

ASHFIELD DISTRICT COUNCIL



Council Offices,
Urban Road,
Kirkby in Ashfield
Nottingham
NG17 8DA

Agenda

Inward Focus Select Committee

Date: **Thursday, 19th October, 2023**

Time: **7.00 pm**

Venue: **Committee Room, Council Offices, Urban Road,
Kirkby-in-Ashfield**

For any further information please contact:

Lynn Cain

lynn.cain@ashfield.gov.uk

01623 457317

Inward Focus Select Committee

Membership

Chairman: Councillor Oliver Hay
Vice-Chairman: Councillor David Walters

Councillors:
Ian Briggs Jodine Cronshaw
Andy Gascoyne Sarah Madigan
Cathy Mason

FILMING/AUDIO RECORDING NOTICE

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SUMMONS

You are hereby requested to attend a meeting of the Inward Focus Select Committee to be held at the time/place and on the date mentioned above for the purpose of transacting the business set out below.



Theresa Hodgkinson
Chief Executive

AGENDA

Page

1. To receive apologies for absence, if any.
2. **Declarations of Disclosable Pecuniary or Personal Interests and/or Non-Registrable Interests.**
3. To receive the minutes of the meeting of the Panel held on 20 July 2023. 5 - 8
4. Damp and Mould. 9 - 24

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INWARD FOCUS SELECT COMMITTEE

Meeting held in the Committee Room, Council Offices, Urban Road, Kirkby-in-Ashfield,

on Thursday, 20th July, 2023 at 6.30 pm

Present: Councillor Oliver Hay in the Chair;

Councillors Ian Briggs, Jodine Cronshaw,
Sarah Madigan, Cathy Mason and
David Walters.

Officers Present: Lynn Cain, Chris Clipstone, Mike Joy and
Shane Wright.

In Attendance: Councillor John Wilmott.

IF.1 Declarations of Disclosable Pecuniary or Personal Interests and/or Non-Registrable Interests

No declarations of interest were made.

IF.2 Minutes

RESOLVED

that the minutes of the meeting of the Panel held on 19 January 2023, be received and approved as a correct record.

IF.3 Select Review: Damp and Mould

The Scrutiny Research Officer welcomed all present to the meeting and introduced Chris Clipstone, the Council's Assistant Director for Housing Operations, who was in attendance to give Members some background and insight into the Council's current position regarding the management of incidences of damp and mould within the Council's housing stock.

The Damp and Mould topic had been added to the Select Work Programme following a request from the Assistant Director, for Members to become involved in the development of a new Policy to reflect the recent amendment to the Social Housing (Regulation) Bill and the new requirements for social landlords.

The Assistant Director for Housing Operations took the opportunity to give some background into the topic and advised that issues surrounding damp and mould in private and social housing had been in the news for some time due to the sad passing of 2-year-old Awaab Ishak in Rochdale. The coroner's report had identified that mould present in his home was a contributing factor in his death and that he died from prolonged exposure to mould.

As a result of this awful and unnecessary loss of life, the Government tabled amendments to the Social Housing Regulation Bill and introduced 'Awaab's Law', which would now require landlords to fix reported health hazards in homes within specified timeframes. Following consultation later in the year, new timeframes are due to be set to ensure the timely removal of any damp and mould issues in properties owned by social landlords, whilst also enabling them to be held to account by tenants through the courts should they fail to provide a decent home.

As a result of the national reporting of the case, the Council had seen a significant increase in contact from residents reporting damp and mould issues and requesting repairs. Current procedures allowed for officers to inspect any problems within 14 days and then programme in any necessary repairs within a suitable timeframe. However, anticipated new timeframes were going to be far stricter with a resulting impact on current employees and workloads.

Members were then advised as to different types of mould and their causes including preventative mould (i.e. leaking roof) and condensation damp.

As part of the Government's initial consultation, local authorities nationally had been required to submit a response to 10 questions by December 2022 to provide assurance that they had a clear understanding of damp and mould issues within their properties and could address the risks as required.

