

Procedure for investigating reports of Damp, Mould and Condensation following contact from tenant.

The Association arranges for a Maintenance Officer to visit the property at the next available appointment. We approach each and every individual case on its own merits, ensuring that we avoid jumping to conclusions in relation to tenant lifestyle etc.

Firstly, we will listen to the tenant's issues and carry out an inspection of the damage internally. Then, depending on extent of the damage and location within the property the Maintenance Officer is asked to carry out a detailed survey both inside and outside the property. For example, we will check the outside of the property such as drainage, downpipes, airbricks and window and door openings. We will also check to see if there is any saturated or spalling brickwork, or damaged harling around the property to ensure that there are no external issues related to the cause of damage internally.

Ground levels are checked to establish if it slopes towards the building or if the ground levels are too high, breaching the Damp Proof Course or blocking air bricks or any evidence of flooding caused by blocked gullies or ineffective drainage etc.

The Maintenance Officer will then ask the customer to describe the action taken when cooking, washing and bathing, to ensure that they are using extractor fans and ventilating rooms correctly. We will also establish the number of occupants living in the house, enquire about their living habits and record what type of heating system is installed and more importantly how they use their heating.

All the while the Maintenance Officer is trying to build up a picture of what could be causing the symptoms described by the tenant, whilst also trying to establish whether the issue is related to a defect, leak or as a result of lifestyle.

The Maintenance Officer will use Moisture Meter and Hygrometer equipment to take moisture readings and also measure temperature and Relative Humidity readings in the room/s where the problem is, but also in other rooms to build up an overall picture. For example, is there any evidence of wet clothes hanging up to dry, extractor fans switched off at the spur, or window vents in the closed position which could indicate a Condensation issue? Or is the problem likely to be as a result of living habits, fuel poverty, furniture clutter etc?

Photos will be taken and shared with the Property Services Manager for his consideration before we either, advise the tenant of how we need to work together to manage / resolve the issue, or what repairs we are going to carry out to fix the problem.

The Association has Airthings Wave Mini Smart Indoor Air Quality Monitors, Multi-functional Air Quality Detectors which have been trialled in a number of our properties, with great success. Once the monitors are placed strategically inside the property the data such as temperature, humidity, air quality etc. can be read from an App on the Property Service Manager's phone which builds up a good picture in real time of the behaviour inside the property over a 2 week period. This

information is very useful in situations where Condensation as a result of tenant lifestyle is suspected.