

Damp & Mould

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SBC: Damp & Mould

- Damp & Mould Factors and Mitigators
- Service Performance 2025 (Damp & Mould)
- Service Performance/Trend 2024 (Damp & Mould)
- New Legislative Requirements (Damp & Mould)
- Current Position (Damp & Mould)
 - Recruitment
 - Access
 - New Contractors
 - Budget
 - Data

Damp & Mould: Factors and Mitigators

Factors

1. Moisture Sources

- Leaks (roof, plumbing, gutters, windows).
- Rising damp from ground moisture.
- Condensation from daily activities (cooking, showering, drying clothes).
- Flooding or water ingress.

2. Building & Environmental Conditions

- Poor ventilation (no extractor fans, blocked vents).
- Cold surfaces / thermal bridging (external walls, windows).
- Poor insulation.
- Age and condition of property (older structures = higher risk).
- Materials that absorb/retain water (plaster, wood, carpets).

3. Occupant Behaviour

- Drying clothes indoors without ventilation.
- Under-heating or irregular heating.
- Blocking ventilation (covering vents, pushing furniture against walls).
- Not reporting leaks or signs of damp promptly.

Damp & Mould: Factors and Mitigators

Mitigators – Ways to Reduce Risk

1. Control Moisture

- Repair leaks quickly (roofs, pipes, gutters, windows).
- Maintain damp-proof courses and membranes.
- Use dehumidifiers in high-moisture areas.
- Ensure proper drainage around building foundations.

2. Improve Ventilation

- Fit and maintain extractor fans in kitchens/bathrooms.
- Open trickle vents/windows regularly.
- Consider mechanical ventilation with heat recovery (MVHR).
- Keep air flowing behind large furniture.

Damp & Mould: Factors and Mitigators

Mitigators – Ways to Reduce Risk

3. Manage Temperature & Insulation

- Maintain consistent indoor heating.
- Insulate walls, roofs, and windows to prevent condensation.
- Upgrade glazing (double/triple glazing reduces cold spots).

4. Materials & Finishes

- Use mould-resistant paints, plasters, and sealants.
- Replace absorbent finishes (e.g., carpets in damp rooms).
- Choose moisture-tolerant building materials in kitchens/bathrooms.

5. Occupant Practices

- Dry clothes outdoors or use vented tumble dryers.
- Wipe down condensation on windows/surfaces.
- Keep extractor fans running during and after cooking/showering.
- Regularly clean and maintain rooms to remove dust/nutrients for mould.

Damp & Mould: Factors and Mitigators

Factors (Causes)

Moisture sources (leaks, rising damp, flooding, condensation)

Poor ventilation (no fans, blocked vents, trapped air)

Cold surfaces / poor insulation (condensation on walls, windows)

Age & condition of building (old damp-proofing, degraded materials)

Absorbent/porous materials (plaster, wood, carpets)

Occupant behaviours (drying clothes indoors, under-heating, blocking vents)

Neglected maintenance (delayed repairs, unreported damp)

Mitigators (Solutions)

- Repair leaks (roof, pipes, gutters, windows)
- Maintain damp-proof courses
- Improve site drainage
- Use dehumidifiers
- Install/maintain extractor fans
- Open windows/trickle vents
- Use mechanical ventilation (MVHR)
- Keep airflow behind furniture
- Maintain consistent heating
- Insulate walls, loft, floors
- Upgrade to double/triple glazing
- Reduce thermal bridging
- Repair/replace damp-proof courses
- Retrofit insulation
- Upgrade heating and ventilation systems
- Use mould-resistant paints/plasters
- Choose moisture-tolerant materials
- Replace carpets with hard flooring in damp-prone areas
- Dry clothes outside or use vented dryers
- Keep extractor fans on during/after cooking & showering
- Maintain steady heating
- Avoid blocking vents and allow airflow
- Regular property inspections
- Prompt repairs
- Encourage early reporting of leaks/damp signs

D & M Service Performance: Inspections – YTD 2025

Damp and Mould KPI - Inspections										
	April		May		June		Q1		July	
No Inspections raised	52		56		42		150		96	
No completed	52	100%	55	98%	39	93%	146	97%	41	
Of which completed on time	46	88%	48	87%	36	92%	130	89%	38	93%
Outstanding							4	3%	59	24%
Of which overdue							3	75%	32	54%
					Overdue			No access		No access
					up to 1 week				13	
					1-2 weeks				7	
					2-3 weeks				8	
					3-4 weeks					
					4-5 weeks					
					5-6 weeks		2	1	2	1
					6-7 weeks		1		1	
					7 -8 weeks		1	1	1	1
							4	2	32	2

