



Damp and Mould Processes Summary

Stage 1: DM1

Purpose: Script is composed of diagnostic questions to determine whether the issue is caused by a leak, rising damp or condensation. This will result in relevant work order repairs being raised.

- A customer reports a damp and mould issue. Have they reported this before (within the last 12 months)? If they have reported it, check if the previous works orders raised are completed. If they are, move onto DM2. If they are not complete, then chase up the contractor to attend.
- Where is the customer experiencing damp and mould? If it is in **one room** it suggests a leak or rising damp, if it is in **multiple rooms** it suggests condensation.
- If the damp and mould is in **one room**, ask the following questions: What room is affected? When did the customer first notice the problem? What does the damp/mould look like? Has the customer tried cleaning the mould? If they have cleaned it, how did they do this and how often? If they have not cleaned it, are there white powdery salts forming?
 - Ask the customer if there are 'tide marks' or yellow/brown staining on the wall rising up from the bottom to 1 metre high? This would suggest an issue of rising damp. Request photos from the customer and send to the Virtual Repairs Surveyors for review. Make a note on CRM that the customer has completed DM1.
 - If there are no tide marks (not rising damp), ask if there is an obvious leak on the property (roof, ceiling or wall). If yes, request photos and send to the Virtual Repairs Surveyors for review and advise the customer you are going to raise a repair (follow water leak script). Raise WOs (work orders) for repairs and any required mould cleaning. Issue the customer an advice leaflet and signpost to the website. Make a note on CRM that WOs have been raised and the customer has completed DM1.
 - If there is no obvious leak, ask if there is guttering on the property and if it is blocked? Is there water staining the outside of the property?). If yes, request photos and send to the Virtual Repairs Surveyors for review and advise the customer you are going to raise a repair (follow water leak script). Raise WOs for repairs and any required mould cleaning. Issue an advice leaflet and signpost the customer to the website. Make a note on CRM that WOs have been raised and the customer has completed DM1.
 - If no guttering/no obvious guttering issues, ask if there are signs of a blocked drain outside the property? If yes, request photos and send to the Virtual Repairs Surveyors for review and advise the customer you are going to raise a repair (follow drains script). Raise WOs for repairs and any required mould cleaning. Issue the customer an advice leaflet and signpost to the website. Make a note on CRM that WOs have been raised and the customer has completed DM1.
 - If no blocked drain, default to condensation questions for multiple rooms. See below.

- If the damp and mould is in **multiple rooms**, does the customer have an extractor fan, trickle vents and heating? Are these all working? For all answers, send the customer the advice leaflet and signpost to the website. Ask the customer to send photos.
 - Raise WO repairs based on answers regarding fans, heaters, radiators and trickle vents. Raise WO for any required mould cleaning, surveyors will review and update CRM on repairs carried out. Make a note on CRM that the customer has completed DM1.
 - Ask the customer if they are finding it more expensive than expected to heat their home and if they would like a virtual appointment with the Fuel Engagement Officer? If yes, book an appointment.

Stage 2: DM2

Purpose: If a customer calls in again, and has been through DM1, DM2 will result in either recalls for repairs, issuing additional advice for managing condensation, or a WO being raised to a contractor to monitor the humidity of the property for 4 weeks (as per the PPP contract).

- A customer reports a damp and mould issue. Ask if they have had any related repairs completed in the last 3 months (e.g. water leaks, extractor fans, trickle vents or heating repairs)? If not, go to DM1 to raise repairs. If they have, have they received a virtual appointment with a Surveyor and a member of the Housing team? If yes, go to DM4.
- If the customer has not had a virtual appointment, check CRM for details of repairs and inspection history from DM1. If repairs have not been completed sufficiently or the issue has reoccurred, raise necessary WOs or recalls.
- If the issue is not repairs, ask if it is mould or condensation? If condensation, ask if the advice leaflet has been followed? If the advice has **not** been followed, reiterate the importance of the advice and provide guidelines on timelines and expectations.
 - Ask the customer if they are finding it more expensive than expected to heat their home and if they would like a virtual appointment with the Fuel Engagement Officer? If yes, book an appointment and note on CRM that the customer has completed DM2 and has been offered a referral.
 - If no issues with heating their home, provide resources on managing condensation with the advice leaflet and website links. Note on CRM that the customer has completed DM2.
- If the advice leaflet **has** been followed by the customer, raise a WO with the contractor to monitor humidity in the property for 4 weeks. Note on CRM that customer is awaiting results of 4 week monitoring. The results reported will be emailed to the Virtual Repairs Surveyors who will be tracking and monitoring the order. Partnering surveyors and a representative from housing will update CRM and meet for a virtual appointment with the customer and Housing team to outline findings and issue advice.

- Results of monitoring:
 - If the advice is **not** being followed, reiterate the importance of the advice and provide guidelines on timelines and expectations.
 - If the advice **is** being followed, determine whether there are housing concerns (e.g. overcrowding) or if it is due to routine domestic activity. If the findings indicate overcrowding or similar housing concerns, the case will be referred to the Housing team. Housing can escalate the case to DM3 by raising a task to a surveyor.
 - If it is routine domestic activity, ask the customer if they are finding it more expensive than expected to heat their home and if they would like a virtual appointment with the Fuel Engagement Officer? If yes, book an appointment. Signpost the customer to further resources for managing condensation and only escalate to DM3 at the surveyor and Housing team's discretion.

Stage 3: DM3

Purpose: If a customer has been through DM2 and is still experiencing problems with damp and/or mould, the case will be escalated to DM3, at which point a joint virtual appointment will be conducted by a surveyor and a representative from the Housing team.

- A customer reports a damp and mould issue. Has the customer had a virtual appointment with the surveyor and Housing team? If yes, escalate to DM4.
- If they have not had an appointment, check Active H for the call and repairs history. Has a 4 week humidity monitoring order been raised? If not, go to DM2.
- If humidity monitoring has been raised, how long ago? Has 4 weeks passed since the contractor implemented the monitoring device?
 - If it has been less than 4 weeks, advise the customer that monitoring occurs over 4 weeks and a surveyor will be in touch with the customer to discuss the results after this.
 - If it has been 4 weeks, raise a task to the Tenancy team to conduct a joint virtual appointment with a surveyor – Priority: 10 days. Tenancy team to update CRM with results of appointment and recommendations given to the customer.

Stage 4: DM4

Purpose: CRM history will be consulted, and if the customer has completed DM1-3, the case will be referred to the Housing team for a more holistic, personalised approach. DM1-3 are designed to identify and rectify any building issues that may be responsible for damp and mould. If a case reaches DM4, it is no longer a building issue and therefore Homes cannot do anything more.

- A customer reports a damp and mould issue. Ask if the customer has received a virtual appointment with a surveyor and the Housing team? If not, go to DM3.
- If they have received an appointment, raise a 5 day task to the Tenancy team advising that the customer has completed all damp and mould stages (check CRM for this) but the issue is still not resolved and further support is required for customer. Tenancy team to contact customer for more personalised support.