

Damp /Mould Procedure

Repairs Team Leaders' Responsibilities

1. Review Repairs History

Undertake a review of system data / and where applicable discuss the property with operatives that have attended to any recent jobs which may be related to the problem.

2. Contact Customer within 5 working days of request to inspect

Where possible, call the customer when a report of damp has been received. Ask the following questions, including:

- When did the damp/ mould start
- What does the mould look like a) is it black or b)white and salty
- Where is it concentrated or is it everywhere
- Do you have any extractor fans and are they working
- Do you have condensation on the walls
- Do you open the windows when cooking
- Do you dry clothes on the radiators
- Is there furniture stacked against the wall leading to no free-flowing air
- Have you noticed if it is it better the same or worse in the summer
- Is it affecting furniture, clothing, beds and bedding
- Have you wiped the damp/ mould off with a bleach based or anti fungal solution and did it recur
- Do you have children, elderly or vulnerable adult with respiratory condition/s
- Do you leave windows open in the rooms where the mould is
- Do you windows have trickle vents
- Do you have your heating on
- Offer advice using leaflet if nothing has been tried.
- Determine if visit is required based on answers given and repairs history
- Record findings, initial conclusion/s, and rationale.
- Carry out visit/video call within five days

3. Visit Property

- Determine, if possible, the cause of the damp/mould;
- Inspection report must be completed.
- If control measures have been tried and nothing has improved an independent specialist will be contracted to undertake an inspection;
- Inform the tenant that a specialist contractor will be visiting and that he or she will be contacted to arrange a date convenient to carry out the inspection;

4. Findings

- The specialist report will identify any problems, the works required will be discussed, and the tenant informed of how the problems will be resolved.
- Inform tenant in writing of findings and recommendations.