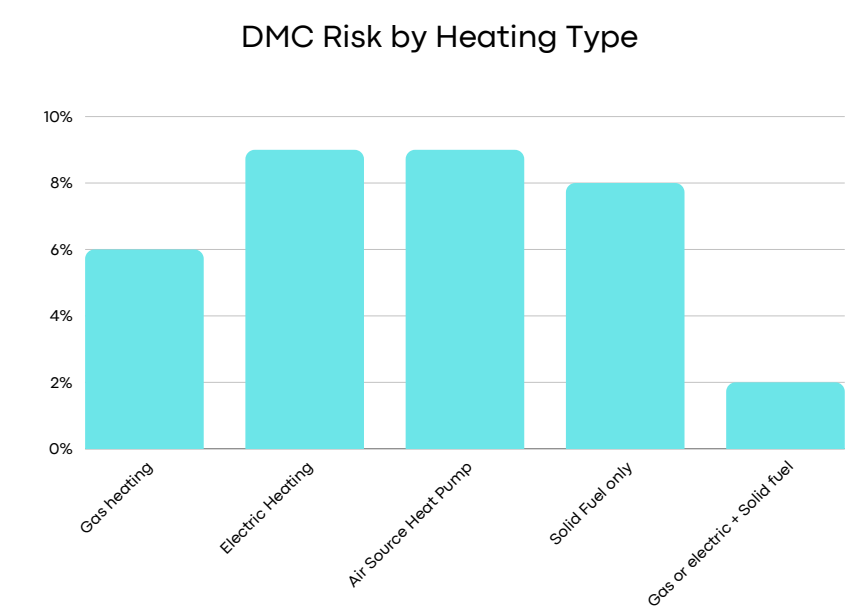
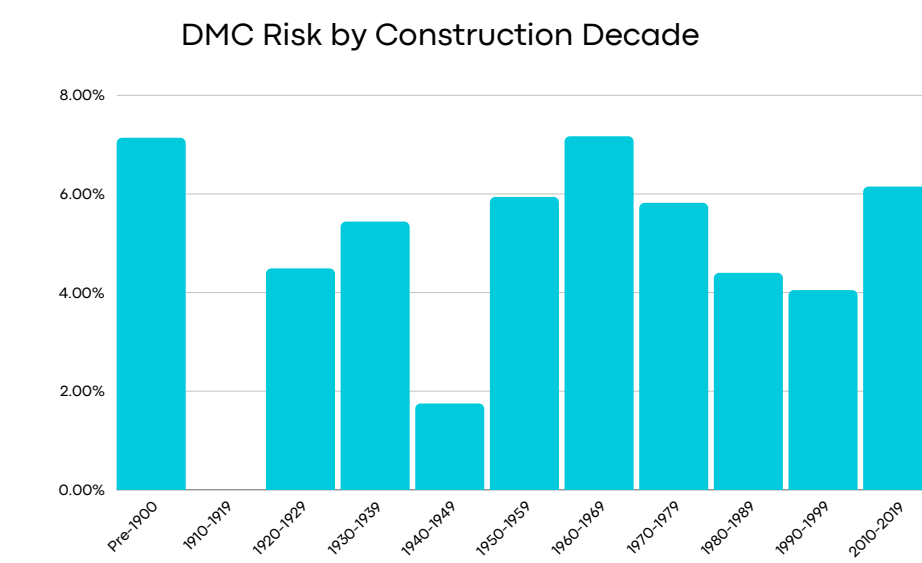
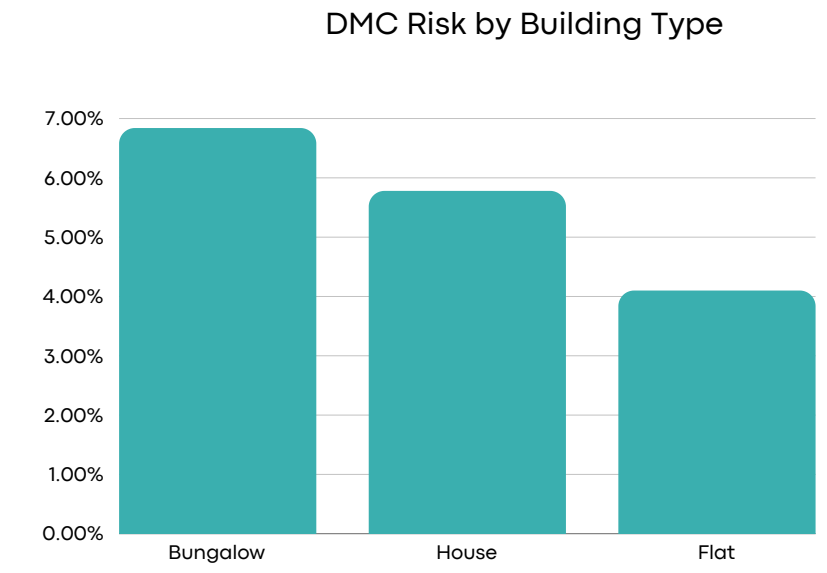
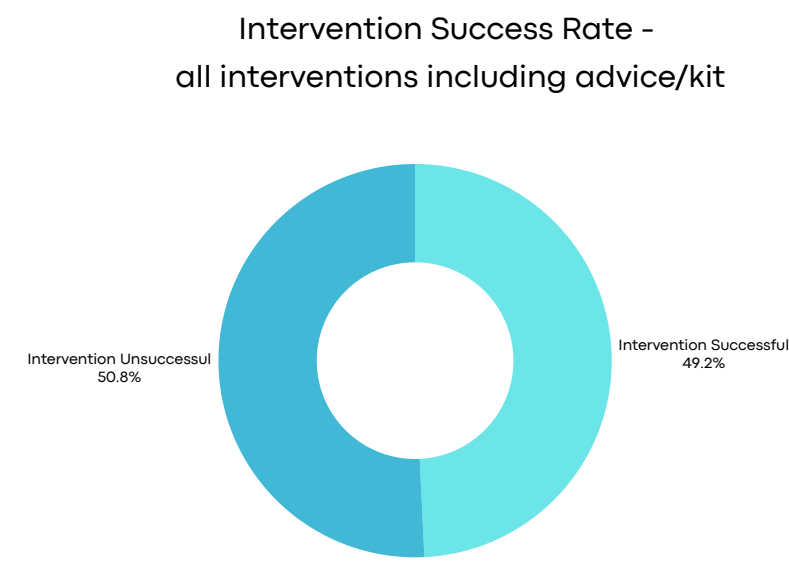
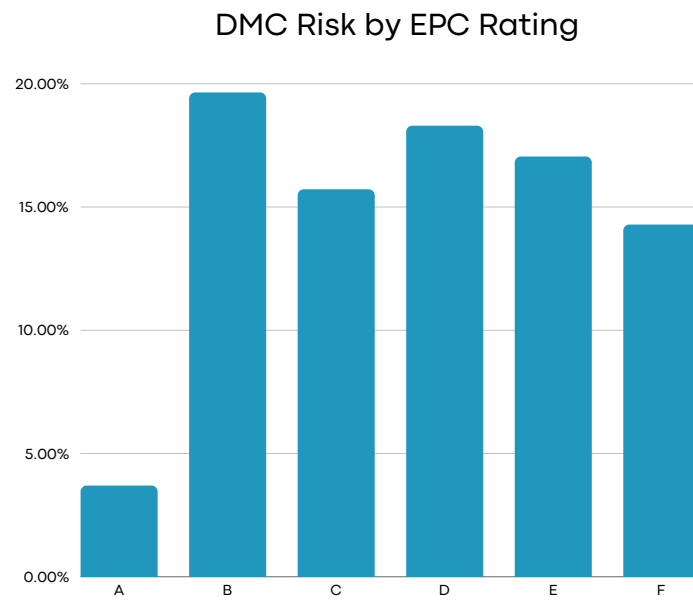
% properties with current 'known' damp / mould status

