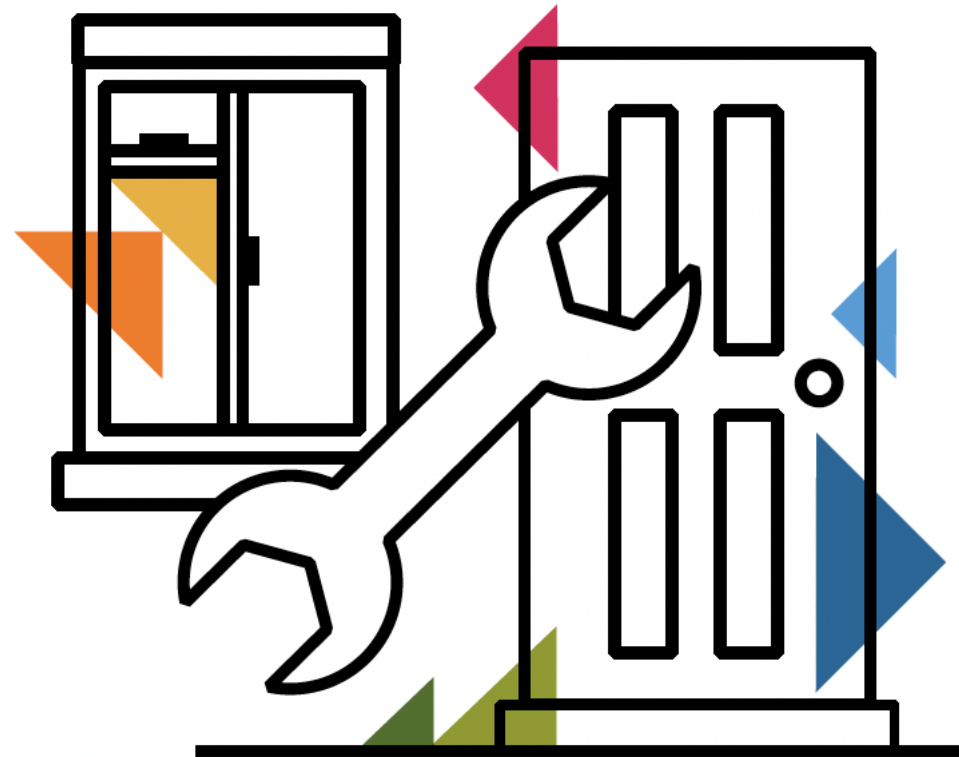


Residents' guide to reporting damp & mould in your home



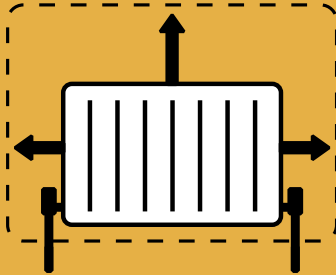
SR00134651 (10.25)

Introduction

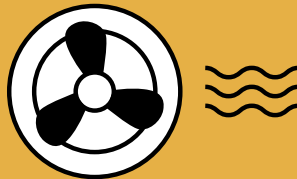
This guide explains what to expect when you report a problem with damp or mould in your home.

Lambeth Council has made clear commitments about how we will respond and support you every step of the way.

Awaab's Law has been introduced to make sure social housing is safe and healthy, and is named after Awaab Ishak, a young child who died due to prolonged exposure to mould in his home. The law, which is being introduced in phases, means that we must fix serious problems like mould, leaks, or anything that could harm your health within strict time limits.



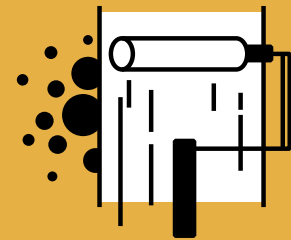
AGREED ACTION:
Upsizing Radiators



AGREED ACTION:
Extractor Fan



AGREED ACTION:
Mould Wash Treatment



AGREED ACTION:
Anti-Mould Paint

Our process

Contact centre

When you report damp and mould to the contact centre, they will agree an appointment with you to investigate the issue and treat the mould. This will be prioritised based on your individual circumstances. We will attend on an emergency or urgent basis when needed, ensuring we meet the timescales given in Awaab's Law.



Investigation

On your agreed appointment we will inspect your home to identify the underlying causes of damp and mould and raise preventative work to help stop it reoccurring, along with providing advice.



Make safe

We will also treat the affected area to remove the mould addressing the health risk that mould presents.



Written summary

Following the investigation we will send you a written summary. This will confirm whether there is a hazard under Awaab's Law, the actions, timescales, advice and contact details are all provided in the summary.



Follow up

We will contact you in three months to ensure that the actions we have taken are effective.



Damp charter

We believe everyone should live in a warm and dry home.

Our Damp Charter outlines our commitments to tenants affected by damp and condensation.

Damp and condensation are still a problem for too many of our tenants. There are lots of factors that can cause damp and condensation, which can be challenging to manage. We are determined to overcome these challenges and make the following commitments:

- 1 It's not your fault.** The council is committed to resolving issues in partnership with you and will communicate with you in a sympathetic way.
- 2 Quick diagnosis.** We will quickly diagnose the damp in your home, ensuring we meet the timescales given in Awaab's Law. By prioritising inspections based on your individual circumstances we can attend on an emergency or urgent basis when needed.
- 3 Remedy.** We will agree an action plan with you to resolve the damp, that will include timeframes and send it to you within 3 days of the inspection.
- 4 Ongoing support.** We will check in with you 3 months after the work is completed to make sure that the damp treatment has been effective.
- 5 Prevention.** We have surveyed 19,000 of our homes to help identify which ones are prone to damp (most of our homes are over 50 years old). This is informing more regular and targeted maintenance of residents' homes, and better communication about proposed work.
- 6 Technology.** We are investing in new technology to help resolve damp issues.
- 7 Resources.** The council is committed to prioritising resources to tackle damp issues with dedicated neighbourhood teams. We also have a rapid-response mould removal and treatment service that we can quickly deploy to remove mould ahead of any preventative or remedial work.
- 8 Delivering the Charter.** The delivery and effectiveness of these commitments will be reviewed every year.



