



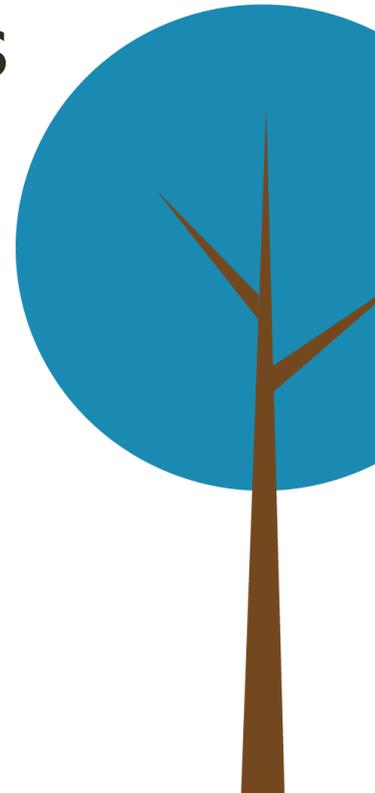
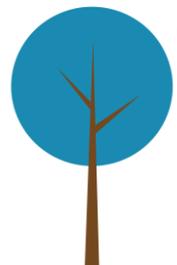
You matter | Ti'n cyfri

Damp & Mould - getting the customer service right for residents

Workshop session –

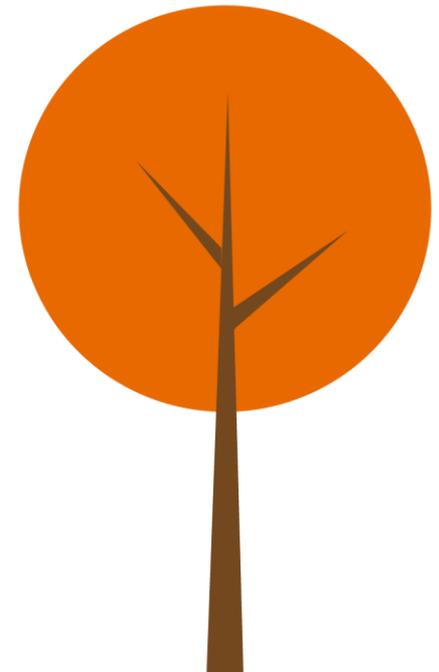
Housekeeping

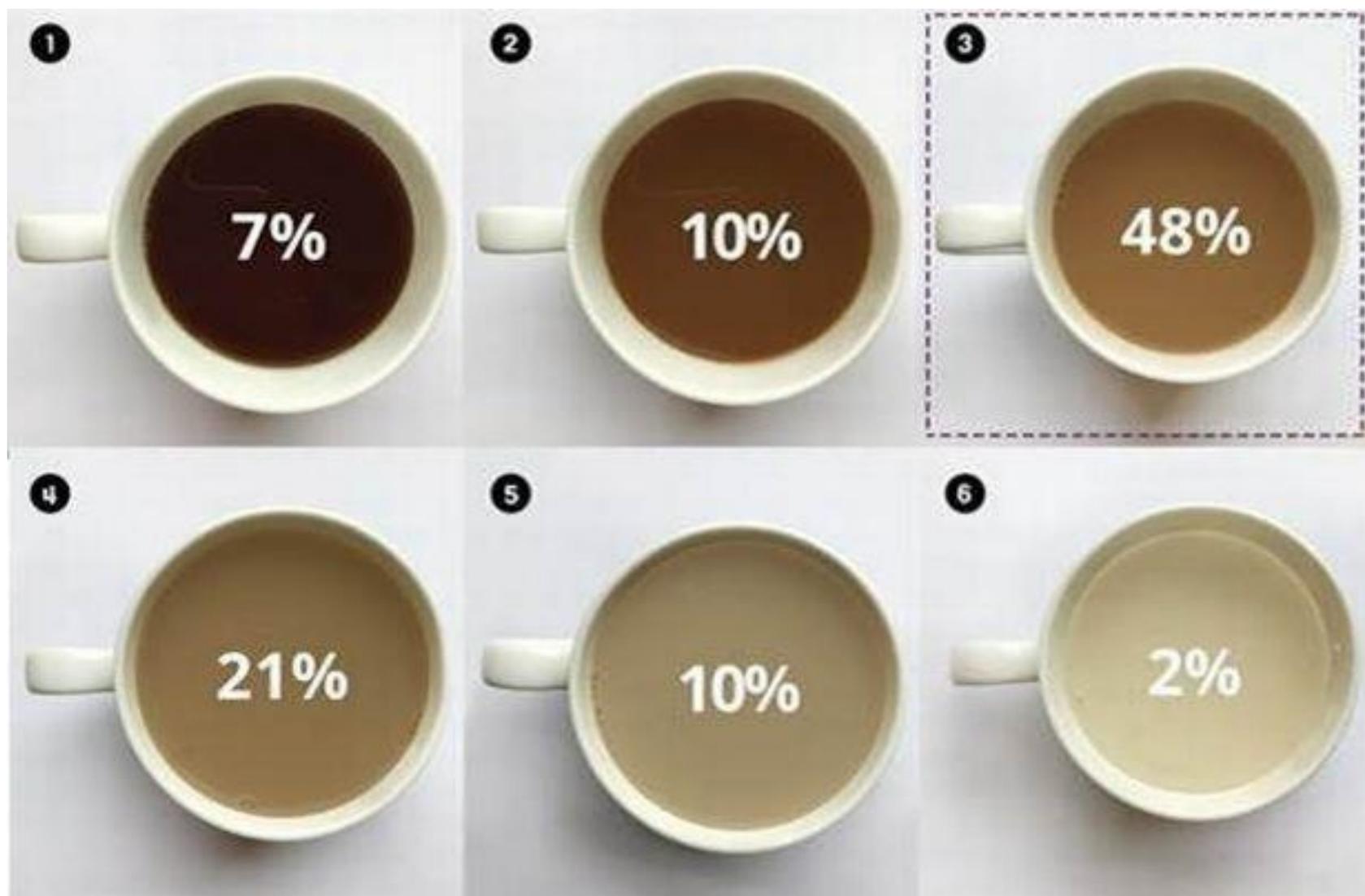
- Not a technical session
- Session content reflects resident insight & sector good practice
- Do engage, interact share thoughts & ideas
- Do share practice/what happens at your own organisation!
- Slides available after session