The Council however, had been assessing its position for some time and had been trying to find additional resources to support the enhanced level of service and response. To that end, a new officer had recently been recruited with a dedicated role of assessing and prioritising incidences of damp and mould in Council owned properties District-wide.

A detailed debate ensued and Members discussed the following:

- damp and mould issues arising due to heating being turned down/off as a result of ongoing financial difficulties being faced by tenants in the current climate
- an acknowledgement that some Council owned properties were not fully insulated resulting in inevitable pockets of damp on external walls
- recognition that the Council maintained their properties to a good standard and damp and mould issues were individual in nature with no systemic problems being identified
- the importance of the Council continuing to map incidences of damp and mould within their housing stock to enable analysis of any emerging patterns or locations
- thanks given to the Housing Team for being on top of the issue and proactively looking for solutions to improve the response/repair service
- the worrying rise in solicitors jumping on the bandwagon and soliciting tenants to commence disrepair cases against Councils nationally

- acknowledgement that the Council's housing stock was ageing and that some maintenance programmes were currently behind schedule (plastering and painting) and how the new tighter deadlines for damp and mould repair could further impact the position
- the ongoing responsibility for tenants to ensure houses are well-ventilated and de-cluttered to reduce any growth of damp and mould and a realisation that some tenants continually refuse to engage or assist the Council with any preventative measures
- recognition that the Council is currently developing the new Policy with a draft version being submitted to tenancy gateway groups for consideration
- the importance of having preventative guidelines/instructions in any tenants' handbook to help them deal with any new incidences of damp and mould and a request for Committee Members to view the new Damp and Mould guidance leaflet currently being developed
- the potential use of various data logging devices for gathering data in respect of home ventilation, smoke alarms etc. which would enable the Council to build up a more accurate picture of ongoing problems with damp and mould in properties
- acknowledgement that 'Awaab's Law' would also have an impact on the Council's Environmental Health (Residential) Team (in relation to private sector enforcement) as the rules/timelines will also apply to private landlords.

To conclude, the Chairman thanked the Assistant Director for Housing Operations for his attendance at the meeting and for giving Members a valuable insight into the Council's current arrangements for addressing damp and mould within its housing stock and its ongoing preparations for compliance with imminent changes to the law.

RESOLVED

that the Scrutiny Research Officer be requested to undertake the following in readiness for the next meeting of the Committee:

- a) to circulate a copy of the draft 'Damp and Mould Guidance' leaflet to Committee Members for consideration, as soon as it becomes available;
- b) to extend an invite to Stacy White, the Council's Environmental Health (Residential) Team Manager, to the next meeting of the Committee to gain some insight into the potential impact of 'Awaab's Law' on the Council's current private sector enforcement procedures and resources;
- c) to present a draft copy of the new Damp and Mould Policy to the October meeting of the Committee, for consideration.

The meeting closed at 7.35 pm

Chairman.



Report To:	INWARD FOCUS SELECT COMMITTEE
Date:	19 OCTOBER 2023
Heading:	DAMP AND MOULD
Executive Lead Member:	NOT APPLICABLE
Ward/s:	ALL
Key Decision:	NO
Subject to Call-In:	NO

Purpose of Report

The purpose of this report is to present the Inward Focus Select Committee with further information requested as part of the Select Review: Damp and Mould. This includes the Council's developing draft Damp and Mould Policy, attached as Appendix A and the Tenant's Guide to Condensation, Damp, and Mould attached as Appendix B.

Recommendation(s)

The Inward Focus Select Committee is recommended to:

- a. Review and provide feedback on the emerging draft Damp and Mould Policy, attached as Appendix A, and the Tenant's Guide to Condensation, Damp, and Mould, attached as Appendix B.
- b. Identify any further information and evidence gathering needed as part of the Select Review: Damp and Mould and agree the next steps for the review process.

Reasons for Recommendation(s)

Damp and Mould was added to the Select Work Programme 2023/2024 by the Principal Select Committee in June 2024.

Alternative Options Considered

No alternative options have been considered at this stage of the review process.

