

## Appendix Damp and Condensation Project Plan

### DAMP & CONDENSATION NEW PROJECT PLAN

Theme	Tasks	Start date	Finish date	Project Lead	Completion status	Task Comments
<b>Procedures</b>						
<b>End to End process</b>	Process maps	17-Apr-21	22-May-21	Keith Peirson	In progress	Completed main Process Map and No Access Process in May but needs to be built into Northgate configuration. Currently being reviewed to ensure that it reflects current practice as the team have made some changes and it is imperative that the Northgate process is designed correctly.
<b>Inspection Records and Data Capture</b>	New Survey Form Created	01-Jun-21	10-Jun-21	Keith Peirson	Complete	Currently on the third version but the report format appears to be working well as it captures more relevant data than the previous template which was more of a condition report. Surveyor trialling the form has now been given a Tablet which once properly configured will enable completion complete with photos and ability to email reports to the Damp and Mould Inbox and self. N.B. Only one Surveyor comfortable using this report format. Currently under test. Will save time in producing reports as won't have to convert hand written notes or download photos.
<b>At-A-Glance Caseload Management and Reporting</b>	Removal of Tracker			Keith Peirson	In progress	<b>UPDATE 17/11/2021:</b> Tracker to be moved to TEAMS as soon as possible enabling simultaneous multi user access. Additional fields added to capture information such as receipt of electrical certification, warranties etc. Also, new status categories added to identify no access (tenant) and missed appointment (staff) etc. <b>Original position:</b> Not possible until Northgate upgrade has been rolled out and the system updated to include all the information required to manage the service and produce KPI's.
<b>Complete Repairs Records</b>	Use of Northgate			Keith Peirson	In progress	KP has used the system quite effectively and met with the Housing IT team to discuss the team's requirements. Housing IT will these into the upgrade (links in with review of process map etc.).
<b>Ability to Analyse Data and Performance</b>	Business Objects for Reports	01-Oct-21		Keith Peirson	In progress	KP has access now. Some useful reports already exists (Inspection status by surveyor) which has enabled the team to do some housekeeping of records. New reports need to be written for which some training is required.
<b>Standardisation of process and harmonisation across teams</b>	Disrepair Review	03-Jan-21		Keith Peirson	Not started	Disrepair process to be reviewed and standardised across all teams. Representatives from Repairs and Voids, D & M and Legal to form a working group. Likely to start in the New Year. The team have purchased a book ' <i>Housing Conditions tenant's rights</i> ' as a tool to help better understand what we can do to better address disrepair claims.

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<b>Improved record keeping and auditing</b>	Electrical Certification	24-May-21		Keith Peirson	<b>In progress</b>	Electrical Certificates to be received from installation contractors, checked and stored on Keystone. We now have a folder for storing certificates and get them audited by an In House Clerk of Works (electrically qualified). Keystone KSI to be developed to record these.
<b>Regular Status Checks and Updates</b>	Monthly Case Status Updates by Surveyors			John Farquharson	<b>In progress</b>	New process started to ensure that the status of each case is updated and can be reported on. This was being left to the Technical Support staff but having looked at the process it is better that the surveyors own the management of information.
<b>Case Review/Audit of repeat cases</b>	Biannual audit of repeat D & M Cases			John Farquharson	<b>In progress</b>	We have already identified 90 such cases. 21 have been inspected and actioned with a further 15 being investigated. The Project Support Team will shortly commence more customer interviews with the remaining 54 cases.
<b>Creation of KPI suite and dashboard</b>	To create a standardised suite of KPI's aligned with those of the Repairs Team			Keith Peirson	<b>In progress</b>	To be developed with the Repairs Team as part of the new Contract Procurement and to be included in KPI Dashboard.
<b>Case review for urgent and severe cases</b>	Housing Panel	24-Nov-21		Keith Peirson	<b>In progress</b>	The team need to be able to present cases to the Housing Panel where cases that cannot be treated with the tenants in situ can be brought to a forum to ensure that the right alternative accommodation can be identified be it temporary to facilitate remedial works or permanent if in the households best interest. First case to be presented on 24 November 2021 is a 2 bedroom household with severe overcrowding: 2 adults and 4 children.
<b>Geographical Area Split</b>	To split Surveyors North and South to reduce journeys and carbon footprint as well as improve area knowledge			John Farquharson	<b>Not started</b>	Suggested by one of the Surveyors we will try splitting the Surveyors by area so that they have more control over the stock they manage. To be trialled for 3 months in the New Year.
<b>Commercial</b>						
<b>Contract for Topical Treatments</b>	Procure Mould Remediation Framework	30-Mar-21	02-Aug-21	Keith Peirson	<b>Complete</b>	QEST appointed and commenced surveys 02/08/2021. Work delivered to a good standard. All work carries a 2 year warranty.
<b>Improved Air Quality</b>	Procure Ventilation Framework	03-Sep-21		Keith Peirson	<b>In progress</b>	Fusion 21 have posted an Expression of Interest request to which four companies have responded. KP to work with Fusion 21 to develop the requirements for a mini tender under 15158 Building Safety and Compliance Lot 11 Electrical Works. Have discussed with our Clerk of Works who will be helping by sanity checking the specification
<b>Contract for Specialist Damp-Proofing</b>	Procure Damp-Proofing Company	-	-	Keith Peirson	<b>Not started</b>	<b>NOT REQUIRED</b>