Session outline

- **Context - why a focus on damp & mould**
- **Learning from the housing sector - common failings**
- **Scenarios - identifying issues & problem solving**
- **Share what you may do/take away from the session**





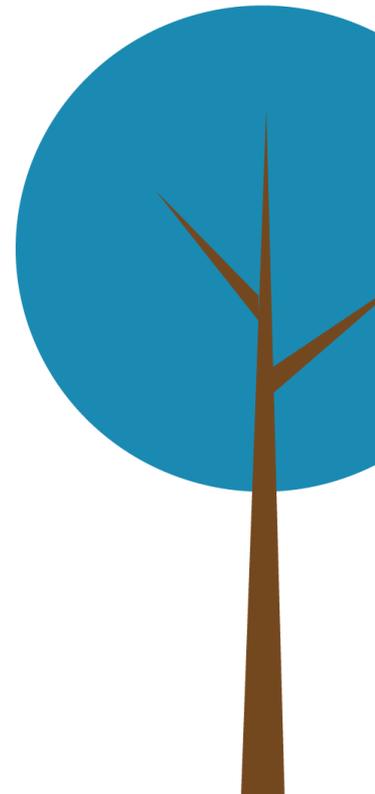
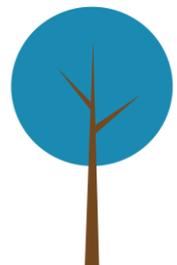
Quick intros -

1. Name
2. Job role/title



What's the purpose of your organisation?

What is its mission /aim or vision?





Damp, mould and condensation | Repairs | South Liverpool Homes

Causes of damp in your home

Here are the four main causes of damp in your home.



Rising damp



Penetrating damp



Defective plumbing



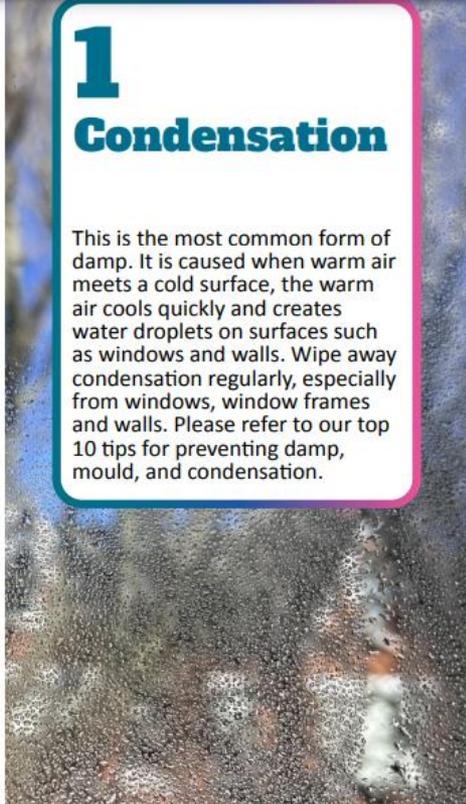
Condensation

There are three common types of damp



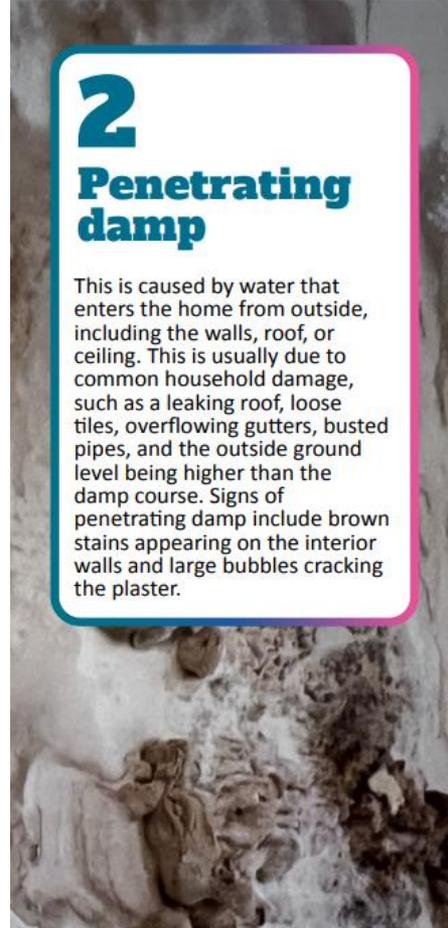
1 Condensation

This is the most common form of damp. It is caused when warm air meets a cold surface, the warm air cools quickly and creates water droplets on surfaces such as windows and walls. Wipe away condensation regularly, especially from windows, window frames and walls. Please refer to our top 10 tips for preventing damp, mould, and condensation.