Detailed Information

BACKGROUND

The Inward Focus Select Committee have held one previous meeting reviewing the Damp and Mould topic in July 2023. At this meeting, Members were presented with introductory information on the Damp and Mould topic. This included details of Awaab's Law, information on the Regulators request for assurance in handling of damp and mould, Ashfield District Council's approach to damp and mould issues, and the gaps and challenges the Council is facing in this regard. Committee also welcomed attendance from the Assistant Director of Housing Operations who took part in discussions and answered questions.

Following discussions, Committee resolved the following in readiness for the next meeting:

- a. An opportunity to review and provide feedback on the Council's developing Damp and Mould Policy
- b. An opportunity to review and provide feedback on the Tenant's Damp and Mould Guidance Leaflet
- c. An opportunity to gain further insight into the impact of Awaab's Law and other factors on the Council's private sector enforcement procedures and resources

To provide the Committee with the opportunities listed above, the draft Damp and Mould Policy is appended to this report as Appendix A. The Tenant's Guide to Condensation, Damp, and Mould is appended as Appendix B.

Furthermore, the Council's Team Manager for Environmental Health (Residential) has been invited to attend the meeting and assist Members in gaining further insight into the Council's residential private sector enforcement procedures and resources relating to damp and mould.

Implications

Corporate Plan:

The Select Review: Damp and Mould aligns with many of the Council's Corporate Priorities set out within the Corporate Plan. These relate to:

- Providing good quality, value for money services
- People focused – putting people at the heart of what we do
- Protecting the Council from costly disrepair claims that could bring the Council into disrepute

Legal:

There are no direct legal implications resulting from the recommendations within this report. The Inward Focus Select Committee will be mindful of the legislation relating to the topic of Damp and Mould and factor any relating implications into a final report to Cabinet.

Finance:

There are no direct financial implications resulting from the recommendations within this report.

Budget Area	Implication
General Fund – Revenue Budget	Not applicable.
General Fund – Capital Programme	
Housing Revenue Account – Revenue Budget	
Housing Revenue Account – Capital Programme	

Risk:

No risks have been identified at this stage of the Select Review: Damp and Mould.

Human Resources:

There are no direct human resources implications resulting from the recommendations within this report.

Environmental/Sustainability:

There are no direct environmental or sustainability implications resulting from the recommendations within this report.

Equalities:

There are no direct equalities implications resulting from the recommendations within this report.

Other Implications:

There are no other implications resulting from the recommendations within this report.

Reason(s) for Urgency

None.

Reason(s) for Exemption

None.

Background Papers

None.

Report Author and Contact Officer

Shane Wright
Scrutiny Research Officer

shane.wright@ashfield.gov.uk

01623 457318

Sponsoring Executive Director

Ruth Dennis

Executive Director of Governance and Monitoring Officer

ruth.dennis@ashfield.gov.uk

01623 457009



Ashfield District Council

Housing Operations Damp and Mould Policy

TBC 23 – Version 1

Issued:	Date:
Original	TBC 23
Version 1	TBC 23
Page 1 of 10	

CONTENTS

PAGE

2. Principles and Aims of the Policy 3

3. Legislation, Regulations and Guidance 4

4. Types of Damp Covered by the Policy 5

5. Responsibilities 6

5.1 The Council’s Responsibilities 6

5.2 Tenants Responsibilities 8

6. Monitoring Arrangements 10

7. Equality Impact Assessment 10

8. Review 10

9. Version Control 10

DRAFT

Issued:	Date:
Original	TBC 23
Version 1	TBC 23
Page 2 of 10	

Introduction

- 1.1 Ashfield District Council aim to provide high quality services for our tenants and aim to provide homes that are free from damp and mould.
- 1.2 With the high the cost of gas and electricity many tenants find themselves in fuel poverty, especially during the winter months. Homes that are not adequately heated or ventilated are more likely to suffer from increased condensation and indoor dampness and subsequently mould growth.
- 1.3 It is estimated that 10 – 50% of homes in the UK are affected by damp. Social Housing properties and low income communities, with the potential for overcrowding and lack of heating and ventilation, experience a higher proportion of damp and mould than the national average.
- 1.4 The Regulator of Social Housing and the Housing Ombudsman have been active in producing reports and guidance on what is expected from Social Housing providers to ensure they provide homes that are free from harmful mould and are safe to live in.
- 1.5 Property attribute may also be a determining factor.