Current damp / mould intervention success rate %

=

Silence

(Estimated % of households which have damp / mould and have not reported, or re-reported) - currently 85 homes down from 300+





Mid Devon Housing

Environmental Monitoring Case Studies

IoT Devices and
Monitoring System

Supplied by:

AICO HomeLINK

Any reference to PIV
install are either in-
house or Airtech

Case Study 1 – Mrs Smith



- 2 bedroom end terrace,
- No recorded history of damp or mould during 2 previous tenancies between 2008 and 2015.
- Mrs Smith moves in April 2015 after decant from very similar bungalow.
-
- No changes to heating, windows, ventilation or insulation during void period. No damp or mould present during void period
- First damp issues reported Feb 2015, then roughly every other winter (February generally after that, in different rooms.
- Works recommended 2023, second inspection and independent survey
- Tenant insight taken on face value in relation to temperature and humidity patterns.

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Case Study 1 Environmental Monitoring

Physical interventions May and June 2023

- Resin DPM installed to front bedroom and bathroom
- LAS install
- Renewal of possibly defective gulley to corner of front bedroom
- Kitchen fan installed, bathroom fan checked.
- Isolated repointing completed
- Concrete ramp bridging DPC redesigned



Main issue:

Low indoor
temperatures

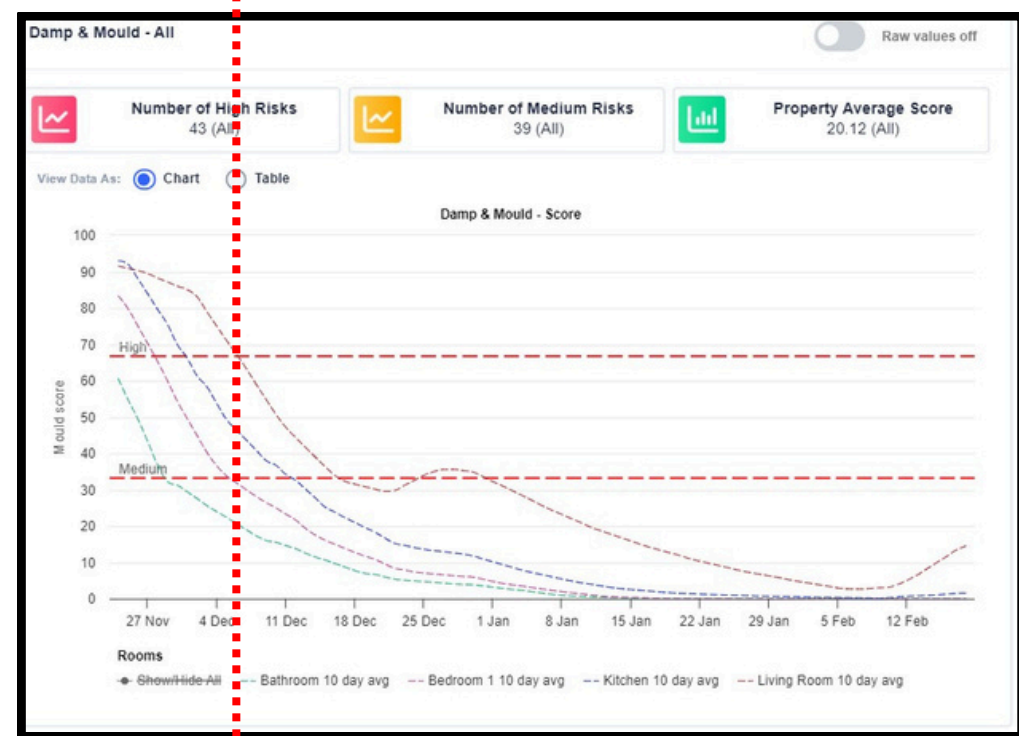
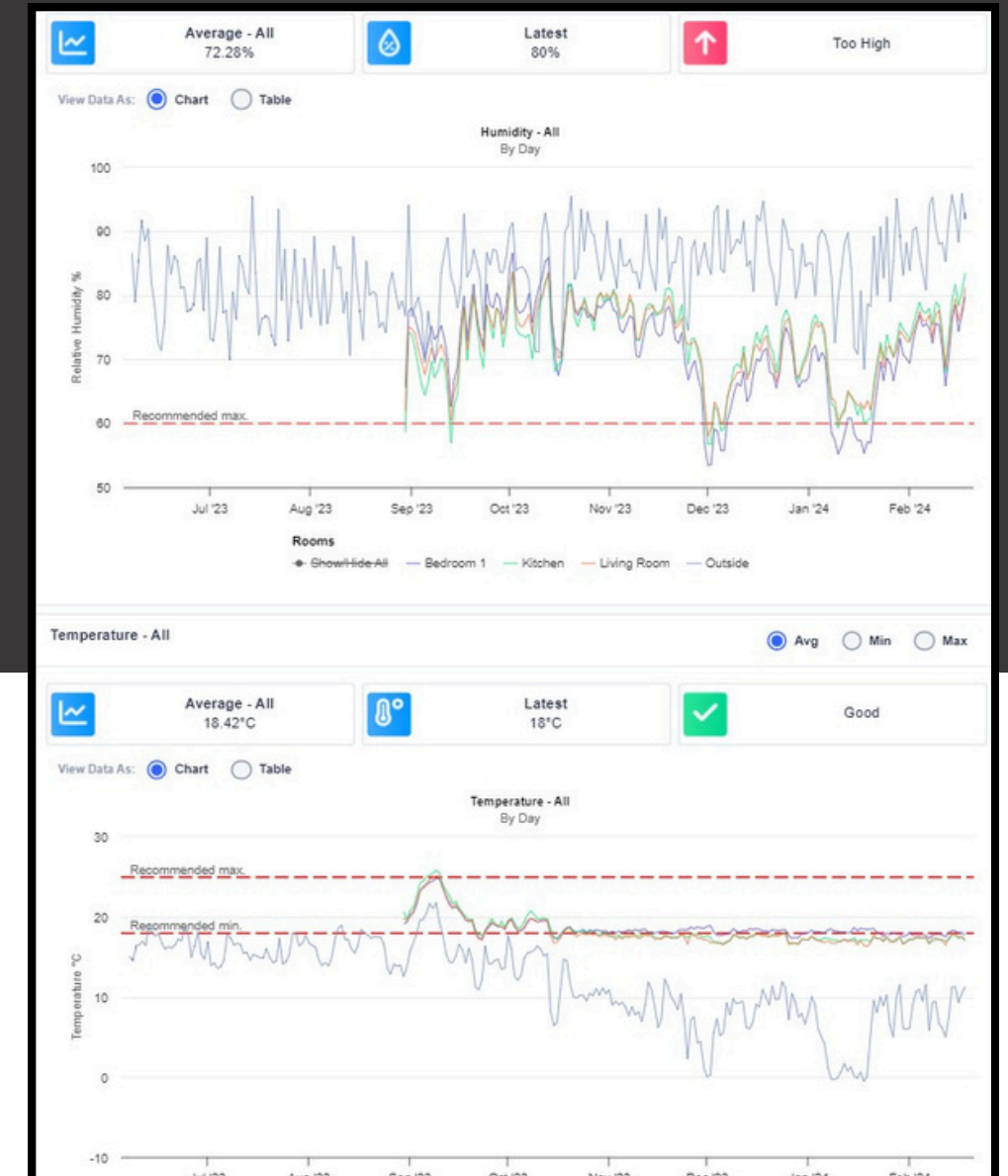
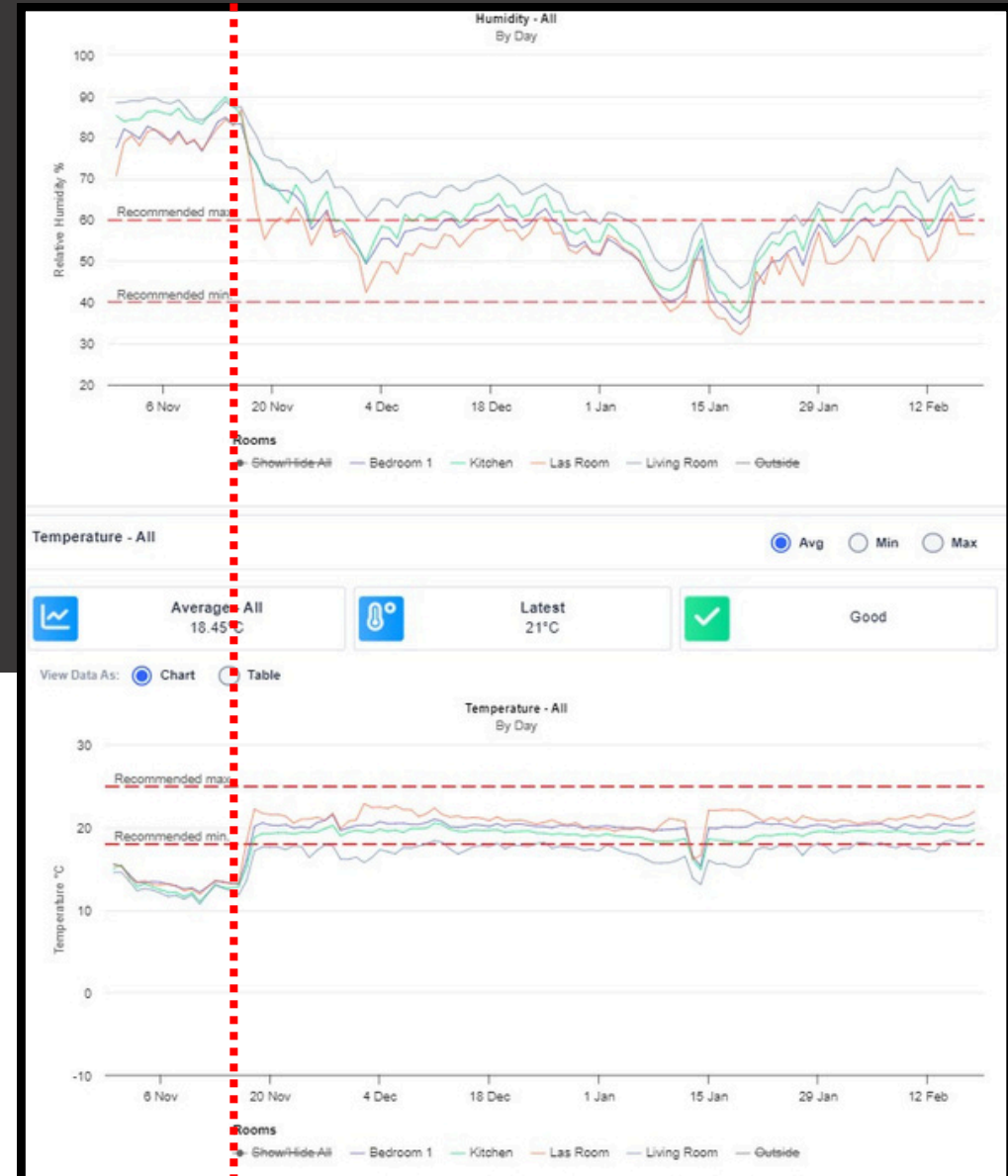
Isolated drops in
humidity:
Consistent with
drops in outdoor
temperature close
to 0°C, which often
leads to drier indoor
relative humidity

Case Study 1 compared with 'control property'

'control property'

Mrs Smith's home

- Identical archetype and history
- Same street
- Same occupancy levels
- No visible dampness in control property, but 'damp' meter readings were identical - suggesting higher moisture content as standard.
- Occupancy didn't make any difference - humidity was high in control property during unheated void period
- The only difference between the two properties is the average temperature