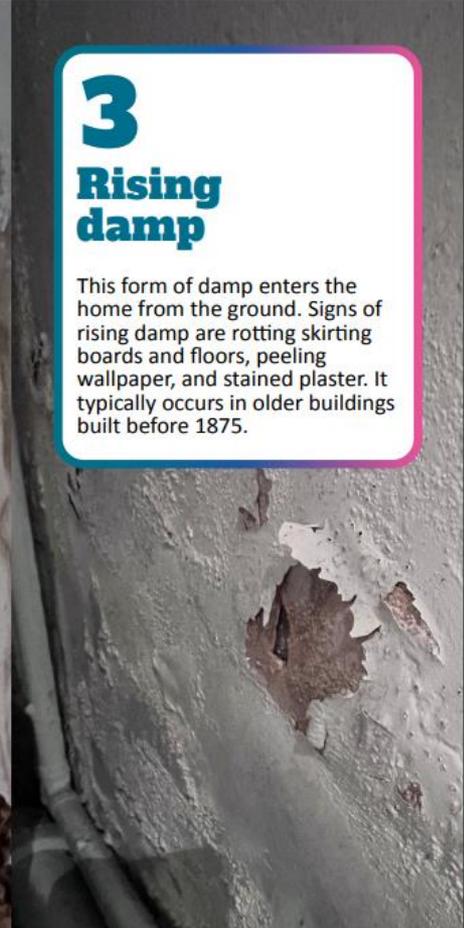
2 Penetrating damp

This is caused by water that enters the home from outside, including the walls, roof, or ceiling. This is usually due to common household damage, such as a leaking roof, loose tiles, overflowing gutters, busted pipes, and the outside ground level being higher than the damp course. Signs of penetrating damp include brown stains appearing on the interior walls and large bubbles cracking the plaster.



3 Rising damp

This form of damp enters the home from the ground. Signs of rising damp are rotting skirting boards and floors, peeling wallpaper, and stained plaster. It typically occurs in older buildings built before 1875.





Damp & Mould **National Context**

itv NEWS



QUESTIONS REMAIN
OVER DAMP FLATS





Housing
Ombudsman Service

**Spotlight on:
Damp and mould**

It's not lifestyle

Mother forced to live in a damp ridden home was scared she was 'going to die'

By Ashish Joshi, health correspondent

Tuesday 09 January 2024 22:27



Shelby Atherton said the mould contributed to her poor health

A young mother who was forced to live in a mould and damp ridden housing association flat says she cried herself to sleep at night not knowing if her one year old daughter "was going to wake up the next day".

Woman's home so mouldy it left her four-year-old daughter in hospital

Doctors were left 'absolutely horrified' by the conditions in Danielle Smith's flat. Cardiff council has 'been working with her to resolve the problems at her home' and work has taken place at the property

Anglesey mum 'terrified' for her children living in council home plagued by black mould

Beth Parry's concerns follow the death of Rochdale two-year-old Awaab Ishak

Bookmark 



▶ See news near you

Go

In  **YourArea**

ADVERTISEMENT

←

Ads by Google

Send feedback

Why this ad? ▶



Mould and damp in home left young children in hospital

🕒 4 days ago





Disrepair Claims

3 April · 🌐



Council or housing Ignoring you get the help you need today we have been helping tenants for the last 6 Years 📞📞📞📞📞

0800 368 9181 [#housingdisrepair](#) [#damp](#) [#mould](#) [#counciltenant](#)



disrepairclaims





Matthew Coulter

5 April at 09:45 · 🌐

Hi, I'm [Matthew Coulter](#), and I am Safer Housing Advisor for tenants living in Council or Housing Association properties.

I help tenants speed up repairs for damp, mould, leaks etc, or help with pest control for their council houses or association housing.

This can also include quite a significant personal claim for damage to your health i.e. breathing problems, stress etc

Most people do not know about the free help they are entitled to.

Please do send this info to anyone you know who may be in need of advice, or feel free to message me for help .



Housing Disrepair Experts



Sponsored ·

Did you know that as a tenant, you're protected by laws that safeguard your right to a safe and habitable living environment? 🏠

We understand that speaking up to landlords about disrepairs in your home can be daunting, especially when concerns about eviction linger in the back of your mind.

But at Housing Disrepair Experts, we want to empower all tenants to challenge poor practice, because your concerns are not only valid, they're protected by the law.

Your peace of mind and well-being matters to us, so our team of experts are committed to ensuring all tenants have access to a good quality, safe and secure home.

If you're afraid to complain to your landlord about housing disrepair issues for fear of eviction, get in touch with us today



Housing Disrepair Wales



Sponsored · 

We are looking for canvassers to joint our team in wales

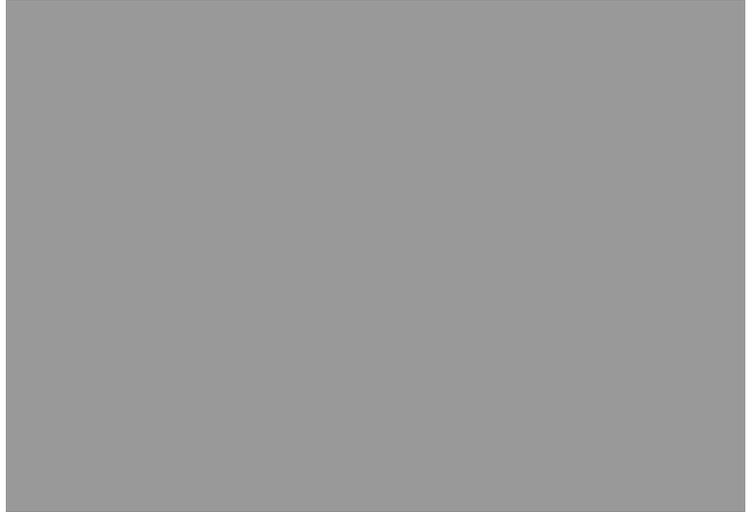


January 2024

WHATSAPP

Housing Disrepair Wales







Welsh government to consult on timeframe for dealing with damp and mould as part of rule change to WHQS

NEWS 18.04.24 **BY STEPHEN DELAHUNTY**

The head of regulation at the Welsh government has confirmed that it intends to consult on a timeframe for dealing with instances of damp and mould as part of a change to the Welsh Housing Quality Standard (WHQS).