2. Principles and Aims of the Policy

2.1 The key principles and aims of the Policy are:

- To ensure we provide and maintain dry, warm, healthy homes for our tenants.
- To identify any trends in particular property types or construction types that are more susceptible to dampness and mould production.
- To ensure that the fabric of our property is protected from deterioration and damage resulting from damp and mould.
- Repairs to alleviate damp are carried out as quickly and as efficiently as possible to minimise damage to the fabric, fixtures and fittings of the property.
- Provide staff with the skills to identify and differentiate between signs for damp and condensation and understand the causes and remedies.
- Comply with all Statutory and Regulatory requirements and sector best practice.

We will achieve these aims by:

Issued:	Date:
Original	TBC 23
Version 1	TBC 23
Page 3 of 10	

- Attending to reports of damp and mould (via customer, third party or employee) as a matter of urgency in order to determine the cause of the damp or mould.
- Ensure tenants have access to and/or are provided with advice and guidance on the reasons why mould may be forming and provide information and assistance on changes that could be implemented to reduce condensation in their home.
- Plan and produce asset investment programmes of improvement works to increase the thermal efficiency, improved heating and ventilation of properties, ensuring they meet the Decent Homes standard.
- Support and inform customers and employees about the health risks of living in damp and/or mouldy homes.
- Publicise damp and mould remediation work that we can do and signpost customers to any other support they may be able to access.
- Ensure all properties that have substantial remediation works for damp and mould are contacted a reasonable amount of time (normally within 6 months) following completion to ensure the works have been successful.

3. Legislation, Regulations and Guidance

3.1 There are legislative requirements setting out what is considered to be a decent home. The Decent Homes Standard was updated in 2006 to take account of the Housing Health and Safety Rating System (HHSRS). According to the Standard, for a home to be considered 'decent' it must:

- Meet the current statutory minimum standard for housing.
- Be in a reasonable state of repair.
- Have reasonably modern facilities and services, and
- Provide a reasonable degree of thermal comfort.

3.2 The Homes (Fitness for Human Habitation) Act 2018 amended the Landlord and Tenant Act 1985, with the aim of ensuring that all rented accommodation is fit for human habitation. While it did not create new obligations for Landlords, it required Landlords to ensure their properties are fit for human habitation at the beginning of, and throughout, the tenancy.

3.3 The Landlord and Tenant Act defines that Your Landlord must make sure that your home is 'fit for human habitation', which means that it's safe, healthy and free from

Issued:	Date:
Original	TBC 23
Version 1	TBC 23
Page 4 of 10	

things that could cause you or anyone else in your household serious harm. For example, if a house or flat is too cold and can't be heated, this can affect health. Consideration should also be given to repair, stability, freedom from damp, internal arrangement, natural lighting, ventilation, water supply, drainage and sanitary conveniences, facilities for preparation and cooking of food, the disposal of wastewater and any prescribed hazard. The Act also strengthened tenants' means of redress where Landlords do not fulfil their obligations, with the expectation that if tenants are empowered to take action against their Landlord, standards will improve.

3.4 The Legislation is also supported by the Council's Tenancy Agreement and Tenants Handbook, conditions which all tenants and their visitors must comply with.

3.5 Guidance is available on the Council's website, the tenants handbook, included periodically in the newsletter to tenants, during the sign-up process and upon request.

4. Types of Damp Covered by the Policy

4.1 Rising Damp

The movement of moisture from the ground rising up through the structure of the building through capillary action.