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<b>Contract for post remedial works decorations</b>	Procure Decorating Company	-	-	Keith Peirson	In progress	<b>NOT REQUIRED</b>
<b>Plumbing and Roofing Contractor to remedy defects contributing to Damp and Mould Issues</b>	Bring In Roofer/Plumber	01-Apr-21	21-Apr-21	Keith Peirson	Complete	<b>UPDATE 14/09/2021:</b> KP to work with the Repairs Team on the Procurement of contractors to carry out this type of work enabling both teams to unify KPI's, hold joint contract meetings etc. Likely to commence before Christmas. <b>Original record:</b> Required to carry out repairs and alterations where roofing or plumbing defects are a factor in damp and mould cases such as roof ventilations, defective gutters and/or rain water goods, plumbing leaks etc. Enables the team to 'own' the job.
<b>Communications</b>						
<b>Tenant feedback</b>	Template letters and forms	03 May 2021	04 May 2021	Keith Peirson	Complete	Minor changes made to the follow up letter. New letter needed for post review cases.
<b>Customer Information</b>	Leaflet redesign	20-May-21		Keith Peirson	In progress	Draft complete awaiting submission to and recommendations from the CSC group.
<b>Customer Information</b>	Commission Animation	21-May-21		Keith Peirson	In progress	Draft complete awaiting submission to and recommendations from the CSC group.
<b>Training</b>						
<b>IT/Records</b>	Northgate	28/07/2021	28/07/2021	Lynne Gittings	Complete	Staff now familiar with system especially in the correct completion of Inspections on the system and the use of notes.
<b>IT/Records</b>	RAPID			Keith Peirson	Not started	Not possible until system built.
<b>External Training</b>	Damp and Condensation	15/06/2021	17/06/2021	N/A	Complete	Training delivered to one Surveyor.
<b>In-House Training</b>	Specialist equipment training	29/07/2021	29/07/2021	John Farquharson	Complete	Some (speedy moisture test etc.) to be delivered by the Damp and Mould Manager. Awaiting a suitable void property. Use of Anemometer to be delivered by others.
<b>Contractor presentation</b>	QEST (Mould Remediation)	09/07/2021	09/07/2021	Keith Peirson	Complete	New framework contractor gave a presentation showing what SBC can expect from their service.
<b>Contractor presentation</b>	Mouldex	26/07/2021	26/07/2021	Keith Peirson	Complete	Mouldex concentrated on ventilation options such as dMEV continuous fans for kitchens and bathrooms as well as whole house solutions such as Positive Input Ventilation (PIV), Mechanical Ventilation and Heat Recovery systems.
<b>Contractor presentation</b>	Mould Growth Consultants	24/08/2021	24/08/2021	Keith Peirson	Complete	Presentation covered traditional topical treatments, other products such as stain blocks, treatments to stop hygroscopic salts etc.
<b>Contractor presentation</b>	Environvent	02/09/2021	02/09/2021	Keith Peirson	Complete	Presentation was to show the range of extractors and PIV systems and the team have identified a number of properties for PIV trials. The benefits of such systems is to improve air quality to the whole property while providing a robust 10 year warranty.
<b>Equipment</b>						

