



Dealing with Damp in a Hanover Property Procedure

1. Introduction

- 1.1 This procedure is to ensure we have a clear process in place for any damp related cases within a Hanover property.
- 1.2 The procedure describes our arrangements for responding to damp issues.

2. Definitions

- 2.1 Damp refers to the presence of moisture, water and condensation within a property.
- 2.2 There are several types of damp:

Rising damp which happens when moisture travels up from the ground through the masonry to the height of about one metre.

Penetrating damp which happens when water penetrates into the fabric of a building from outside to inside, for example, because of a leaking downpipe.

Construction damp, where damp is caused by a problem in how the property was designed or built.

Condensation damp which generally happens when a property can't deal with normal levels of water vapour because of a lack of insulation, ventilation or heating, or a combination of all 3 of these things.

3. Responsibility

- 3.1 Hanover has a responsibility for dealing with damp for the following reasons:

As set out in the tenancy agreement Hanover is responsible for keeping its customers' homes fit to live in.

If we fail to carry out a repair which causes dampness, such as not fixing heating or ventilation or windows this may impact on the health of our customers and compromise the fabric of the building.

4. Reporting

- 4.1 When a report is received for dampness or mould a contract officer form must be created and the contracts officer must attend with 5 working days. The employee raising the contracts officer form must create a new entry on the spreadsheet and fill out columns A to F.

<http://thehub/workareas/pandd/Damp/Master%20Damp%20Issue%20Recording%20Sheet.xlsx?Web=1>

DEALING WITH DAMP IN A HANOVER PROPERTY PROCEDURE

- 4.2 The Contract Officer is now responsible for inspecting, updating and progressing the dampness case and spreadsheet.
- 4.3 All dampness or mould cases must be inspected by a Contract Officer or specialised contractor and pictures taken and saved in the location in 5.1.
- 4.4 If the reported repair is identified as water ingress via a roof leak or defect in the building causing a leak, this should be raised directly with the contractor as an emergency or urgent works. The category would be dependent on the risk or potential damage to property. These should be added to the spreadsheet by the person raising the order and all relevant columns should be completed. These should be highlighted in grey.
- 4.5 The person raising the works order for these cases will be required to monitor the works and update the spreadsheet for the case through to completion.

5. Carrying out the inspection

- 5.1 When an inspection is carried out, a full update should be provided to the customer on site as to what type of damp and Hanover's intended follow up action. Photos should be taken and stored on the F-Drive location. A new folder should be created within the relevant area folder with a title as per following:

<Dev Number>
<Property Address>
<Date Inspection carried out>
<Works Order Number>.

- 5.2 A property dampness inspection sheet (**Appendix 1**) must be completed by the contract officer at the first visit and saved in the same location as the above file path, this inspection includes taking readings with a suitable damp meter.
- 5.3 All works orders should be raised and dates for works/inspections provided to the customer and updated on the spreadsheet by the Contract Officer or Repairs Advisor.
- 5.4 For all damp cases the contract officer must leave the condensation, damp and mould leaflet along with the money matters information (**Appendix 2**).
- 5.5 Where required a specialist contractor will be instructed to provide recommendations and any required works.
- 5.6 If the case is linked with fuel poverty, the Housing Officer will be notified, and an update put onto the Master Damp Issue Recording Sheet including the date notified.
- 5.7 An outcome letter should be issued using the damp letter template to provide an outcome from each letter. The letter should be stored in the damp case folder.

6. Storage of data

- 6.1 All dampness cases must also be logged on the Master Dampness Issue Recording Spreadsheet (**appendix 3**) with all columns completed including the works order number. The dampness spreadsheet can be found on the F-Drive, HQ – Asset Management – Dampness.
- 6.2 All damp cases must have a separate folder created which holds all details relating to the case. Each folder will be created with a title as per following <Dev Number> <Property Address> <Date Inspection carried out><Works Order Number>.
- 6.3 All photos must be saved in the damp case folder as above.

7. Inspection Follow Up

- 7.1 Once the works are completed the Contracts Officer should carry out a follow up visit to ensure the works are completed to a satisfactory level.
- 7.2 A follow up phone call to the customer must be carried out no later than 1 month after the works are complete to confirm if there are any further issues.
- 7.3 If the dampness relates to condensation, inspections should be carried out at one monthly intervals until the issue is fully resolved and photos taken on each visit to monitor if the damp has deteriorated. If that is the case, further signposting and support must be carried out by Hanover.

8. Information

- 8.1 After the initial visit is completed by the contract officer a suitable leaflet on dampness/condensation and help with paying your heating bills must be provided and recorded on the master damp issue recording sheet (**appendix 3**).
- 8.2 A section on the Hanover website will be created which will also provide advice on dealing with damp issues, where to report these, along with information on condensation related cases and information in how to alleviate these.
- 8.3 We will also include a yearly article within the customer newsletter on damp issues, which will provide customers with details on where to report these and how to alleviate issues with condensation.
- 8.4 A leaflet on dampness will be provided within the sign-up pack for all new customers.