4.2 Penetrating Damp (including internal leaks)

Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure. The cause can be the result of:

- Water ingress due to defective or poor original design / workmanship of the structure.
- Defective components for example roof coverings, external doors and windows.
- Defective or blocked rainwater gutters and pipes.
- Defective or leaking internal waste pipes, hot and cold water and heating systems.
- Flooding due to burst pipes.

4.3 Condensation Damp

Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets. This can take two main forms:

- Surface condensation arising when the inner surface of the structure is cooler than the room air.

Issued:	Date:
Original	TBC 23
Version 1	TBC 23
Page 5 of 10	

- Condensation inside the structure (interstitial) is a type of condensation that may occur within an enclosed wall, roof, or floor cavity structure, which can create dampening.

The conditions that can increase the risk of condensation are:

- Inadequate ventilation eg. No opening windows, trickle / background vents and mechanical extraction in bathrooms and kitchens.
- Inadequate heating eg. undersized boilers and radiators not producing enough heat for the size of the property..
- Inadequate thermal insulation eg. Missing or defective wall and loft insulation.
- High humidity eg. presence of rising and penetrating damp.
- Poor building design and construction eg. specific cold areas (bridging) which are integral with the building construction.

Conditions that can lead to condensation are:

- Poor ventilation – not opening windows, blocking up vents, not turning on extract fans and not allowing air to circulate around furniture.
- Poor heating – not heating the whole property.
- Defective insulation – dislodged insulation in lofts.
- High humidity – not covering pans when cooking, drying laundry inside the house and not closing doors when using a kitchen or bathroom.
- Overcrowding – additional moisture naturally produced by humans and also increased activities in the household eg. cooking, bathing etc.
- Long term undetected leaks that may not be easily identifiable such as under floors or behind walls.

4.4 Mould is a natural organic compound that develops in damp conditions and will only grow on damp surfaces. This is often noticeable and present in situations where condensation damp is present.

5. Responsibilities

5.1 The Council's Responsibilities

5.1.1 The Council shall investigate to determine the cause of damp and condensation and carry out remedial repairs and actions in accordance with the tenancy agreement and repairs handbook in a reasonable timescale. This will be

Issued:	Date:
Original	TBC 23
Version 1	TBC 23
Page 6 of 10	

dependent on the severity and urgency of the problem and on the complexity of the remedial works / actions required.

- 5.1.2 The Council will promote and provide general advice and guidance on how to reduce condensation damp.
- 5.1.3 The Council will ensure that all of our relevant employees have training in relation to damp and mould and are suitable skilled to undertake any remedial works.
- 5.1.4 The Council will inform the tenant of their initial findings of the investigation at the time of their visit (further inspections / surveys may be required for complex cases). This will include identifying the possible causes of damp, recommending effective solutions and all necessary remedial works / actions / enhancements and the estimated timescales to complete the works /measures.
- 5.1.5 When the Council is satisfied that all remedial repairs have been completed and after working with the tenant to exhaust all reasonable efforts to control condensation damp, contact will be made (normally within 6 months) from the Council's Quality Control Officer to ensure no recurrence of the issue.
- 5.1.6 The Council is responsible for maintaining a tenant's home to avoid penetrating and rising damp and for carrying out remedial actions if these do occur.
- 5.1.7 The Council will undertake reasonable improvement works required to assist in the management and control of condensation damp, for example installation of mechanical extract fans, fresh air vents, upgrading existing insulation etc.
- 5.1.8 Remedial works will only be carried out where it is reasonable and practical to do so. The Council will have regard to the constraints of the existing building design and structure and will take a pragmatic approach in finding appropriate solutions.
- 5.1.9 The Council will make good internal surfaces following any remedial work carried out ensuring that surfaces are prepared to a condition ready for the tenant to redecorate as they see fit. The Council will provide advice for suitable decorative options to help prevent a reoccurrence.
- 5.1.10 Mould wash will only be carried out where this is found to be persistent or extensive and cannot be controlled by the tenant.
- 5.1.11 In some cases remedial work may not be necessary and the Council will provide the tenant with guidance, advice and support (where appropriate) on managing and controlling the occurrences of condensation damp.
- 5.1.12 The Council will make reasonable attempts to access the property to inspect and carry out the works.