A photograph of a row of multi-story residential buildings, likely social housing, with balconies and a sidewalk. The image is overlaid with a semi-transparent blue banner containing white text. The buildings are light-colored with dark window frames and balconies. A sidewalk runs along the front of the buildings, and there are trees and a street visible in the background.

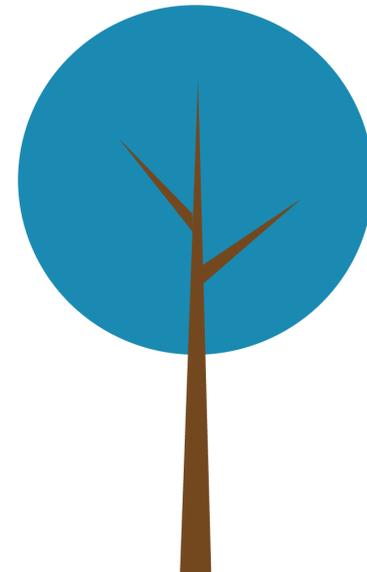
Damp & Mould

Social Landlord

Context

Social Landlord Context

- Stock types – *'hard to heat' homes*
- Tenant Profile - *health, poverty etc*
- WHQS23 - **Homes must have adequate facilities for washing, drying and airing clothes.**
- Difficult/ongoing cases – persistent 'complainers' – other underlying issues
- Staff/Contractors – recruitment/skills
- Budgets/resources
- Relationships with your tenants - trust, perceptions & reputation



Responding to damp & mould concerns....2 areas to focus on

1. Building



2. Tenant/Customer Support

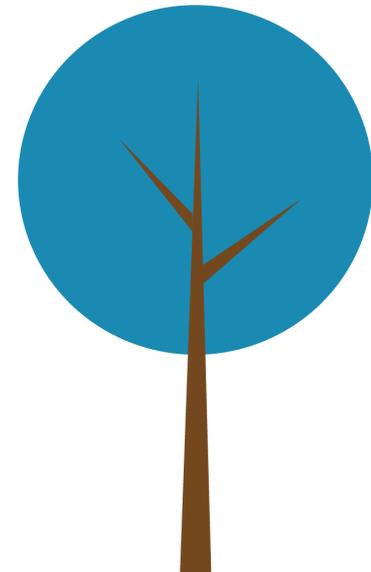


When landlords haven't appropriately dealt with damp and mould: The common factors



Common factors

- Lack of customer service values being demonstrated.
- Lack of empathy and understanding of residents' situation.
- Inference that residents are to blame for problems with damp and mould.
- Communications – gathering the right information from a resident to address the problem fully.
- Not taking ownership – landlord, department and individual staff.



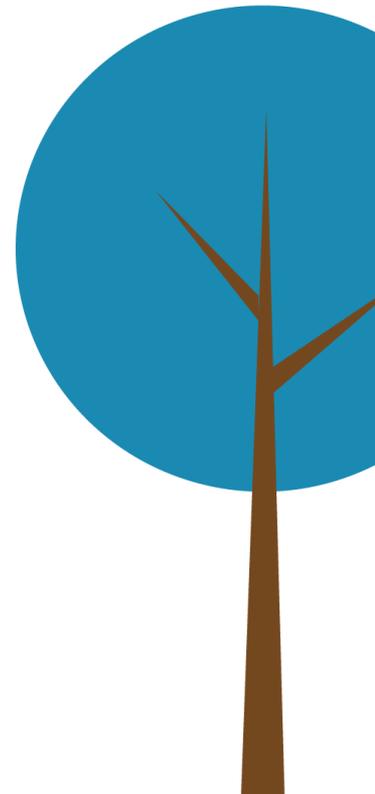
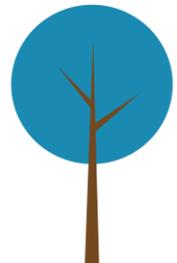
A photograph of a row of colorful terraced houses. The houses are painted in various colors including blue, yellow, and white. The image is overlaid with a semi-transparent red rectangle that covers most of the scene. The text is centered within this red area.

Damp & Mould Service & support for tenants

Question for you.....

What sort of service do **you** want and expect from service providers (e.g. insurance company/Doctors/energy provider/council), **particularly when something is wrong or of concern?**

- *Feel you're being listened to*
- *Get problem solved quickly?*
- *Feeling supported*
- *????????????????*





Service Values & Core Purpose

Open & Fair

Dibynadwy

Agored a Theg

Trusted



CARE

hope, trust and kindness

We care about our people, communities, culture, country and planet

Respect – treating others as you expect to be treated yourself.



We are Fair

Considerate

- Be Kind
- Be Fair

- Understand people needs.
- Show empathy in their response.