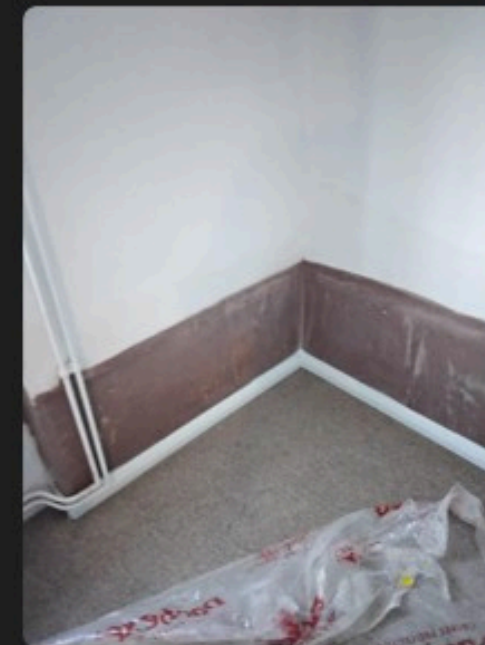
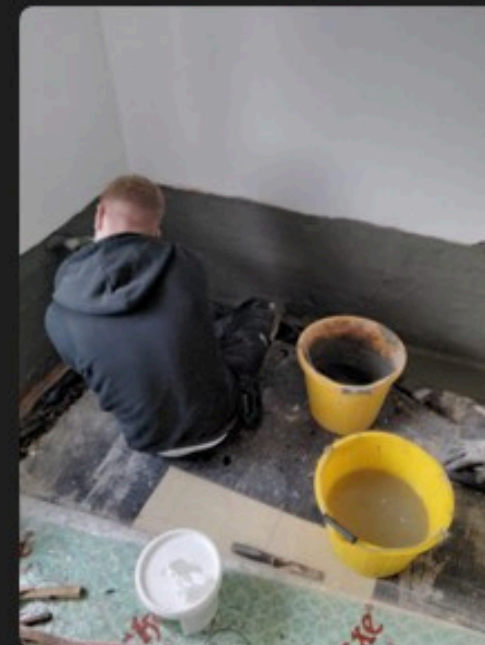
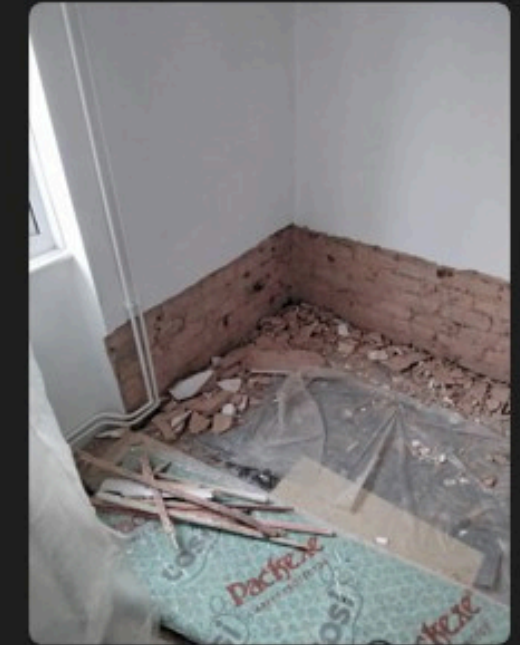
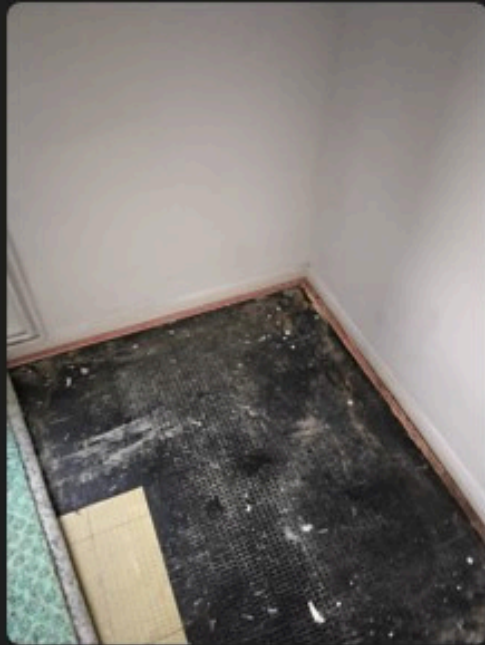
Case Study 2 - Mrs Lopez

- 1 bedroom end terrace bungalow
- No recorded history of damp or mould between 2008 and 2019. No changes to heating, windows, ventilation or insulation during void period. No damp or mould present during void period.
- Current occupant move in 2019
- Mould issues first reported towards end of first winter in property
- other history - disrepair claim. Claim primarily about a roof leak.

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Case Study 2 Interventions



Case Study 2 Environmental Data

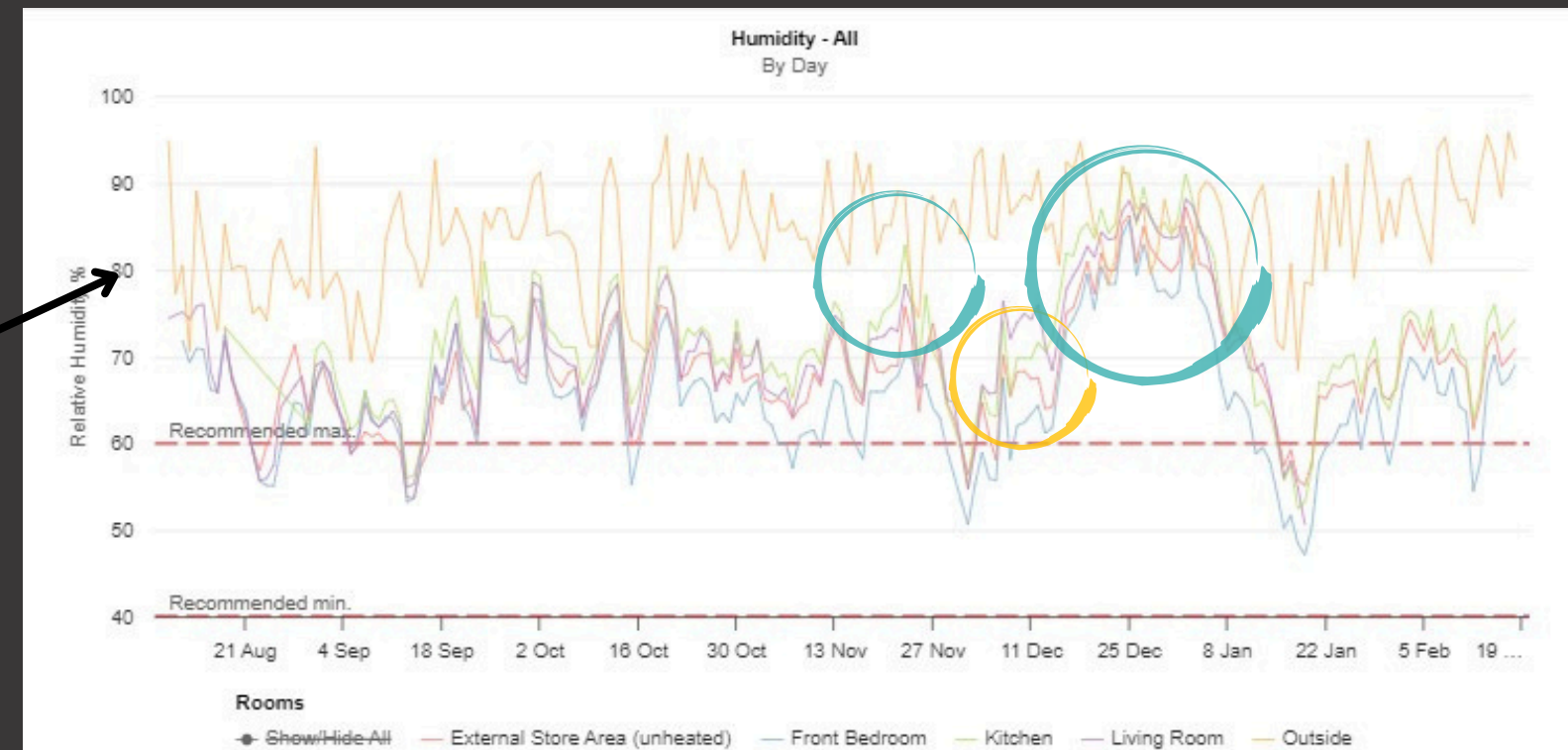
New roof in July 2023
resolved issue
affecting bathroom
area

Physical Interventions:

- Renewal of drafty front door
- Tanking of living room and front bedroom, including wall/floor junction
- PIV installed
- Fans checked