*currently measured against a 10-working day target

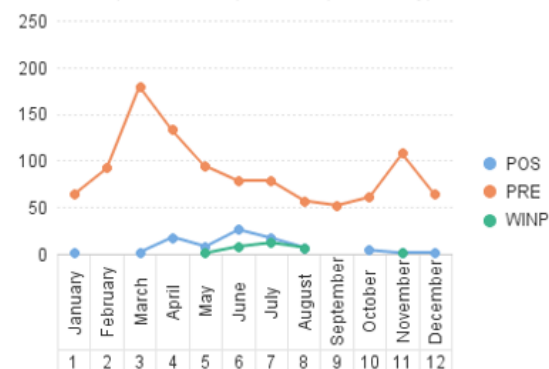
D & M Performance - Inspections

- Q1: 150 inspections raised as relate to Damp and Mould
- 97% of all raised were completed, with 89% of these completed in time (within the current internal 10 working day target)
- 4 are outstanding, with 3 overdue due to access issues
- July, surge in the number of inspections - anomaly? To be monitored

D & M Service Performance/Trend 2024

Number of completed inspections by month and type	January	February	March	April	May	June	July	August	September	October	November	December	Sum:
WINP						1	8	12	7		2		30
PRE	64	92	180	133	94	78	78	57	52	61	108	64	1061
POS	2		2	18	8	26	17	7		4	1	1	86
Sum:	66	92	182	151	103	112	107	71	52	65	111	65	1177

Number of Inspections by Month number completed date
/ Month inspection complete / Inspection Type



- Pre-inspections: Busiest months in 2024 – March (180) and April (133). This year April 2025 = 52
- Q1 2024: 305 Vs 150 in 2025 Q1
- July 2024: 78 Vs 96 in July 2025
- 2024: 1061 Pre inspections vs Average 2025 YTD: 62 Inspections a month/744 projected annual
- Slower year thus far – Awaabs Law!

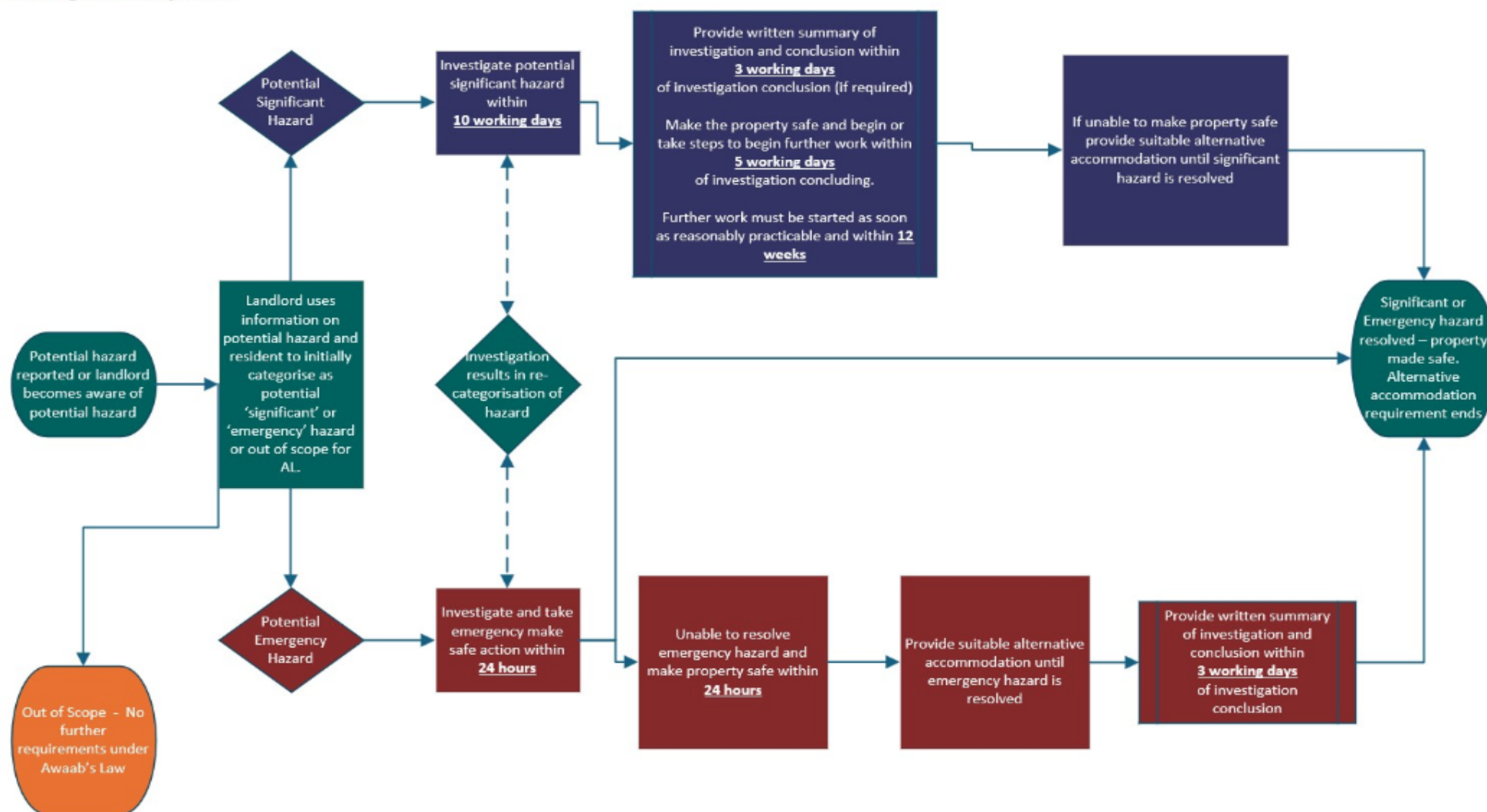
D & M Performance: Repeat Cases/Current Tracking of live cases

