



# Lynda Hance

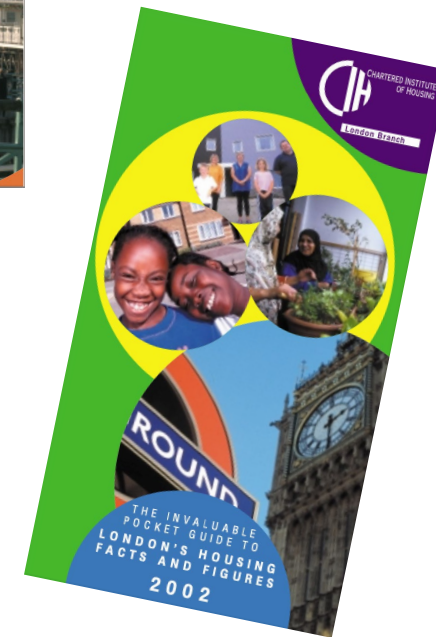
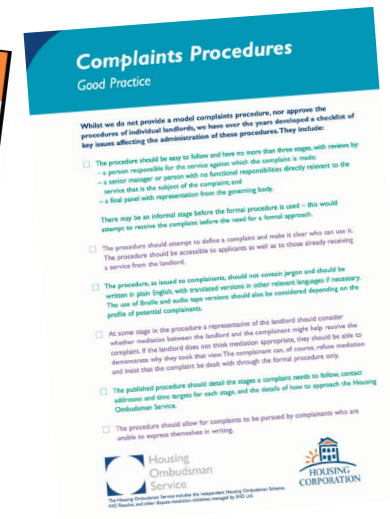
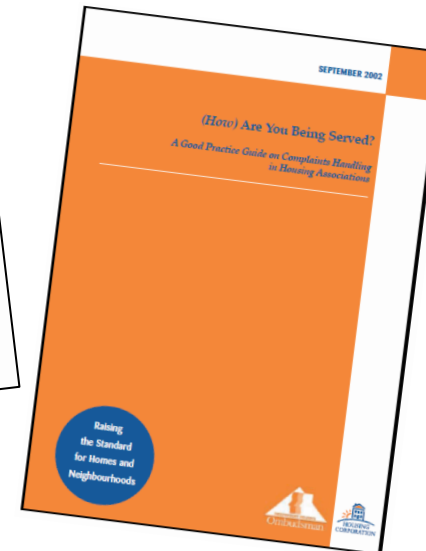
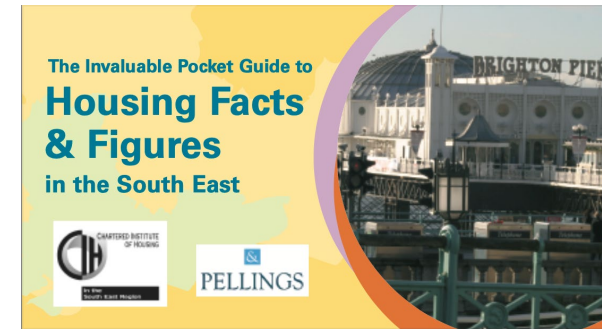
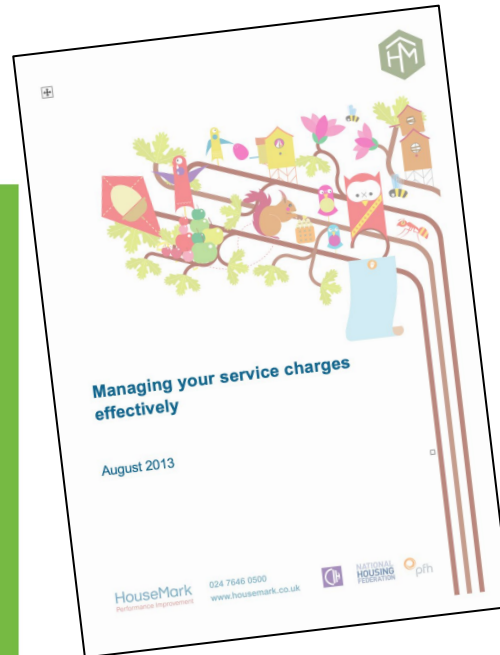
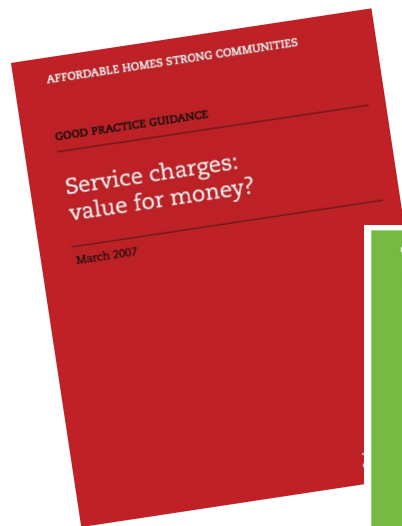
## Director, Upkeep Training