9. Reporting & Monitoring

- 9.1 Damp related cases will be added as a standard agenda item on the Asset Managers' monthly meeting. They will also be a standard agenda item at 1:1 meetings with the Repairs Supervisor and Contract Officers. It is expected that individual cases noted on the Master damp issue recording sheet will be discussed

DEALING WITH DAMP IN A HANOVER PROPERTY PROCEDURE

and monitored at these meetings. In addition, damp cases will be reported as a regular KPI at all OMT meetings.

10. KPI data

10.1 In order to ensure we monitor and manage any reported damp issues in a timely manner, these will be monitored on a regular basis with KPI data being presented at the OMT meetings. This will measure our timescales for carrying out inspections and the average timescale for rectifying any issues.


11. Review

11.1 This procedure will be completed every 3 years or earlier if required.

Department	Asset Management
Author	Planned Maintenance Manager
First Approved	13 November 2023
Approved By	Head of Asset Management
Next Review Due	13 November 2026

DEALING WITH DAMP IN A HANOVER PROPERTY PROCEDURE

Appendix 1

Property Dampness Inspection				
				
Address				
Tenant Name				
Date of inspection				
Contract Officer Name				
Internal				
Ventilation	N/A	Yes	No	Comments
Are the trickle vents open?				
Are trickle vents operational?				
Do the windows look like they are opened?				
Is there mechanical ventilation in kitchen and bathroom?				
Is the mechanical ventilation suitable?				
Heating				
Are the radiators sufficient size for room?				
Is the heating system used correctly?				
Is there any leaks from heating system? (Radiators)				
Bathroom				
Is the damp below bathroom or kitchen?				
Are there defective seals at bath or WHB?				
Are bath/whb fitted correctly?				
Remedial Action				
External				
Roofs	N/A	Yes	No	Comments
Are there any tiles missing?				
Is all cement work in good condition?				
Is all lead flashing in good condition?				
Is there any damage to sky lights or flues?				
Facia/Soffit/Gutters				
Is the facia in good condition and free from damage?				
Is soffit in good condition and free from damaged?				
Is guttering leaking? (Check for staining)				
Is guttering in good condition and free from damage?				
Is downpipe leaking? (Check for staining)				
Is downpipe in good condition and free from damage?				
Building Condition				
Is roughcast in good condition and free from damage? (Check for cracks, loose)				
Is Lintels/Sills in good condition and free from damaged?				
Is the ground level above the DPC level?				
Are there any drainage problems around property?				
Does the property have cavity wall insulation, If Yes please consider any damage to roughcast or bridging of DPC may cause insulation to act as sponge and transfer to internal wall				
Are the windows timber, if yes are they rotten?				
Are the windows sealed correctly?				
Information				
Have photos been taken, if not state the reason why?				
Has the damp, condensation & mould leaflet been left with the tenant & money matters?				
Remedial Action				
Dampness Meter Readings				
Reading: _____ Date: _____				
Initial recommendations				

Appendix 2

Centre for Sustainable Energy | home energy advice | 2022

See all our energy advice leaflets at www.cse.org.uk/advice-leaflets



Condensation, damp and mould

No one wants to live in a damp home. Damp can cause mould on walls and furniture and cause wooden window frames to rot. It's also unhealthy.

Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots. For other kinds of damp, see box below.

Condensation occurs when moist air comes into contact with a colder surface like a wall, window, mirror etc. The air can't hold the moisture and tiny drops of water appear. It also occurs in places the air is still, like the corners of rooms, behind furniture or inside wardrobes.

How to reduce condensation at home

1) Produce less moisture

Simple things make a huge difference, like keeping lids on pans when cooking, drying clothes outdoors (not on radiators), venting your tumble dryer to the outside and avoiding paraffin heaters or flue-less bottled gas heaters.



Condensation is not the only cause of damp

'Penetrating damp' is moisture entering the house through leaking pipes, a damaged roof, blocked gutters, gaps around window frames and cracked rendering and brickwork etc. All these problems can be remedied.

'Rising damp' is due to a defective or non-existent damp course. This will leave a 'tide mark' about 1m above the floor. Fixing rising damp is a job for a qualified builder.

Newly built homes can sometimes feel damp because the water used during construction (in cement, plaster etc) is still drying out.



Condensation mould is unsightly and can cause health problems

2) Let the damp air out and the fresh air in

Extractor fans are a good way to get rid of moist air and steam so that less condensation forms. Some very modern homes have extractor fans which run continuously, fitted in the ceilings of bathrooms, shower rooms and toilets. They use little electricity and don't add much to your bill.

If your home doesn't already have extractor fans then it is worth getting them fitted in the bathroom and kitchen. Fans that run on a timer, humidistat or pull-cord (e.g. when you turn on the bathroom light) typically have a rating of 8-30W, so would cost about 10p if they were on all day.

Stop moist air getting into the rest of your home. When cooking or bathing, keep the kitchen or bathroom door shut and open the window to let the steam out.

Meanwhile, let fresh air circulate to avoid mould forming where the air is still. Make sure there is a gap between your furniture and the walls, and give wardrobes and cupboards a good airing sometimes.