We are KIND





Understanding people & their lives



[Understanding and addressing the health risks of damp and mould in the home - GOV.UK \(www.gov.uk\)](https://www.gov.uk)



Department for Levelling
Up,
Housing & Communities



Department
of Health &
Social Care



UK Health
Security
Agency

Guidance

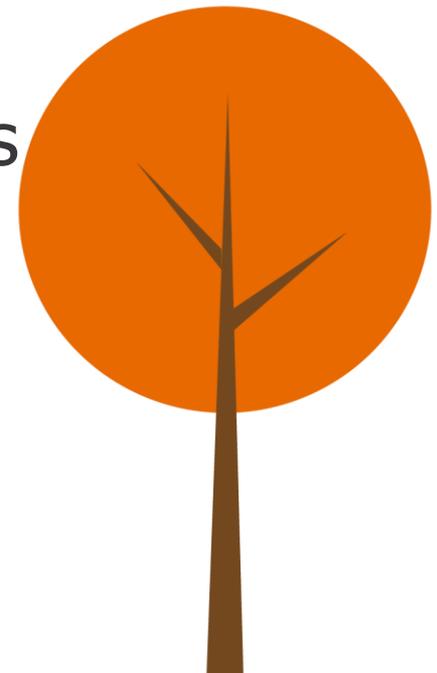
Understanding and addressing the health risks of damp and mould in the home

Published 7 September 2023



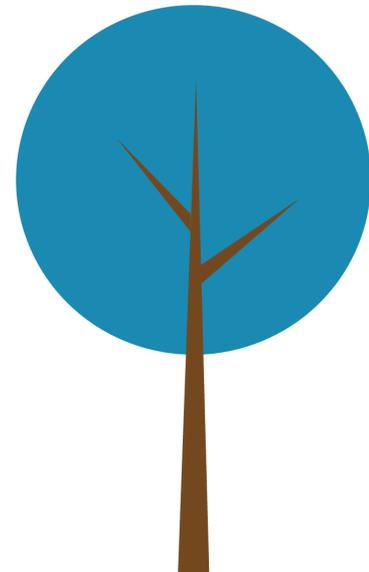
People most at risk of health issues from damp and mould

- **People with a pre-existing health condition** (for example allergies, asthma, COPD, cystic fibrosis, other lung diseases and cardiovascular disease)
- **people of all ages who have a weakened immune system**, such as people who have cancer or are undergoing chemotherapy, have had a transplant, or who are taking medications that suppress their immune system



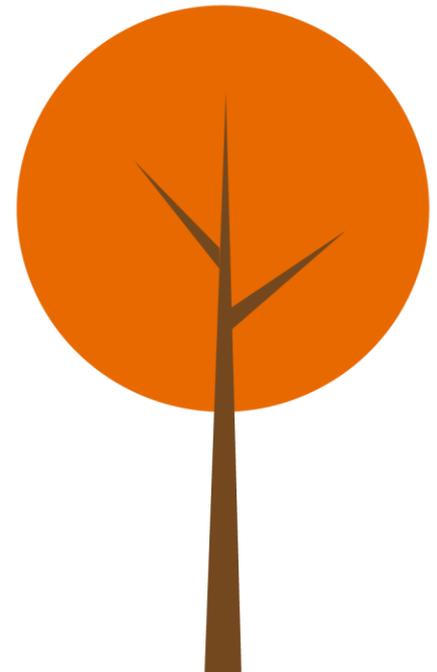
People most at risk of health issues from damp and mould

- **pregnant women, their unborn babies and women who have recently given birth**
- **children and young people whose organs are still developing** and are therefore more likely to suffer from physical conditions such as respiratory problems



People most at risk of health issues from damp and mould

- **people who are bedbound, housebound or have mobility problems** making it more difficult for them to get out of a home with damp and mould and into fresh air
- **older people**
- **people living with a mental health condition**



How might residents living situations relate to damp & mould?

- Literacy/language
- Physical ability
- Mental health
- Housebound
- Alone
- Culture
- Hoarding
- Overcrowded

How might resident's living situations relate to damp & mould?

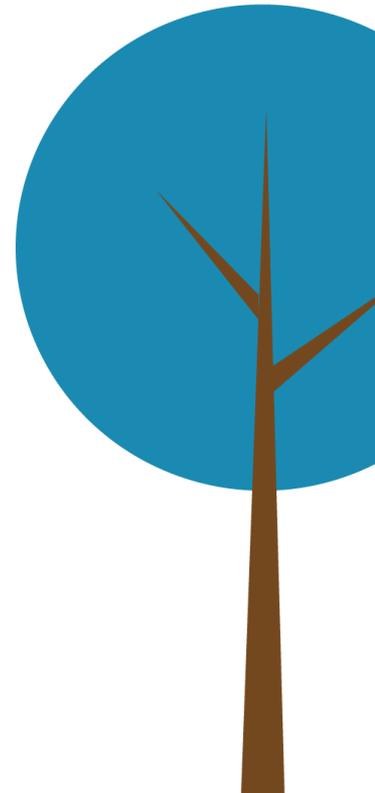
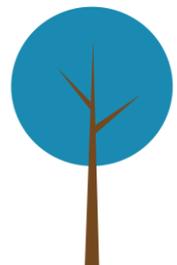
- Carers
- Poverty
- Digitally excluded
- Housing background
- Complex/ challenging lives
- Busy lives
- Working people



Empathy, Tone & language

If you are a tenant living with damp & mould how might you be feeling ?

- Anxious?
- Worried?
- Stressed?
- Alone/lonely?
- Embarrassed?
- Hopeless?
- Confused?
- Angry?





Housing [redacted] ts

Sponsored · 



Your home should be a place of solace, not a source of sleepless nights.

At Housing [redacted], we're committed to ensuring that your well-being as a tenant comes first.

You shouldn't be tossing and turning at night due to worries, stress or even health issues caused by unsafe and unsanitary living conditions.



Blame & “Lifestyle”

- Responding to damp & mould as a ‘lifestyle’ issue is not going to resolve the ‘problem’
- Gives a negative impression leaving tenants feeling blamed and stigmatised

Risks?

