White Horse - Damp and Mould Procedure (see appendix for leaflet, assessment sheet and

Tenant contacts WHHA with concerns about damp and mould

- CSA goes through the list of triage questions with the resident, logs the answers on the assessment sheet and arranges for any available photographs to be emailed in. The resident is given reassurance and is sent the specialist Condensation, Damp and Mould leaflet.

The assessment and photos are emailed to Maintenance Manager.

- Maintenance Manager reviews the assessment sheet and photos and allocates an action level to the issue. This can be Level One, Two or Three. The completed assessment form is saved to the resident's HomeMaster file.

Level One

- The Maintenance Manager arranges to visit the resident to inspect the property within 14 days. A visual inspection and protimeter survey will take place. The reading will be recorded on a site survey form and saved to the resident's HomeMaster file. The readings will establish the liklihood of condensation being the cause and advice given on how to remedy this. Depending on the reading, the issue may progress to Level Two.

Level Two

- The Maintenance Manager will carry out a more extensive deep probe survey. This will establish if the damp is penetrating the wall from the outside. Depending on the reading, the issue may progress to Level Three for further investigation or the Maintenance Manager may be able to give advice and support to the resident to remedy the problem and/or place an order for works.

Level Three

- An independant specialist Surveyor will be asked to carry out an inspection and to specify works to remedy the problem.

On receipt of the Surveyor's report

- The Maintenance Manager will arrange for the recommended works to be completed within six weeks.

on site survey form)