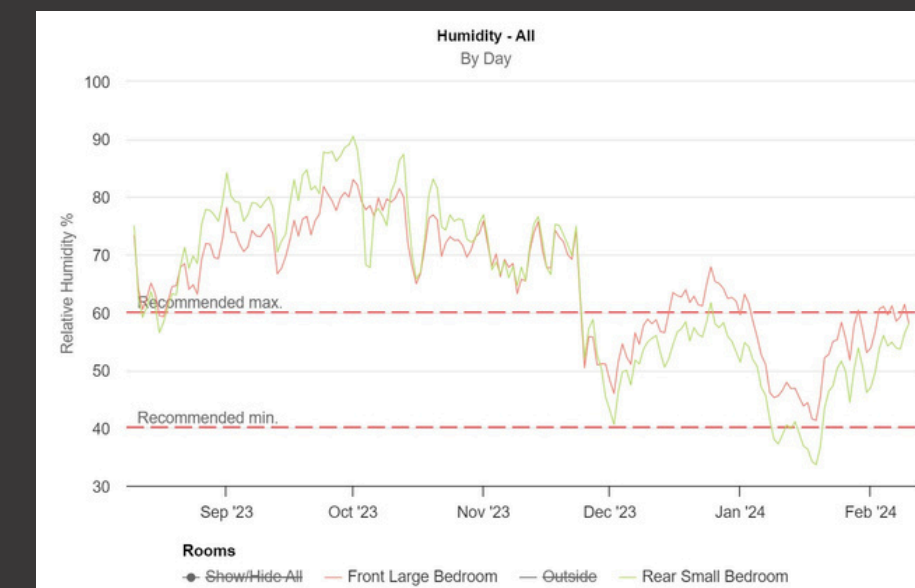
Key events 2

Tenant advises she's not home for appointments due to being abroad - further discussions show that this is a regular event in the winter, returning to Southern Europe for periods of up to 4 weeks. Apparent that heating is turned off, rather than on a setback. Able to provide advice and continue to monitor.



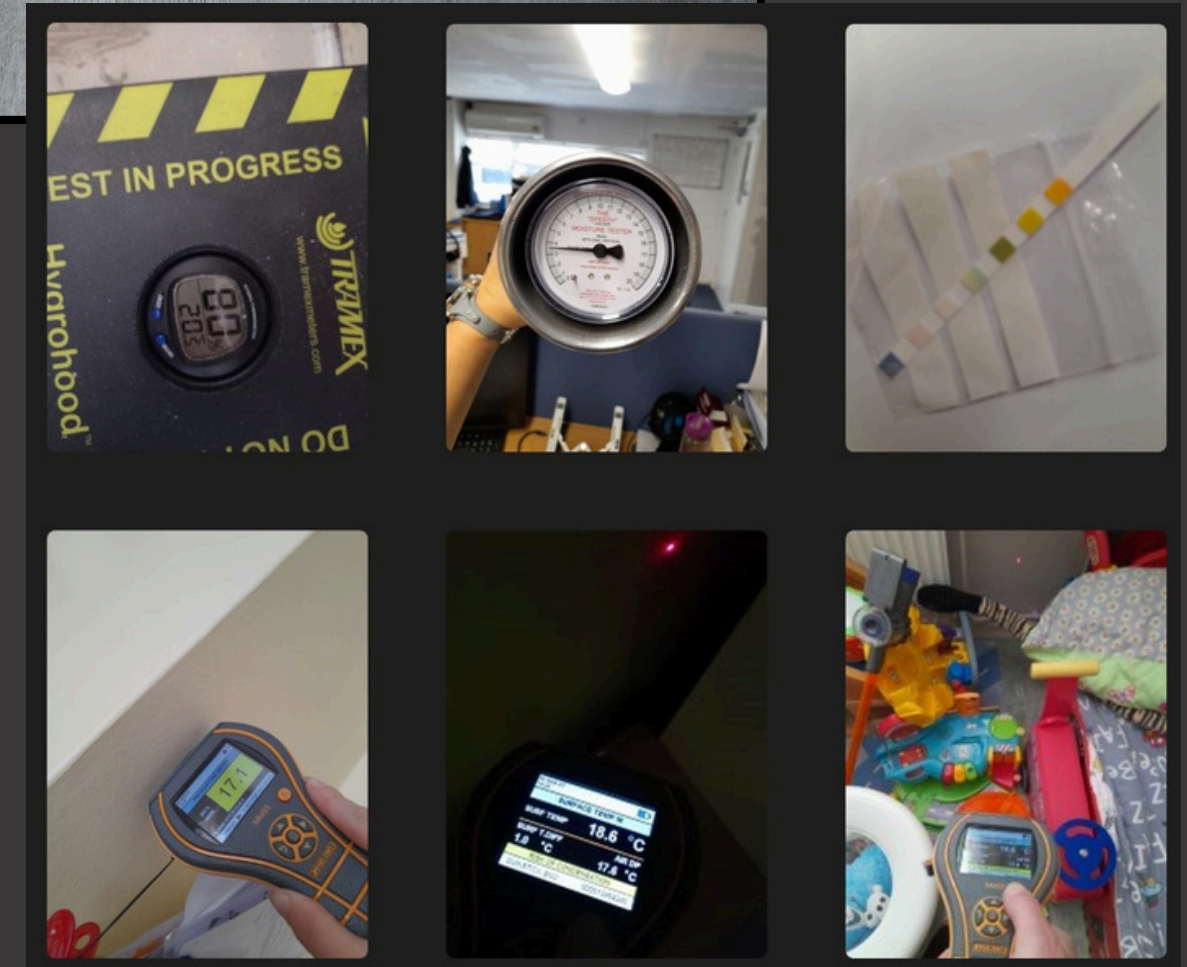
Case Study 3 - Maple Road

- 2 bedroom 1950s end of terrace bungalow
- 2 adults, 3 pre-school children
- No recorded history of damp or mould between 2008 and 2013. No changes to heating, windows, ventilation or insulation during void period. No damp or mould present during void period.
- Presentation and archetype very similar to case studies 1 and 2. Severe condensation or wall/floor junction issue.
- Heating levels determined to be most significant factor



Maple Road Interventions

- More investigation than intervention
- Ventilation automated and PIV installed
- Tenants (understandably) convinced that there was moisture coming up through the floor slab. Testing showed that the more likely cause was severe condensation, but not necessarily due to a lack of ventilation
- Having monitored the properties in case studies 1 and 2 over a similar period, decided to wait for the outcome of these before rushing into 'damp proofing' works at this property



Case Study 3 Environmental Data

Key event 1

Heating in rear bedroom increased from average 18°C to around 21°C

Note - much easier to identify when monitoring daily - less noticable when viewing over a longer monitoring period



Event: Heating turned on in rear small bedroom (orange line)

Maple Road Environmental Data



NOTE:
The first few days are often inaccurate as levels appear to build up. This data should be discounted



Key event 1
Temperature increased in that room, from 18 to 21°C



Key event 2

Mutual exchange, new tenants move in. Heating levels changed from average 18° to average 22°C