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<b>Ensure Surveyors are suitably equipped to carry out detailed surveys</b>	Equipment Review	21/06/2021	12/08/2021	Keith Peirson	Complete	<b>Update 17/11/2021:</b> New Damp Meters procured which include Thermal Imaging Camera's to identify 'cold spots' where condensation is likely to occur. Anemometers on order complete with cones to accurately measure fan performance against Approved Document F.
<b>Surveying equipment maintenance for accuracy</b>	Equipment Calibration			Keith Peirson	Not started	All measuring equipment will require an annual check/calibration.
<b>In dwelling fans and ventilation systems</b>	Equipment Servicing			Keith Peirson	In progress	<b>UPDATE 17/11/2021:</b> Need to collate information on what fans, PIV and MVHR we have across our stock so this can be shared with contractors. Need to identify a budget and also to create a KSI on Keystone. <b>UPDATE 14/09/2021:</b> Prices received from Mouldex and used ad hoc as not in contract with them i.e. if a fan is identified as working but needing an overhaul. This is a stop gap until a contract can be entered into via a framework or full tender. <b>Original statement:</b> Principally for whole house ventilation systems such as Mechanical Ventilation and Heat Recovery (MVHR) and Positive Input Ventilation (PIV). To be included in the Ventilation Procurement Project.
<b>Beneficial Pricing for Elta Mori dMEV Fans</b>	Discounted costs for SBC approved contractors	28/07/2021	04/08/2021	Steve Archer	Complete	The Principal Building Surveyor for Aids and Adaptations has negotiated preferential pricing for Elta Mori dMEV fans so adapted kitchens and bathrooms can receive higher specification fans at an affordable price point thereby reducing the risks of mould growth in newly adapted properties. These fans are currently the favoured product by Mouldex who currently carry out many of our fan installations to tackle condensation mould.
<b>Visibility on Air Quality and Data Capture</b>	Air Quality Monitoring Equipment			TBA	Not started	<b>NEW:</b> This is a project that is likely to have three outcomes: 1. a small portable Air Quality Monitor that Surveyors will take with them on their inspections. 2. A system that can be left in the home to monitor Air Quality for a predetermined amount of time, say 1 month with the ability to analyse the data via an App or data download. 3. A permanent system that will monitor temperature and humidity on an extended or permanent basis. Useful in cases where annual reports are made or there is a disrepair claim. Project currently being scoped.
<b>Warranties</b>						
<b>Recording of Warranties/Guarantees</b>	Recording of installations on Keystone and warranty information on Northgate.			TBA	Not started	Essential that staff can recall contractors and suppliers if a product or service fails within a given timeframe rather than issuing a new order to a contractor.
<b>Interdepartmental Working</b>						
<b>Meet and greet and awareness</b>	Visiting CSC	TBA		Keith Peirson	Not started	Staff to visit the CSC and offer to spend time working with the team to help them identify better the cases that need the Damp and Mould Team as opposed to Repairs. Planned for the New Year.

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<b>Staff development</b>	Job Shadowing	TBA		Keith Peirson	<b>Not started</b>	Offer to others to shadow D & M staff. Planned for the New Year.
<b>Case Conferences</b>	Identifying the correct staff/teams when discussing complicated cases and appointing a lead officer	Ad Hoc		John Farquharson	<b>In progress</b>	The principle is already established with one property - a case where a leaseholder complained about mould in their flat. The Case Conference included Resident and Estate Services, MRC and D & M team. The merits of each case will determine the membership of the conference and the lead officer based on the most appropriate service to liaise with colleagues and co-ordinate services.