# A bit about me



- A loooooong time in the housing sector
- Running a training company to help improve services to residents by training staff
- Absolutely passionate about housing





## In this workshop

- Why we care so much now
  - Damp
  - Condensation
  - Mould
- 
- ✓ The facts
  - ✗ The myths
- 
- What your landlord must do

# Awaab Ishak

13/12/18 – 21/12/20



The **Manchester North Senior Coroner** said ventilation in the one-bedroom flat was not effective:

*“This was a direct contributing factor in the development of the mould...and I find as a matter of fact that a more proactive response should have been taken to treat the mould which was present.”*

*“I find as a matter of fact that the ventilation in the bathroom was not effective, there was a lack of ventilation in the kitchen and an overall lack of an effective ventilation system in the property. This was a direct contributing factor in the development of the mould.”*

## Awaab’s cause of death:

1a) Acute airway oedema with severe granulomatous tracheobronchitis

1b) Environmental mould exposure



# The difference between damp & condensation



Condensation caused by concrete slab construction & lack of mechanical ventilation in kitchen



Condensation in cold spots



A problem with the guttering



Rising damp



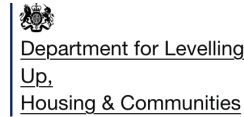


**Water damage from water penetration (e.g. floods, leaks, and burst pipes) can cause mould**



# Government guidance to landlords

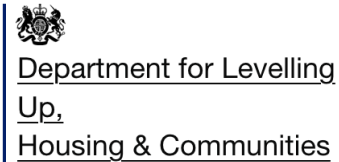
## September 2023



### 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
- 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

# A proactive approach



- Clear processes
- Preventative approach
- Intervene to remedy ventilation, energy efficiency and building deficiencies before damp and mould occur
- Getting tenants to help manage the situation must never be a substitute for addressing the underlying causes of damp and mould
- Every opportunity to identify tenants living in homes with damp and mould should be utilised
- not just remove visible mould
- ensuring staff and any external contractors are aware of the significant health risks associated with damp and mould
- be sensitive to tenants' circumstances and vulnerabilities



## Landlords should proactively investigate their housing stock for damp and mould issues, particularly when homes meet any of these criteria:



- where residents feel unable to open windows due to concerns about security, noise, or high outdoor air pollution
- that are poorly or inadequately insulated
- with inefficient or ineffective and expensive to run heating systems
- that are poorly ventilated
- without adequate damp proof courses
- that are poorly maintained
- that are overcrowded



Department for Levelling  
Up,  
Housing & Communities



Department  
of Health &  
Social Care



UK Health  
Security  
Agency

## The Housing Ombudsman has expectations of landlords

<https://www.housing-ombudsman.org.uk/centre-for-learning/key-topics/damp-and-mould/damp-and-mould-expectations/>



### Examples:

- If it is determined that mould is being caused by problems with the fabric of the property, landlords should take thorough and effective steps to resolve the issues
- Where the damp and mould is being caused by the resident's use of the property that the resident cannot reasonably change (such as drying clothes) the landlord should work with the resident to provide solutions
- If the inspection shows the home to be in a bad state or uninhabitable, landlords should consider a decant after conducting a health and safety risk assessment.
- When landlords send contractors or operatives into the home, they need to be aware of what is going on in the property and what they are there to do – not having to leave due to not having the right tools or not being the right person for the job
- Landlords should communicate with residents about what happens next and when; for example, the actions that will be taken following a mould wash
- Landlords have a responsibility to look out for signs of damp and mould and report it, for example on tenancy visits from income officers or in the yearly gas check



# What you can do to help



- Report any signs of damp or mould to your landlord as soon as you notice it; also other repair issues as it might be affecting others – e.g. the seal around your bath/sink
- Use any mechanical/electrical ventilation installed in your home
- Open any trickle vents in your windows
- Heat your home so that it's never really cold
- Only use showers where the walls are fully tiled to prevent damp
- Always make sure your shower curtain is tucked inside the bath
- Spin your laundry to get it as dry as possible before hanging it indoors
- Make sure there are no leaks from your flat to another
- If you do any repairs yourself, or employ your own workers, please make sure the work is done professionally



# Fact or fiction? A quick quiz!

1. Mould is all the resident's fault
2. A new home can't be mouldy
3. Tenants should sort it out by washing off the mould
4. Mould is due to resident's lifestyle
5. Residents shouldn't dry laundry indoors
6. Mould is something to be ashamed of
7. A little bit of mould can't hurt