- Potentially less inclined to report further instances or other serious health and safety matters
- Creates more ‘silence’ and long-term deterioration of the property.
- Miss other issues as focussed on ‘lifestyle’



NEWS

[Home](#) | [Israel-Gaza war](#) | [Cost of Living](#) | [War in Ukraine](#) | [Climate](#) | [UK](#) | [World](#) | [Business](#)

[England](#) | [Local News](#) | [Regions](#) | [Manchester](#)

Awaab's Law: Rochdale mouldy homes tenants 'told they breathed too much'

🕒 22 hours ago



January 2024



Taking ownership

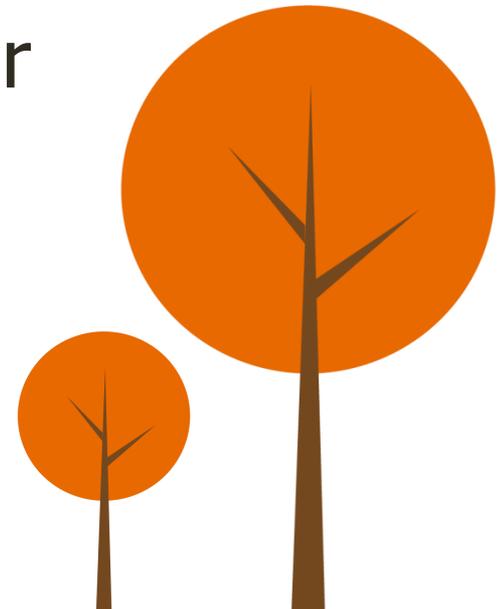
Taking Ownership

“Taking pre-emptive action and proactively problem solving and ‘finding solutions, even if they lie outside ‘normal’ activity.”



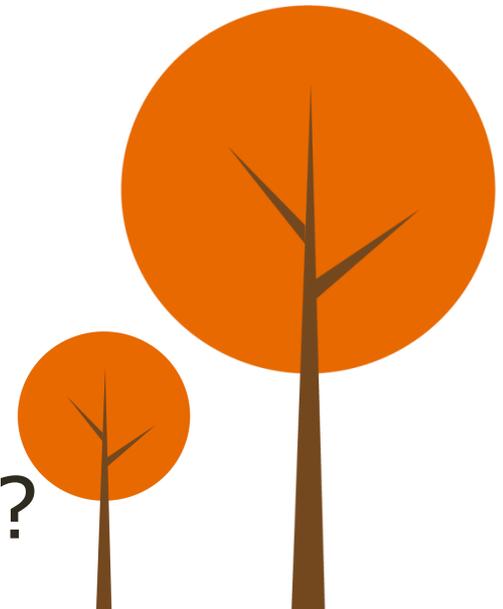
Do all staff know?.....

- what to do if they suspect there is damp/mould/condensation in a tenants home?
- what to do is they feel a household may be at greater risk of damp/mould/condensation occurring?
- where tenants can safely dry their clothes?
- how to refer to relevant support services , e.g. support staff, money advise, translators



Do all staff know?.....

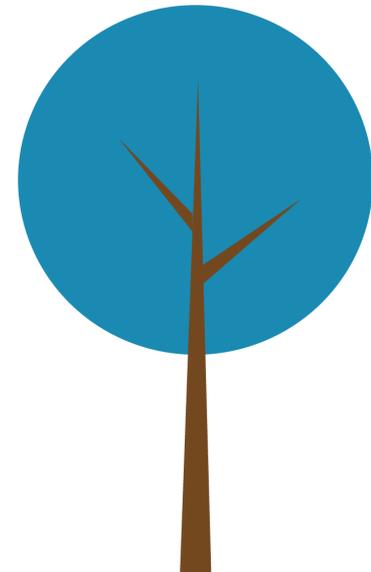
- What to do if a 3rd party tells them a resident has a damp/mould issue?
- where is advice and support information held to share with residents?
- where to record advice/support given to a resident?
- who to speak with if they are worried about a resident or if things aren't being sorted?
- the procedure for 'closing' cases?





**Gathering the
right
information
&
'Hearing the
silence'**

1. What are the risks of not gathering the right information about damp & mould cases?
2. Why may some tenants not report damp & mould?

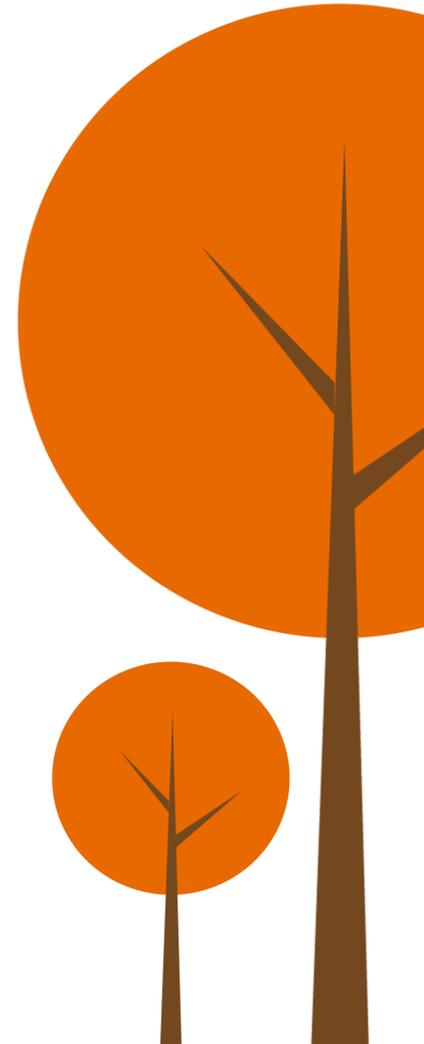


- Literacy/language
- Physical ability
- Mental health
- Housebound
- Alone
- Marginalised
- Fearful
- Hoarding
- Overcrowded

