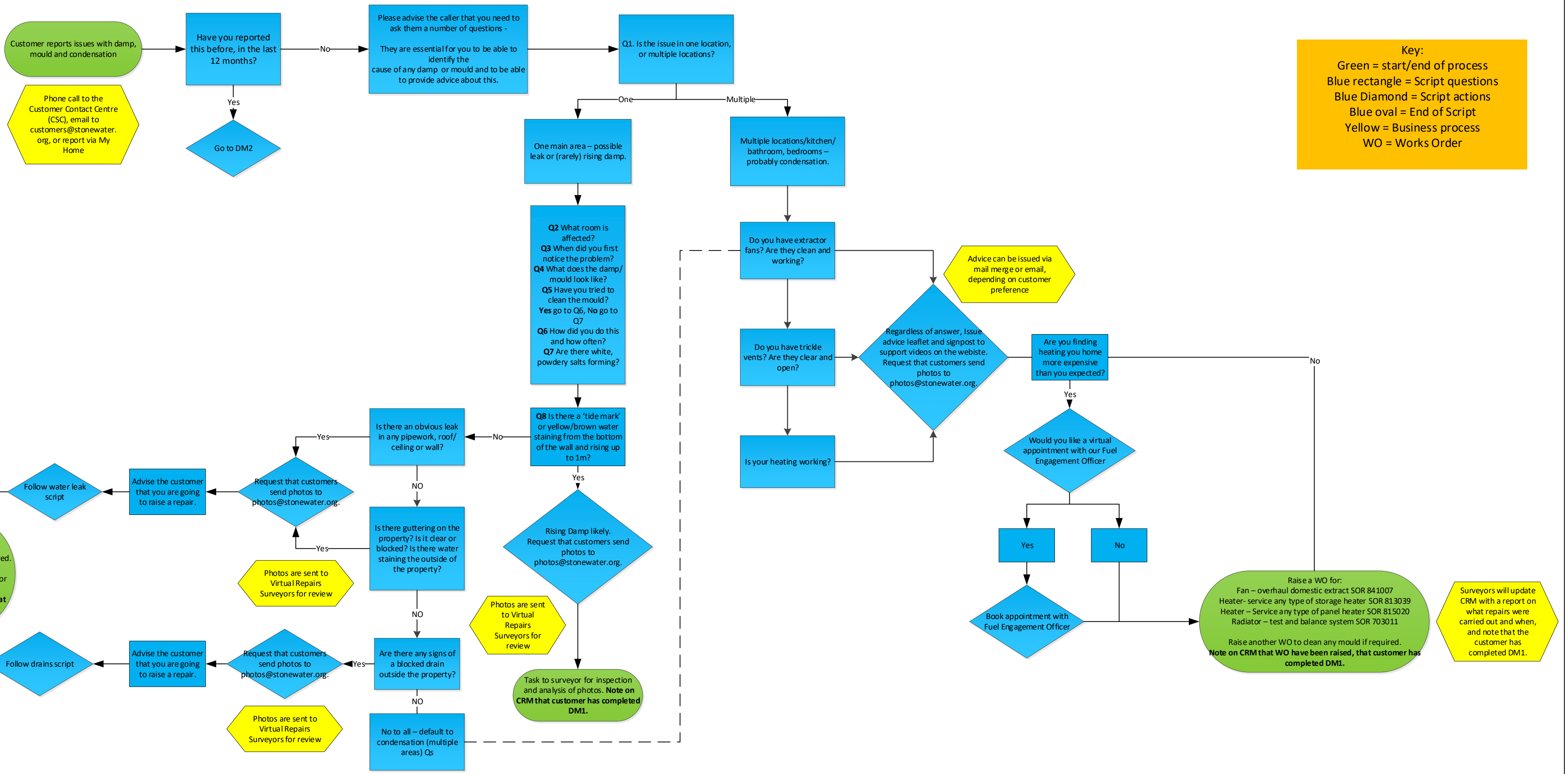


# **Damp and Mold Flow Chart**

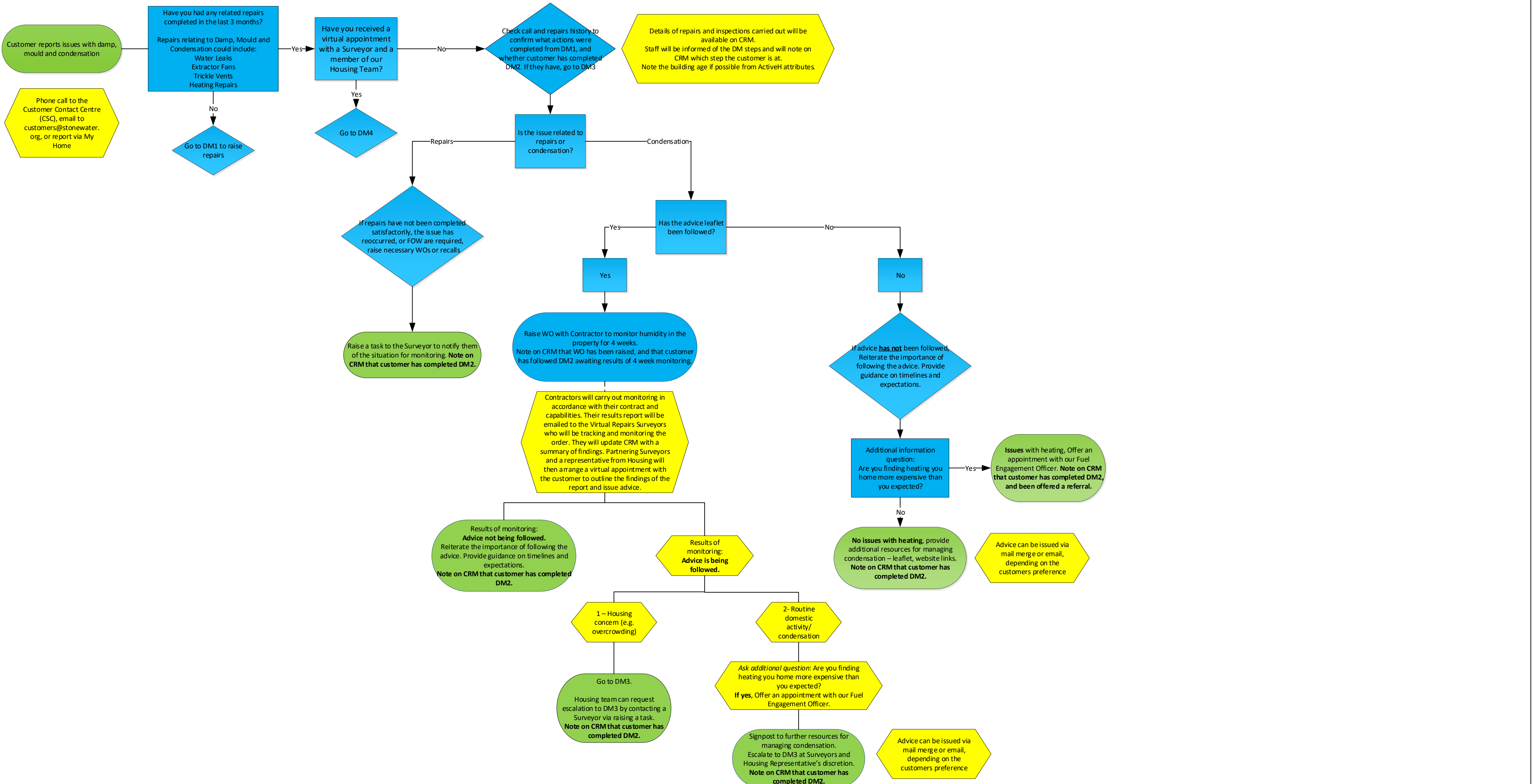
Damp and Mould Stage 1

Diagnostics and repairs, servicing and cleaning orders raised



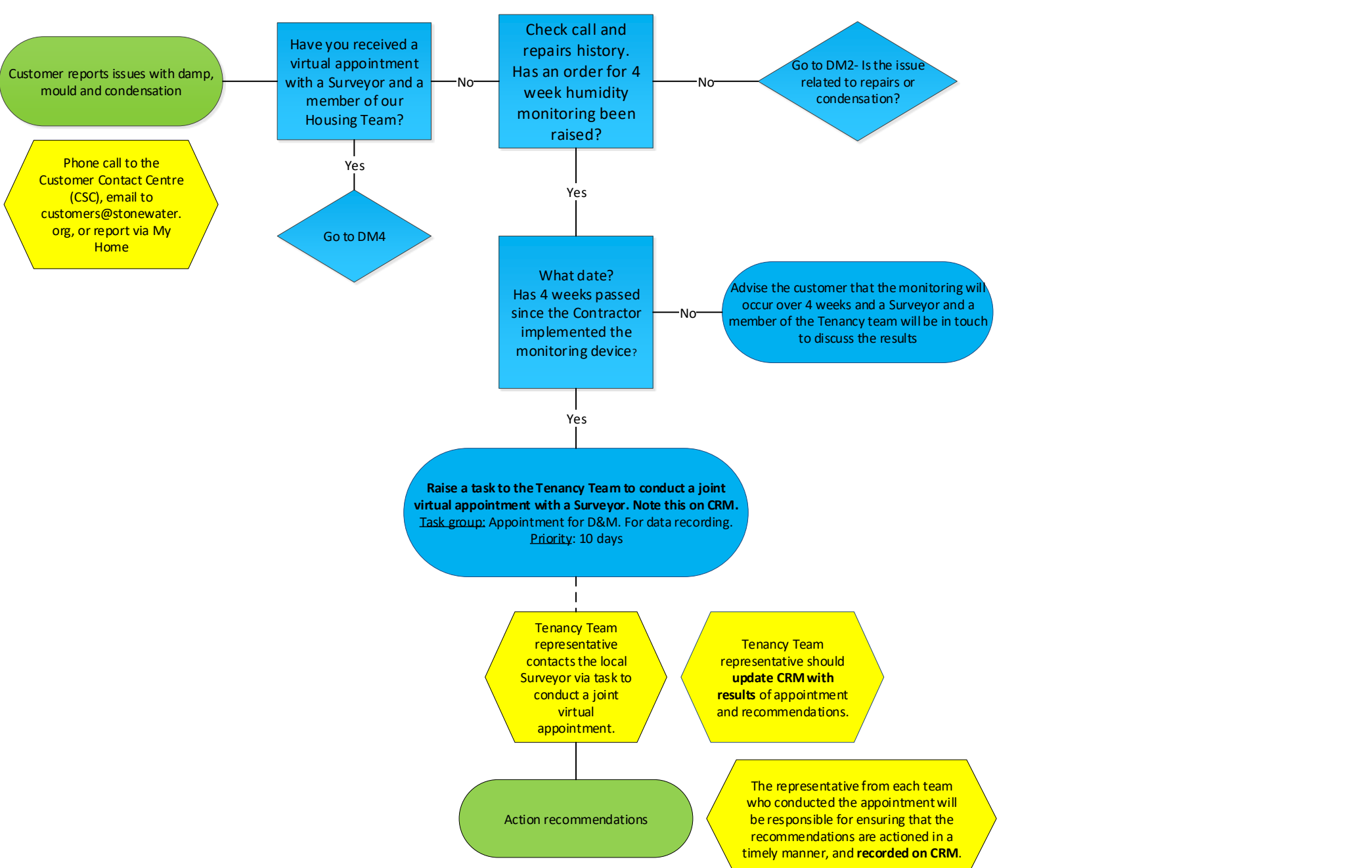
Damp and Mould Stage 2

Escalation from Stage 1 - recalls or monitoring



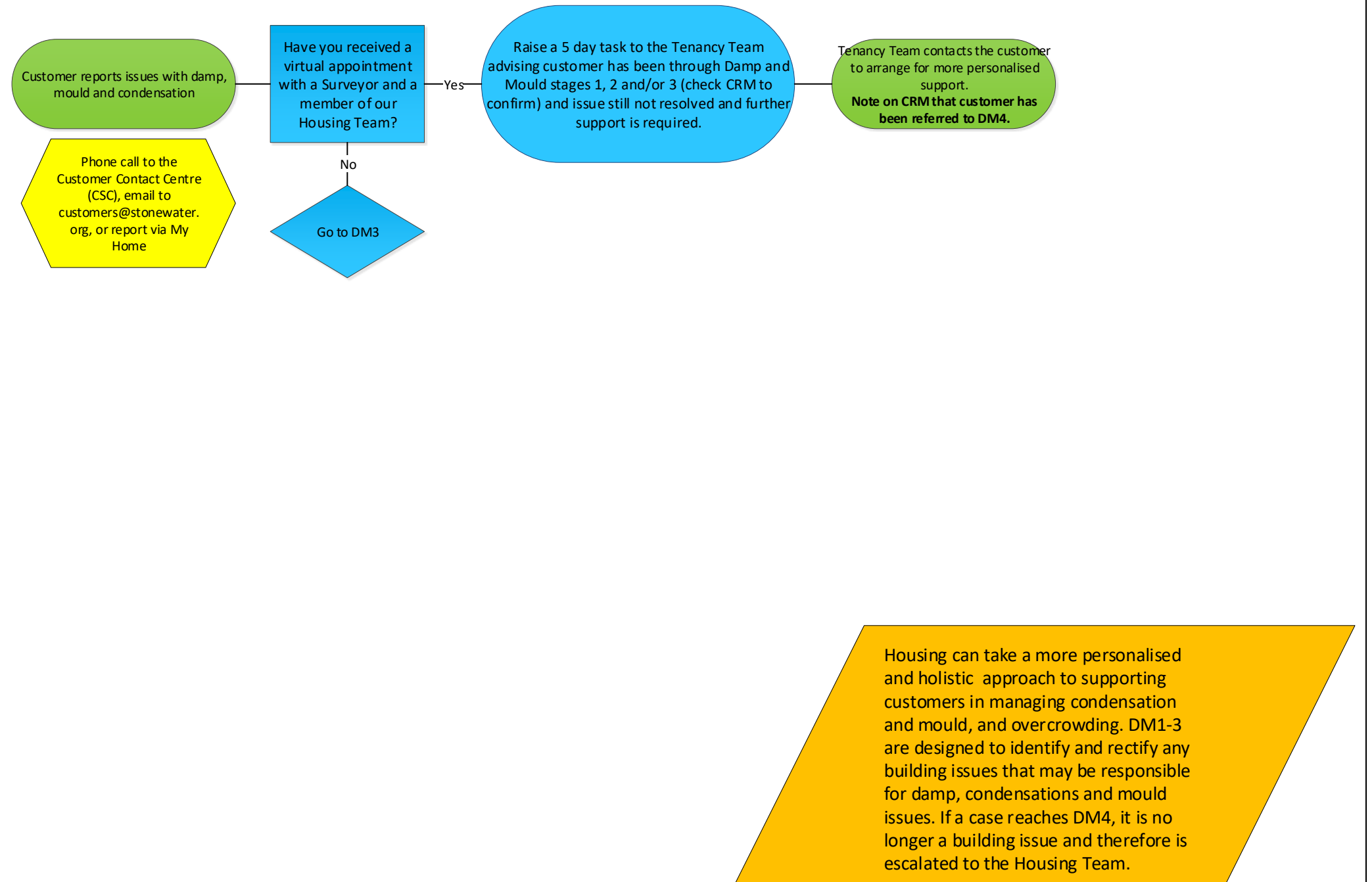
Damp and Mould Stage 3

Virtual inspection - Homes and CX



Damp and Mould Stage 4

Referral to Housing Team



Housing can take a more personalised and holistic approach to supporting customers in managing condensation and mould, and overcrowding. DM1-3 are designed to identify and rectify any building issues that may be responsible for damp, condensations and mould issues. If a case reaches DM4, it is no longer a building issue and therefore is escalated to the Housing Team.



What is causing the problem?

Condensation

Is this the first time they have contacted us about condensation?

Yes

No