3) Insulate and draught-proof your home

Warm homes suffer less from condensation, so you should make sure your house is well insulated. This means insulating your loft to the recommended depth of 270mm (about 11 inches), and your cavity walls (if your house has them). Your windows and external doors should be draught-proofed, and you should consider secondary glazing if your windows are draughty.

Continued ▶



A typical place for condensation mould, on an outside wall and behind furniture

4) Heat your home a little more

While you don't want to waste money heating rooms you don't use, very cold rooms are more likely to get damp and mould. Set the thermostatic radiator valve to 1 in unused rooms so the radiator gives out a little bit of heat whenever you have the heating on. If you don't have central heating, consider using a room heater with a timer and temperature control. Remember, unused rooms will need a good airing from time to time.

More tips

You can catch condensation dripping from windows with condensation channels and sponge strips (available from DIY shops). If you wipe down windows and sills in the morning this will also help, but be sure to wring out the cloth rather than dry it on a radiator. In extreme circumstances you may need to invest in a dehumidifier. These can help a lot but cost anything from £40 to over £200 and larger ones can be quite costly to run.

And finally, if you already have mould on your walls and ceilings then you need to clean it off properly. An effective method is to start by cleaning off the mould with spray containing bleach. This will help remove the staining



that persistent mould can leave behind. Leave to dry overnight and then spray the affected area with an anti-fungal wash and allow that to dry. Always follow the manufacturer's instructions and consider wearing a face mask when spraying.

You could also treat the affected area with a mould-resistant paint, available from most major hardware stores.

Tips for lower energy bills

Give your clothes a day in the sun and give your tumble drier a break. Clothes dried in the fresh air feel great, and there are drying days in winter, too.



Catch 'em young. Encourage your children to switch off electric toys and lights that they're not using. They'll soon get the hang of saving energy.



Be a friend to your freezer. Defrost it regularly to help it run more efficiently.



Buying a new appliance? Check the energy label, and buy A-rated goods for the most efficient.

Don't over-fill the kettle (but make sure you cover the metal element at the base).



Dodge the draught! Fit draught-excluders to your front door, letter box and key hole, and draw your curtains at dusk to keep the heat in.

Turn your heating down by 1 degree. You'll hardly notice the change in temperature, but it'll make a big difference to your heating bill.

Sleep tight. Make sure all the lights are turned off when you go to bed. If you want to light a child's room or a landing, use a low-wattage night light.



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Charity: 298740
Founded: 1979

The Centre for Sustainable Energy is a charity supporting people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes.

Our Home Energy Team offers free advice on domestic energy use to people in Bristol, Somerset, Wiltshire, South Glos and Dorset.

Contact us:

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0800 082 2234

EMAIL
home.energy@cse.org.uk

WEB
www.cse.org.uk/loveyourhome

TWITTER
@HelloCSE

Money Matters



Fuel focus

We want you to know that there is help and support available to manage the cost of living. We plan to run a series of articles in Grapevine, as well as some helpful advice over on our Facebook page Facebook/HanoverScotland.

Energy Advice – Home Energy Scotland



Almost everyone can get some form of help from Home Energy Scotland. This is a free service funded by the Scottish Government and they can give you:

- free, impartial advice about the best energy-saving options for your home.
- support to reduce your energy bills while staying warm at home, including switching energy tariffs.
- a home energy check – you can do this over the phone, use the online calculator or an advisor can visit you at home if you'd rather speak to someone in person.
- guidance on financial support, including Warmer Homes Scotland referrals, benefits checks, incentives, discounted energy rates and help you deal with any outstanding fuel debt you may have.

- advice and referrals for grants, or loans to help fund energy efficiency improvements to your home.
- referrals to the Warm Home Discount scheme – this could get you a discount on your electricity bill.

To find out how Home Energy Scotland can help you, call freephone **0808 808 2282** or email advice@sc.homeenergyscotland.org and an advisor will call you back. Alternatively, visit www.homeenergyscotland.org or follow [@HomeEnergyScotlandSC](https://www.facebook.com/HomeEnergyScotlandSC) on Facebook.

Citizen's Advice Scotland also has a wealth of information on your energy supply at www.cas.org.uk/spotlight/energy if you'd rather carry out your own research.



Energy bill support scheme

Through the government's Energy Bills Support Scheme, all households in Great Britain with an electricity supply are receiving a £400 discount to help with the cost of energy. This payment is made direct to your energy supplier and the discount will be applied to your monthly bills from October 2022 to March 2023. You'll receive a reduction of £66 in October and November and then £67 every month thereafter until March 2023. You do not apply for this payment it is administered automatically. Your supplier will be in touch with further details.

For residents who do not have an electricity supply and pay Hanover Scotland for their energy bills, this is considered a commercial contract and the energy bill support scheme is different. The discount for this type of contract will be applied to the wholesale figure for our energy. At present we do not know how much this discount will be or when the payment will be received. Once this is confirmed those properties will be advised and any savings will be discounted from their development's monthly energy bill between November 2022 and March 2023.