Issued:	Date:
Original	TBC 23
Version 1	TBC 23
Page 7 of 10	

5.1.13 The Council will need to explore alternative options where it is not able to control condensation damp where it is unreasonable or impractical to do so or if any remedial action would be ineffective, for example:

Poor construction / design (not meeting current construction and living standards) for example:

- Cold bridging areas in the fabric of the building that cannot be eliminated.

Non habitable rooms, for example:

- Outbuildings / sheds that have been converted (without written permission) including linking buildings between the house and outbuilding and other add-on structures.
- Unheated / uninsulated semi external toilets and store rooms (remedial options may include removing the facility).

5.1.14 Under certain exceptional circumstances where the tenant is unable to carry out treatment on smaller areas of mould washes or redecoration, the Council will provide support and assistance.

5.1.15 Where internal conditions within a home such as overcrowding and excessive hoarding of personal belongs are having an effect on the health and wellbeing of the occupants, or are preventing inspections or remedial works being carried out, the Council will provide support and assistance to review the tenant's options that may include moving to more appropriate alternative suitable accommodation. Effective remedial action will not be possible in these instances until the situation(s) has been resolved.

5.1.16 If it is unsafe for the occupants to remain in the property while the works are carried out, alternative accommodation arrangements will be made. This may be on a day-by-day basis or a temporary decant to an alternative property. The tenant will be supported through this process to find suitable accommodation.

5.1.17 Where there are concerns over tenants ability to sufficiently heat their home through fuel poverty, the Council will sign post tenants to their Money Management service in an attempt to support tenants with budgeting and maximising their income.

5.2 Tenants Responsibilities

5.2.1 The tenant shall immediately report to the Council any evidence of rising and penetrating damp and also faulty equipment that will hamper the management and control of damp and condensation (faulty extract fan, unable to open windows, lack of heating etc.) in accordance with the tenancy agreement conditions and repairs handbook. All matters should be reporting via the Repairs Call Handling Centre on 01623 457999 or via adcrepairs@ashfield.gov.uk.

Issued:	Date:
Original	TBC 23
Version 1	TBC 23
Page 8 of 10	

- 5.2.2 The tenant shall regularly check for mould and clean signs of mould as soon as they are discovered and manage condensation damp following the Council's guidance. Tenants can also help reduce the conditions that lead to condensation damp by:
- a) Keeping the presence of moisture to a minimum e.g. Covering pans when cooking, drying laundry outside, keeping the kitchen or bathroom door closed when cooking or bathing.
 - b) Adequately heating rooms – ideally between 18°C and 21°C which will assist to keep humidity levels between 40-60%.
 - c) Keep the house well ventilated e.g. opening windows when cooking / bathing, turning on and ensuring that the extractor fan is working (if applicable), keeping trickle vents in windows open and allowing air to circulate around furniture.
- 5.2.3 Follow all advice and guidance issued by the Council on managing and controlling damp and condensation. This information can be found on Ashfield District Council's website (<https://www.ashfield.gov.uk/housing/repairs-improvements/tenant-repair-responsibilities/damp-mould-condensation/>).
- 5.2.4 If all reasonable efforts have been made to manage and control condensation and mould, and this has not been successful, the tenant should contact the Council for further assistance.
- 5.2.5 If following an inspection / survey, the outcome shows that all reasonable measures are in place for the tenant to adequately manage the condensation damp, further advice and support will be given to the tenant.
- 5.2.6 The Council will work with tenants in all instances to attempt to resolve issues of damp and mould. If the tenant fails to take the advice and reasonable steps to reduce damp the tenant may be recharged for any resulting repairs required which are considered to be as a result of this neglect.
- 5.2.7 Where tenants are considering converting / using non habitable buildings and spaces / rooms they can seek advice and permission from the Council in accordance with the tenancy agreement conditions.
- 5.2.8 Where remedial works and mould wash treatments have been undertaken by the Council, the tenant is responsible for redecoration and the Council can provide advice on suitable decorative products / applications.
- 5.2.9 Allow access for inspections and for the carrying out of remedial works (in accordance with the tenancy agreement).