Case Study 4 - Ann and Dylan



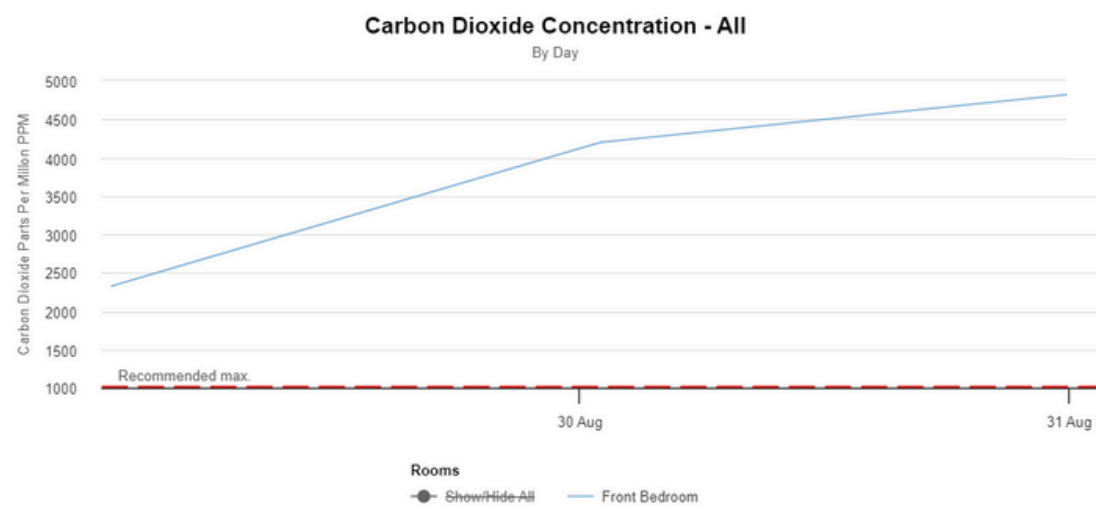
- 2 bedroom end terrace bungalow
- Issues with mould in rear bedroom start of tenancy in 2011/2, then nothing until 2018. Corresponds with partner moving out and grandson moving in
- Gutters cleared and loft insulation topped up 2018, cavity wall check carried out 2019.
- Numerous mould treatments carded
- Flagged by GP in August 2023
- Inspected August 2023 - Structurally dry

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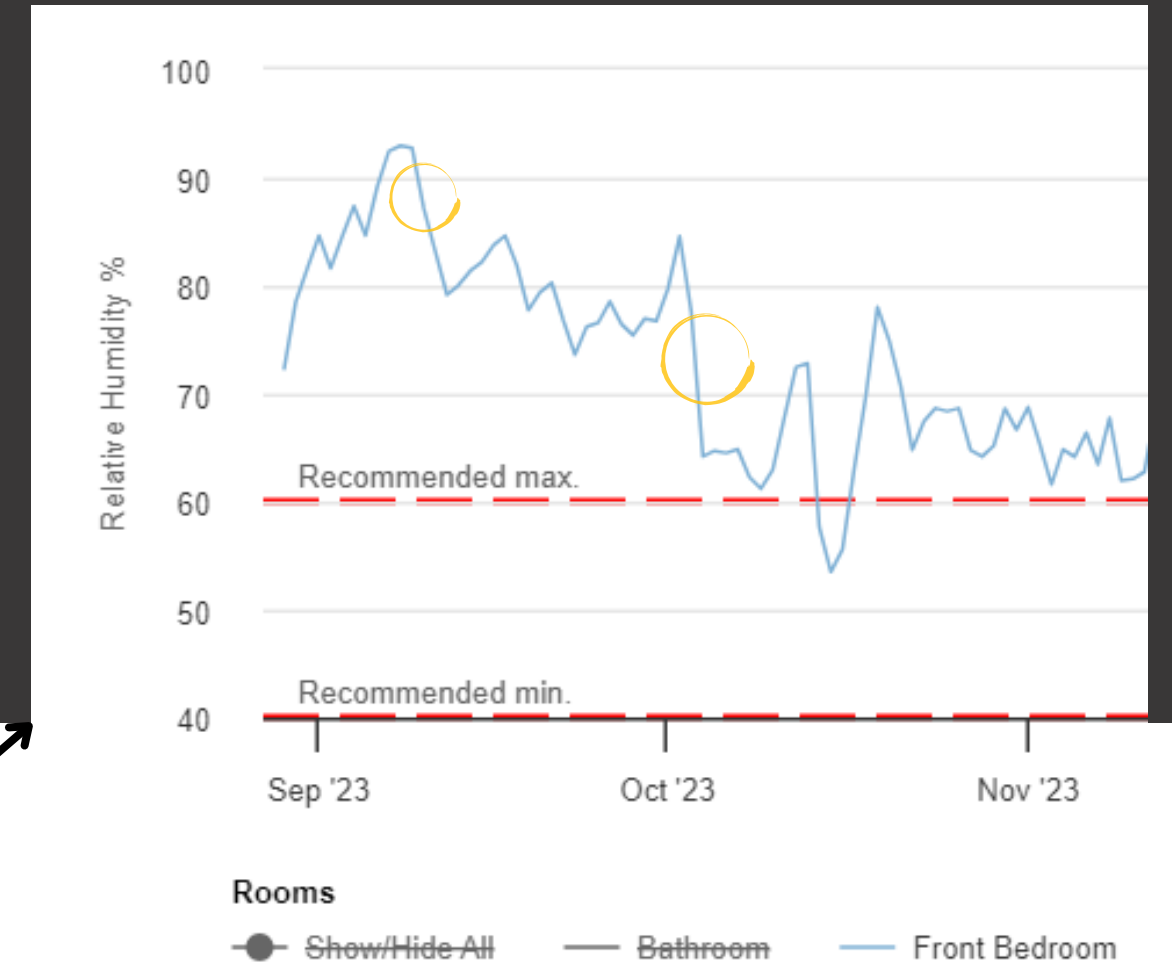
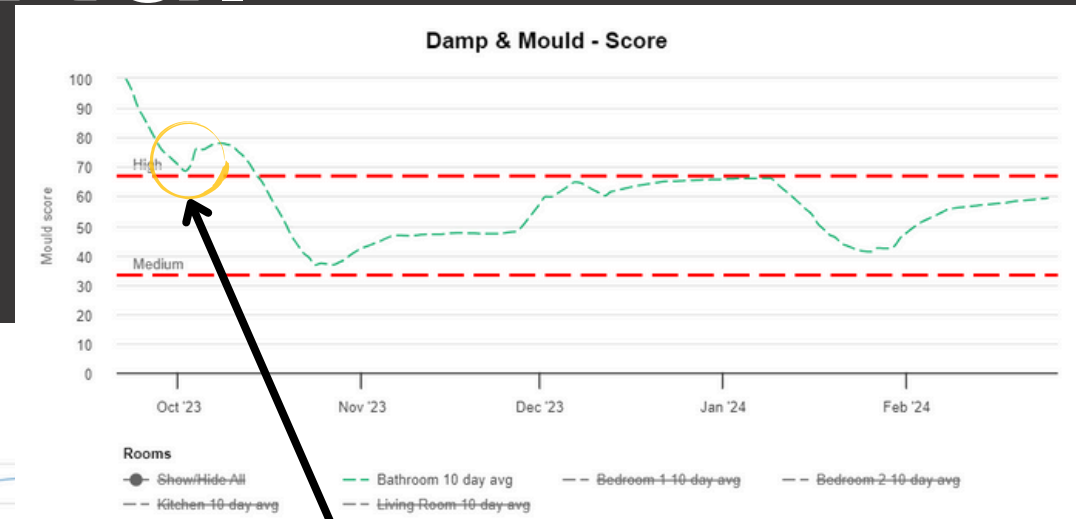


Ann and Dylan Environmental Data



Carbon Dioxide levels reached 5500ppm - well over the healthy range, and over the workplace limit.

