



Damp and Mould Process Document (Item 10)

November 2023



Definitions

- **Damp** – an excess of moisture in the home that cannot escape.
- **Penetrating damp** – water enters the house for an extended period
- **Rising damp** – water that has been absorbed through the ground and rises through the structure of the building.
- **Traumatic damp** – Caused by leaking water and may also originate from outside the property.
- **Condensation** – when moisture in the air meets a cold surface
- **Mould** – A microscopic fungus, with spores that are found everywhere. Mould grows where there is persistent damp.

Our case categories

The Council will categorise cases as:

- **Mild** – includes excessive condensation on windows, small amounts of mould within the mastic sealants on bathroom tiles or small amounts of mould in one room, such as in the corner.
- **Moderate** – where mould has appeared in one or more rooms, bathrooms where excessive condensation has caused black mould, leaks from the structure / roof causing brown staining, efflorescence, or mould over a large area.
- **Severe** - includes where black mould is present in most rooms, major leaks from the structure causing damp, mould, major rising damp, major water ingress through cavity insulation or major flooding causing structure damage.

Our cases

- 121 cases received last year
 - Mild = 42
 - Moderate = 32
 - Severe = 18
- Damp & mould can affect both the physical and mental health of customers
- People of certain ages, or with certain health conditions, are at greater risk



Wider background

Legislation & Guidance

- Various legal requirements incl. Renters (Reform) Bill and Social Housing Regulation Act
- Guidance – ‘Understanding and addressing the health risks of damp and mould in the home’ (gov’t)

Key Messages

- Stop blaming tenants for ‘lifestyle choices’
- Get to the root cause of the issue (ventilation, inadequate heating, etc)
- Build a holistic understanding of the issue



Interim document - Aims

Aims:

- To have a clear and proactive approach to damp, condensation and mould issues in our housing stock
- To provide clarity ahead of a more formal policy being developed
- To ensure a consistent and effective approach
- To allow cases to be prioritised based on the extent of the issue and any prevailing risks for our customers
- To articulate our responsibilities, and those of our customers



Interim document - overview

- Detail the Council's and the tenant's responsibilities
- How to contact us
- What the process is
 1. Customer contacts the Council
 2. Initial category/priority given
 3. Officer visit – includes a risk assessment
 4. Personalised action plan created
 5. Ongoing case monitoring
- That further risk assessment will be undertaken on moderate and severe cases
- Outline the timescales for action



Any Questions