Issued:	Date:
Original	TBC 23
Version 1	TBC 23
Page 9 of 10	

6. Monitoring Arrangements

6.1 The effectiveness of the Policy in terms of delivery and meeting its aims will be routinely monitored by the Damp and Mould task group.

7. Equality Impact Assessment

7.1 An EIA screening assessment has been carried out on this policy.

8. Review

8.1 The Policy will be reviewed every 3 years and also in direct response to;

- Legislative Changes
- Council strategy or Policy changes

9. Version Control

Date	Date Revised	Amendments	Staff involved in the review	Approved by
TBC	V1	New Procedure	Service Mangers and Assistant Directors in the Housing and Asset Directorate	Director – Housing and Assets

Issued:	Date:
Original	TBC 23
Version 1	TBC 23
Page 10 of 10	

A Tenant's guide to Appendix B Condensation, Damp, and Mould

Whilst Ashfield District Council will survey and undertake any necessary remedial repairs in your home that come from condensation, damp and mould, it's important that you know how to prevent the issues occurring in the first instance, and how to reduce the effects of them. Please turn over for our helpful advice and tips.



What causes condensation, damp, and mould?

Condensation occurs when moist air comes into contact with a colder surface, like a window or wall, and generally occurs in areas where the air is still, like corners of rooms or behind furniture. If condensation is left unattended this can then lead to mould growth. Mould is a fungus that grows on wet materials, usually caused by excess moisture from condensation.

Penetrative damp is the result of water entering the structure of the building, or because of an internal leak, and can result in damp, rot, and damage, for example, a broken rainwater gutter or an internal leak from a waste pipe.

Rising damp is caused by water rising from the ground. It can enter a property via a broken damp-proof course, or passes naturally through the brickwork if there is no damp-proof course present.



Scan the QR code for more information or visit:

www.ashfield.gov.uk/damp-mould-condensation

Page 23

Practical advice to reduce condensation and mould growth:

Whilst our Surveyor / Technical Officer will be able to provide additional advice and guidance during their visit to your home, following the advice below will help to reduce the effects of excessive condensation and mould growth.

Produce less moisture within your home

Daily household activities contribute to moisture levels found within your home. The following tips will assist you in reducing this:

- Dry clothes outside if possible, and if this cannot be avoided use an airer and place this in a room with the door closed and either the extractor fan on or window slightly open.
- Tumble dryers should be vented to the outside, as they produce a lot of moisture, or alternatively use a condensing tumble dryer.
- Cover pans when cooking.

Remove excess moisture from your home

Wipe down any windows and windowsills where condensation has collected, particularly in the bedroom, bathroom and kitchen.

Heating your home

To reduce condensation in cold weather you should use the heating system in your home to keep rooms warm

throughout the day, and on a low background temperature (at least 18 degrees), as opposed to short blasts of high heat (25 degrees plus). You will be able to control the heat in your home by using the room thermostat and radiator valves.

Ventilating your home

By ventilating rooms you can reduce excess moisture within your home and this can be done by:

- Always opening a bathroom and kitchen window when using these rooms, and ensuring the door is closed to stop moisture spreading to other areas of the property.
- Opening trickle vents in windows (where installed) as these allow air to flow in and out of the property.
- Leaving a space behind furniture where this backs up to a wall to allow the air to move behind these.
- Opening bedroom windows to remove the moisture created when you sleep (where safe to do so).

Mould removal

To remove mould around areas such as windows you should use a good quality cleaning product specifically produced for this purpose, and clean these areas as per the manufacturer's guidelines.



Reporting condensation, damp and mould issues



If you have evidence of damp and mould within your home, or the actions we have advised you to take do not resolve the issue, please do not hesitate to contact our Repairs Call Handling Centre on 01623 457999 or via email at adcrepairs@ashfield.gov.uk and we will arrange an appointment for a Surveyor / Technical Officer to visit you and discuss your concerns.