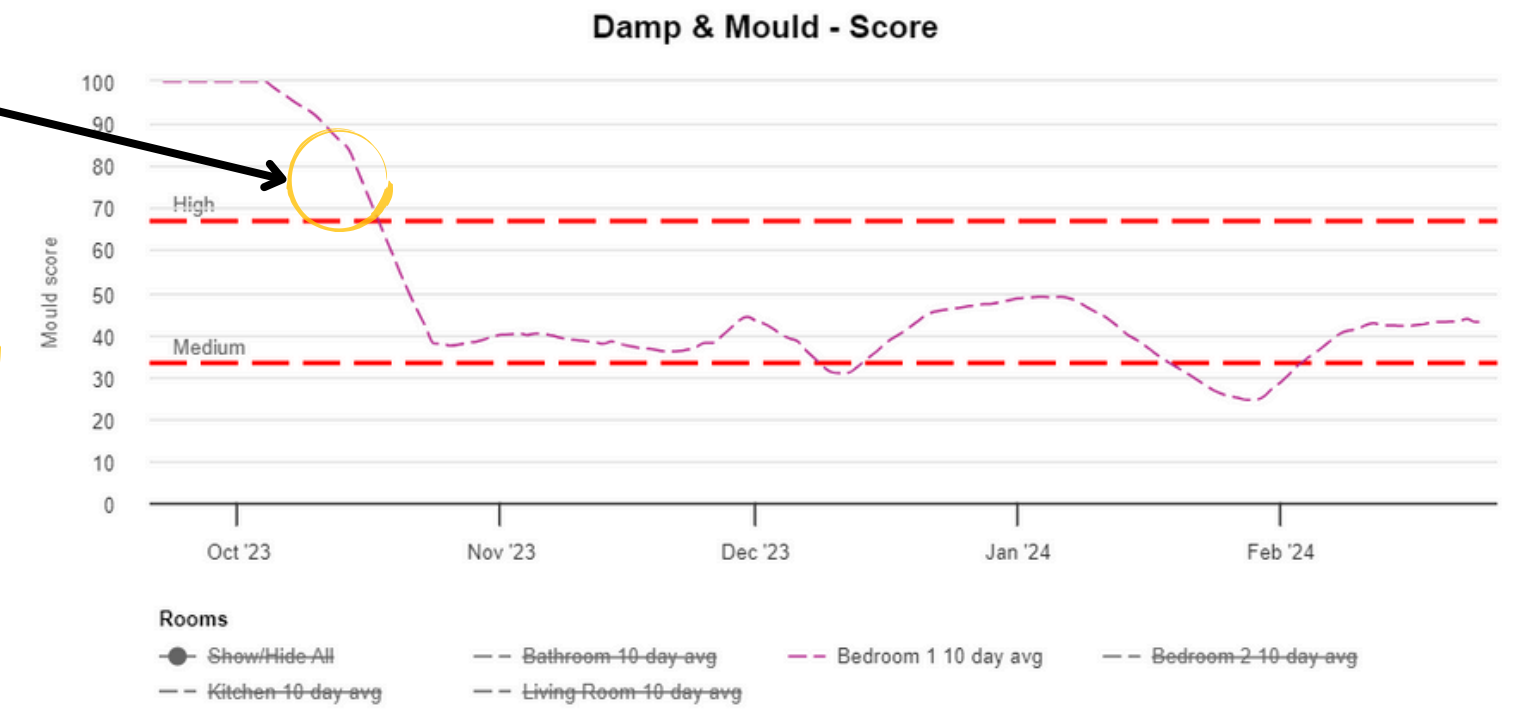
Indication of poor ventilation and very poor air quality