- Repeat cases (2 or 3 a month on average) are re-surveyed to identify if this a reoccurrence of previously treated area or a new area that was not present at point of original survey, This could be due to a new defect such as roof leak or internal service leak, or even a change of environment within the property due to increased occupancy or room change of use. If this is a reoccurrence of previously treated area the contractor will be asked to re-attend to review and resolve under original works order if within the guarantee period. For example, 165 Trumper Road – D&M resolved, new windows, problem reported again, now to be inspected again.
- Tracking of live cases is monitored daily by an operational shared tracker where two-way communication within the tracker is carried out in real time between SBC and Contractor to ensure that any sticking points are addressed in a timely fashion to ensure the 'end to end' process of the case meets the timelines under current compliance.

New Legislation (D&M)

Diagram 1 - Awaab's Law Process Flow

Note : Does not include, renewed and further Investigation timeframes



New Legislation (D & M)

- Following primary legislation introduced via the Social Housing (Regulation) Act 2023, Awaab's Law comes into force from **27 October 2025**
- All emergency hazards and damp and mould hazards that present a significant risk of harm to residents will have to be addressed to fixed timeframes.
- The Regulations mean landlords must:
 - investigate any potential **emergency hazards** and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, both within **24 hours** of becoming aware of them
 - investigate any potential **significant hazards** within **10 working days** of becoming aware of them
 - produce a written summary of investigation findings and provide this to the named tenant within **3 working days** of the conclusion of the investigation
 - undertake relevant safety work within **5 working days** of the investigation concluding, if the investigation identifies a significant hazard
 - *begin, or take steps to begin, any further required works within **5 working days** of the investigation concluding, if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in **5 working days** this must be done as soon as possible, and work must be physically started **within 12 weeks***
 - satisfactorily complete works within a reasonable time period.
 - secure the provision of suitable alternative accommodation for the household, at the social landlord's expense, if relevant safety work cannot be completed within specified timeframes
 - keep the named tenant updated throughout the process and provide information on how to keep safe safety work within stated timeframes.
- NEW DATA POINTS, THEREFORE NEW REPORTS NECESSARY

D& M: Works Completed

- Currently set up to record works completed within timescales
- Redeveloping the report in line with Awaabs – emphasis on when started and not completed
- Struggle with existing contractors/resources

D & M Works Orders Completed on Time					
Q1					
	April	May	June	Total	%
No Works Orders Raised	54	56	39	149	
No Works Orders Completed	34	46	54	134	90%
Of which:					
- completed on time	35	38	41	114	85%
- completed out of time	0	8	13	21	15%
No works orders outstanding	20	30	15		10%
Of which:					
- within target	16	22	4		27%
- out of target	4	8	11		73%

D& M: Current Position (1)

- **Recruitment - Do we have enough? (Maybe)**
 - New Damp & Mould and Disrepair Manager
 - New Damp & Mould Lead Surveyor
 - New Damp & Mould Surveyor x1, 1 vacant
 - Business Support Officer (Damp and Mould) - vacant
 - Data Analyst – new support role
 - Ongoing review (Awaabs) – unknown volumes – growth pressure?
- **Access – Do we need to do more? (Yes)**
 - Review of Damp & Mould policy and processes with the Housing Asset Management team (HAM)
 - Review of No Access Policy in conjunction with Compliance Team.
 - Ongoing collaboration with Housing and Investment Project Support Teams.
- **New Contractors – are they ready? (Yes)**
 - Delayed, now mobilised. Positive start!
 - KPI scorecards in place and being finalised
 - Quality Control – timely completions – best use of Surveyor/SBC time
 - Contractor Portal

D& M: Current Position (2)

- **Data & Systems – are they fit for purpose? (No/Not Yet)**
 - End-to-end process review – KPI review/workshops with the HAM team.
 - Triaging of calls – in team vs CSC – first point of contact
 - Data reporting needs to only capture inspections raised from 1st April
 - Data reporting needs to be redeveloped in line with Awaabs:
 - Type of Inspection – staff script, is it an emergency?
 - Production of Report and type (desktop/physical)
 - Starting works (not completing the works) – at present vs raised date
 - System prohibitions – proactive interventions/ hot spots – technology an ally? GPS/Data analyst
 - Inspections – Safety Culture, enhanced product / desk top survey templates Vs NEC options
- **Budgets – Do we have enough? – Hard to know**
 - Current position Integra: £197k spend vs £625k yearly budget (31%) – busier months ahead?
 - Average cost per case: c.£1150 (for 167 jobs)
 - In-house works (Vs timely completion)
 - Monthly monitoring
 - Knock on effect of legislation and impact on Disrepair (ambulance chasers)