- Carers
- Poverty
- Digitally excluded
- Housing background
- Complex/challenging lives
- Busy lives
- Working people

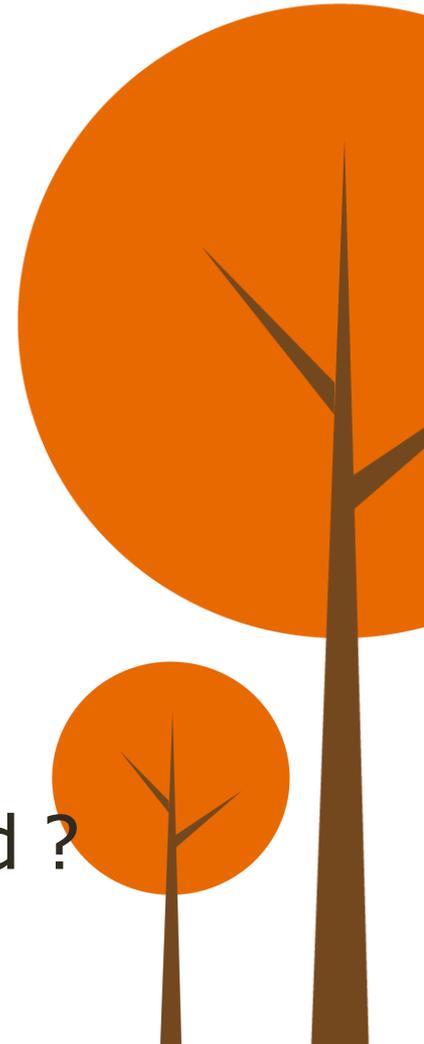
Reporting methods and procedures

- Easy to find? And use?
- Feel helpful and supportive?
- Accessible & Inclusive?
- How do you know they are?!

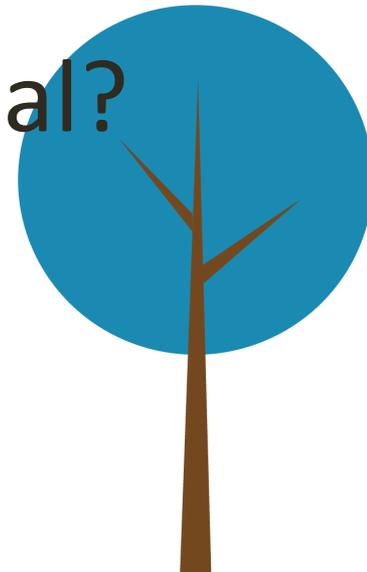


Reporting methods and procedures - triaging

- Inspection **triating** – based on tenants needs/vulnerabilities?
- Full details?
- Script?
- Give advice?
- Recorded/Logged?
- Followed up?
- Triaged system reviewed? – what's working?/tenant feedback?/risks managed ?

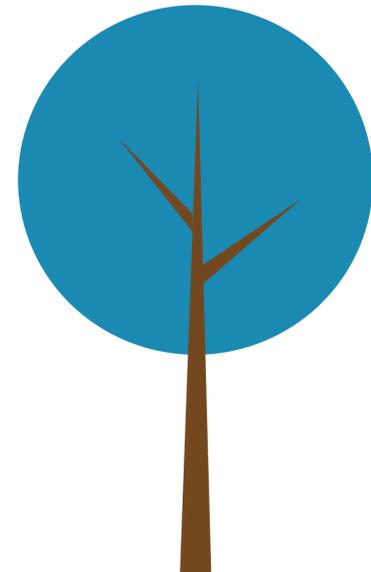


- **How may the gathering of information and a triaging process feel for residents?**
 - Prying or supportive?
 - ‘interrogation’! or conversational?
 - Retelling story again!



Triaging

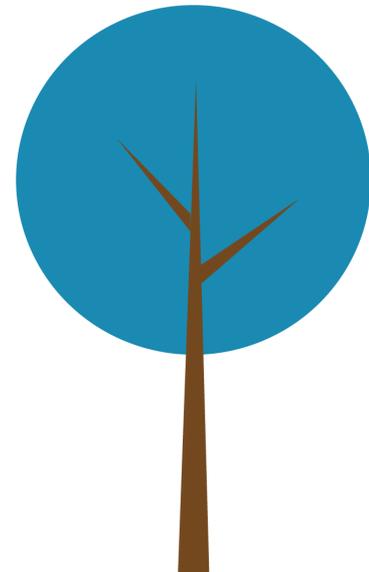
- **Explanation of why asking questions -**
 - To help - Get the right service to assist
 - Meet specific personal needs
 - An understanding of the issue - location, timescales, scale
 - Understanding of the impact and potential impact on household
 - Help manage any risks



Triaging

- **Explanation of next steps**

- Timescales
- Who will be in touch **and** how?
- Who to contact in meantime – details
- Reference number
- Direct contact details?