Key events

12 Sept - curtains removed, fly screen added

2 October - PIV installed in front bedroom and humidistat to bathroom fan



before



after



before



during

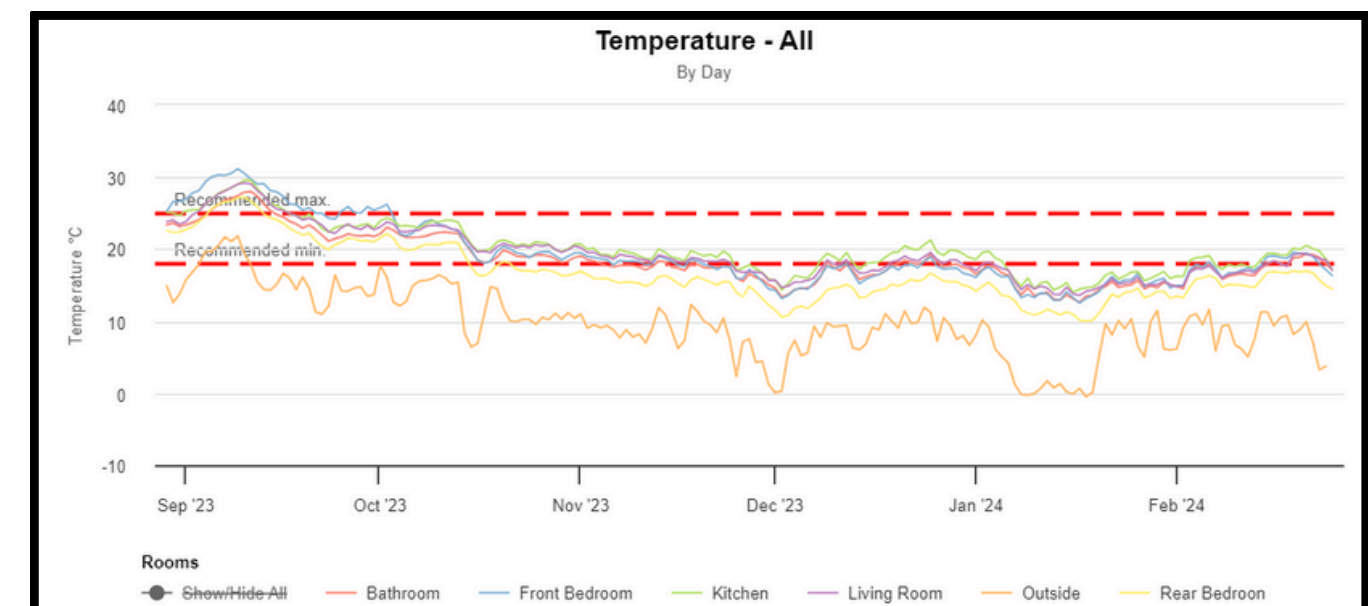
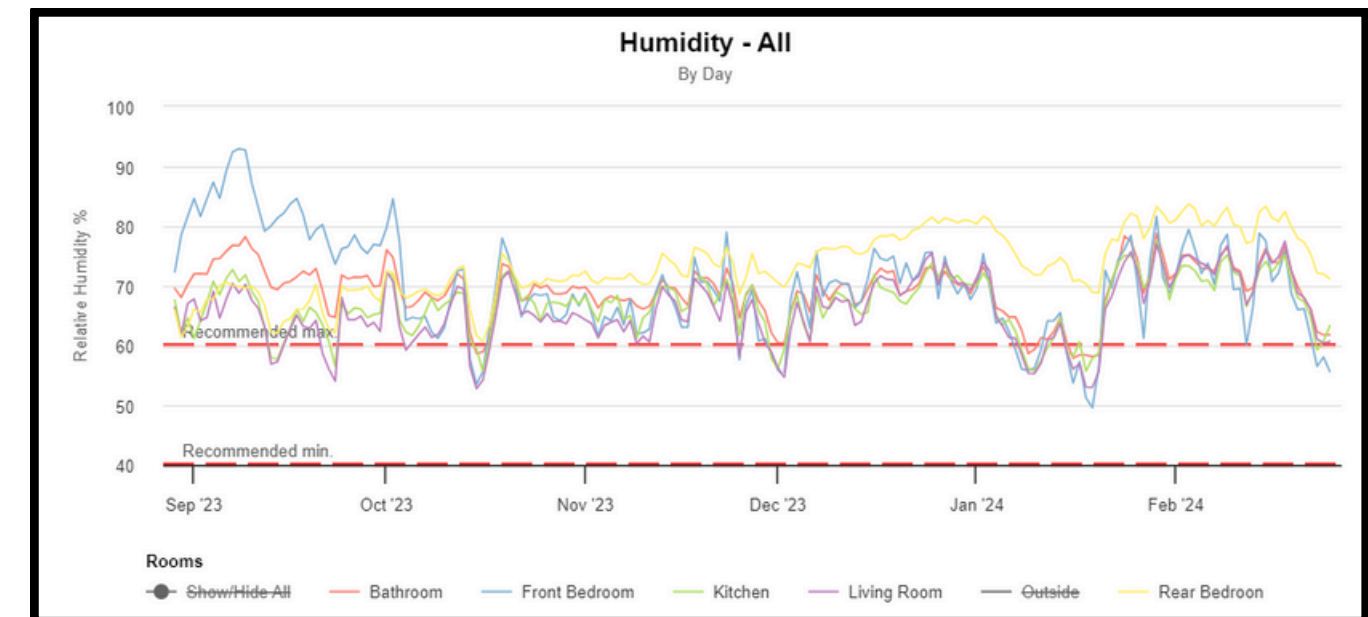
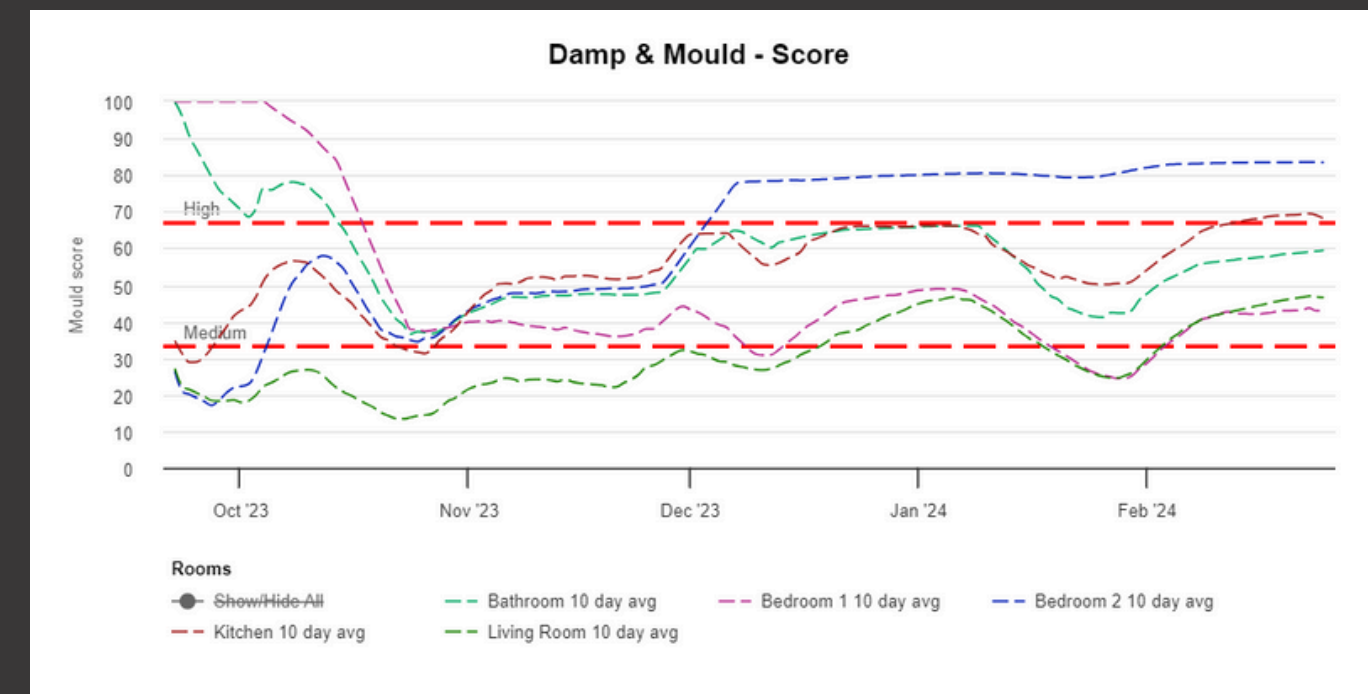


after



Ann and Dylan Environmental Data

- Dylan's room and bathroom have reduced D&M risk since interventions
- Other rooms have increased risk of D&M and higher humidity since interventions, as we get into the winter months.
- Main corresponding change based on data available is related to low heating levels. Some of the rooms drop to average temperatures of 13°C, which is well below the level required to maintain good health and avoid mould risk. The interventions in Dylan's room and the bathroom seem to be mitigating this.
- Discussions with tenant, heating works but is manually operated. Does not want programmable - concerns about cost, complication and change.
- Further discussions about minor hoarding in other rooms - radiators and windows blocked.



Reflections on Ann and Dylan



- 2 months for response from referring GP
- 5 safeguarding referrals and 4 months from my initial visit for safeguarding duty to be accepted, a further 2 months to there being the first visit for social support, for Dylan. Ann is still awaiting a visit 6 months later
- Approximately 8 visits, numerous long phone calls, and around 20 hours of officer / operative time.
- No building defect or lack of ventilation provision
- What if access had been refused?
- Risks for operatives working in that environment.
- Still far from resolved.
- Bigger picture is joint working and joint responsibility with health and social care.

Q & A

SCAN ME