Were you given advice on how to run your heating efficiently and behavioural changes you can make to reduce condensation?

No

Yes

As you have tried the advice we have given already, I will pass your concern on to your Surveyor who will be able to assess the problem.

Task to Surveyor

Three main factors to address when it comes to condensation:

**Moisture**

- Cover pans when cooking to avoid a lot of steam & moisture in the room.
- When cooking or showering ensure you turn on the extractor fan and/or open windows.
- Do not dry washing on radiators if this can be avoided. Dry washing outdoors if possible, or on a clothes horse in the bathroom with the door closed (window open or fan on).
- Ensure you use bath mats to avoid saturating bathroom floors when having a bath or shower. A bath mat should help soak up some of the moisture.

**Ventilate**

- If your windows have trickle vents make sure they are open to provide ventilation. If you don't have trickle vents, keep a small window ajar when someone is in the room (only a small amount to avoid safety concerns).
- Ventilate kitchens and bathrooms when in use by opening windows. Also close the doors to these rooms to avoid moisture reaching other rooms (especially bedrooms which are often colder and more likely to get condensation).

**Heating**

- Keep the house warm - ideal temperature ranges between 18-21 degrees in the living room and 16-20 in bedrooms.
- Don't let your house get too cold - when away from home, turn your thermostat down to a lower temperature rather than off to prevent the house becoming too cold while you're away as this causes a higher risk of condensation when you return.
- Do not heat up cold bedrooms in the evening by opening the door to heated rooms. The warm and humid air will condensate on the cold walls of the bedroom.

Show Heating Type

I can see that you have X heating system, we have a video on our website showing how to use your system most effectively. I would suggest having a look at that.

Also the **Energy Saving Trust** have lots of information on their website about how to be more energy efficient at home and **Money Saving Expert** website gives details about grants and funding you may be eligible for to help heat your home.

Mailmerge to send above info if customer can't access internet

We understand that heating your home can be costly, do you find your energy provider is expensive? Are your bills higher than you expect?

Yes

No

Have you considered switching energy providers? It might provide you with a better deal. There are lots of comparison sites out there to help you.

If the advice I've given you today about energy costs and efficiency is something you have found useful, we offer a referral service for either financial support or practical energy advice. Is a referral something you would like?

Yes

No

I'll make a request for one of our team to make a referral for you, they might ring you to help them with it.

Task to TSO/SDO

End Process