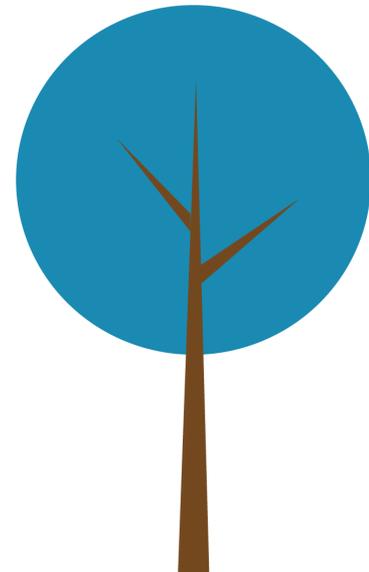




Preventative support

Preventative support

- Sign-up/pre-tenancy – hints/tips, checklist
- Drying arrangements – safe?, secure?, sufficient?
- Demonstrating ventilation systems – extractors/trickle vents - accessible/working?
- Explaining costs of running ventilation systems
- Cleaning products???
- Follow up visits/support



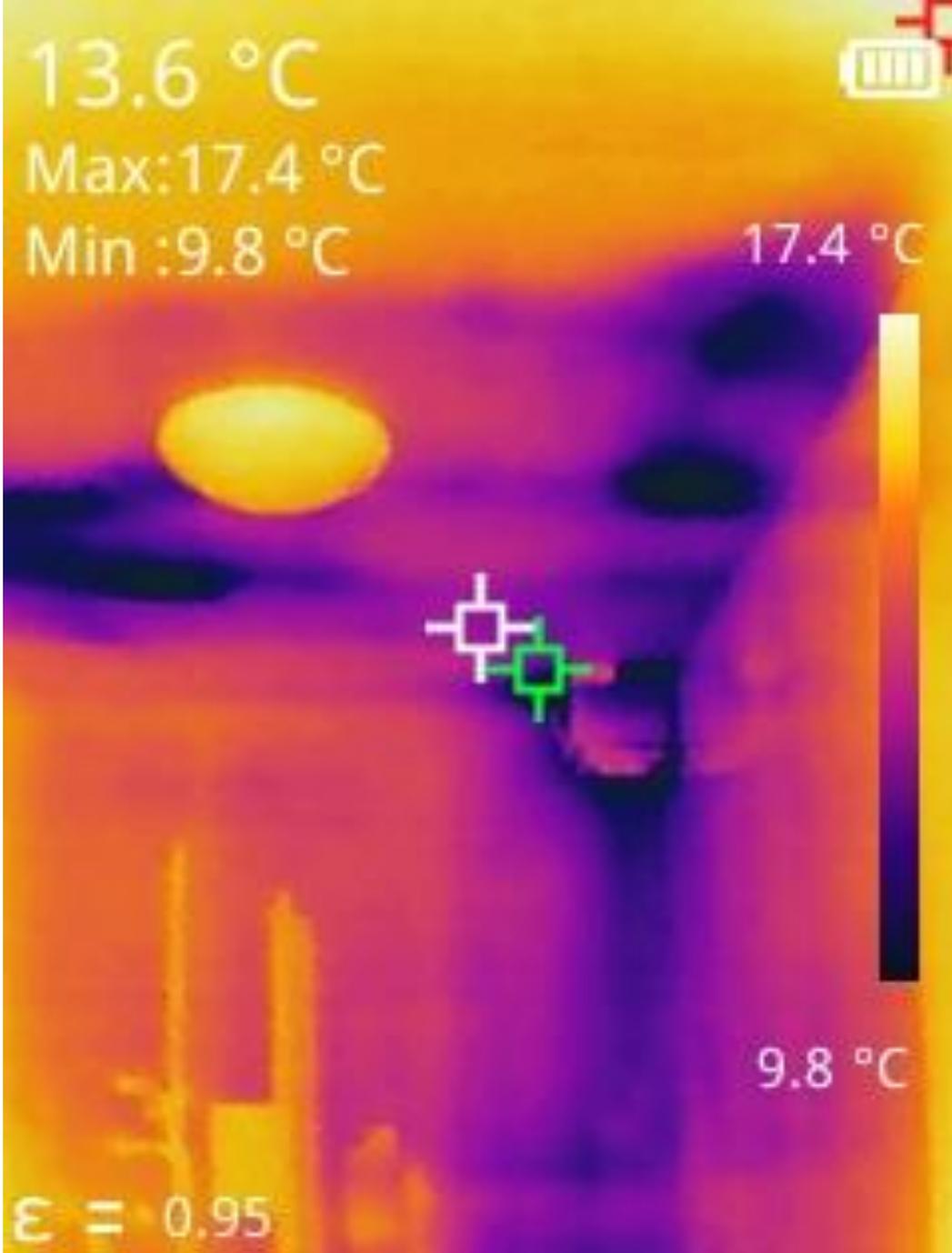
13.6 °C



Max:17.4 °C

Min :9.8 °C

17.4 °C



9.8 °C

$\epsilon = 0.95$

Scenarios



Scenario

Mr. Z moved into his housing association flat just over 12 months ago, after living in the private rented sector.

Since he moved in, he has had landlord support at home to sort out rent arrears. He hasn't had any repairs undertaken, just a gas safety check.

Mr Z's children's social worker phoned to report damp and mould in the property.

- What might be some of the issues? (*non technical*)
- What support could be/should have been provided ?

Scenario

Ms Z moved into her 2 bed 2nd floor flat 6 months ago. She works fulltime in a meat processing factory on shifts but is on a low and irregular income.

She has reported damp and mould to your organisation, its 4 weeks until you visit the property due to Ms Z's working pattern.

When you visit you immediately notice clothes and towels being dried on radiators.

- What might be some of the issues? (*non-technical*)
- What support could be/should have been provided?

Recap

- Service values being demonstrated.
- Empathy and understanding of residents' situation.
- Information – gathering the right information from a resident to address the problem fully.
- Taking ownership of issues & "*seeing things through*" - landlord, department and individual staff.