Types of damp and mould

Damp and mould in your home can have different causes. These are listed below:



Condensation damp

Condensation damp happens when moisture generated inside the home cools and condenses onto colder parts of the buildings (for example window frames, corners and low points on walls behind sofas or wardrobes). This is the most common form of damp.



Penetrating damp

Penetrating damp is water that gets into the building from outside due to defects in the walls, roofs, windows or floors.



Rising damp

Rising damp is moisture from the ground that rises up through parts of the buildings in contact with the ground (walls and floors). Often it is due to defective damp proof courses and membranes.



Traumatic damp

Traumatic damp can be caused by leaking water from waste and heating pipes, overflowing baths or sinks, burst pipes or defective water storage vessels inside the building. Traumatic damp can also originate from outside the property, for example from another building or from environmental flooding.

These forms of damp can form **mould** which is a type of fungus which grows in moist environments. Mould can cause adverse health effects as well as damage to buildings.

Reporting an issue with damp and mould to our contact centre

When you phone our contact centre the call agent will explain our process and ask you some questions about the severity of the mould in your home and your circumstances. Based on this information they will agree an appointment with you:

- to undertake a mould treatment of the affected areas to deal with the health risk that mould presents.
- to carry out an inspection to investigate the causes so further work can be raised to prevent the mould returning

We will prioritise appointments based on:

- whether you are elderly, disabled, have young children or are vulnerable
- how severe the of damp and mould is in your home

Under Awaab's Law if the damp and mould in your home represents an emergency or significant hazard there are fixed timelines which we will attend within to investigate and make safe:

- Emergency hazard: inspect and make safe within 24 Hours
- Significant hazard: inspect within 10 days and make safe within 5 days



Make safe: Mould treatment

- If you have mould in your home, you are more likely to suffer from respiratory illnesses, infections, allergies, or asthma. Therefore, it is important that we remove the mould from your home and address the underlying causes.
- The first step is for our contractor to carry out a mould treatment of the affected areas. This involves applying mould treatment solution to the affected areas to eradicate the mould.
- If the decorations in your room have been damaged by the mould, we will redecorate the affected areas.



Investigation

In addition to removing the immediate health risk posed by the mould it is important that we address the underlying cause of the damp, which causes the mould to form.

At your agreed appointment in addition to treating any mould we will carry out an inspection of your home. The inspector may take readings with a damp meter and will closely inspect the areas affected. They will discuss the cause with you and explain the jobs that will be raised to resolve the issue. They will also provide tips on how to minimise condensation and advise where help may be available to support you with your energy bills.

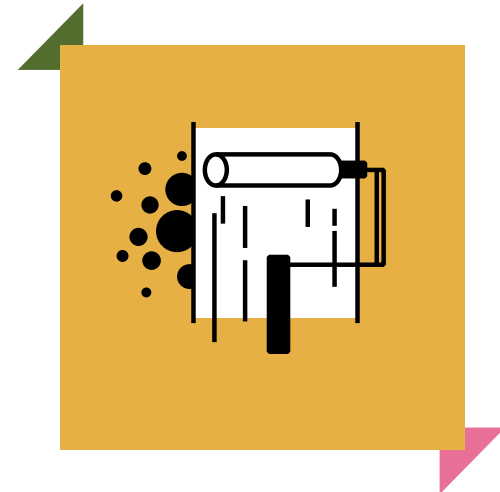


Written summary

Following the inspection we will send you a summary of the investigation.
This will contain the following information:

- whether or not the investigation identified a significant or emergency hazard, and what the hazard is
- if action is required under Awaab's Law, the summary must specify:
 - what that action is; and
 - a target timeframe for beginning and completing that action
- if no action is required, the written summary must specify
 - that there is no action required under Awaab's Law
 - the reasons why there is no action required under Awaab's Law
- information on how to contact us

Timescale: We will send you your plan within 3 days of the inspection.



Follow up

To ensure that the issue is fully resolved we'll get in touch with you 3 months to check that the work has been successful. If there are further problems, we'll arrange for a further visit to resolve them.

Timescale: 3 months

FAQs

Q Are the chemicals you use to treat mould safe?

A We use specialist mould removal products which are safe to use. It is recommended that you ventilate the room we are working in whilst they are applied.

Q What should I do if the timescales in the guide aren't being met?

A Please get in touch with us on tel. 020 7926 6000. We will follow up the issue to ensure your repairs are put back on track.

Q I have a health condition which makes me more vulnerable to damp and mould - how quickly can you resolve the issue?

A Please let us know your current circumstances when you call. We will prioritise repairs if you:

- have a health condition which makes you vulnerable to damp and mould
 - are pregnant
 - are elderly
 - have young children
-

Q How long does a mould treatment last?

A Whilst the specialist mould removal products we use are effective, mould can return if the underlying causes are not addressed. The aim of the investigation is to get to the root cause of the problem and avoid the mould returning.

Timeline

To investigate the issue and treat damp and mould: within 10 days or 24 hours if an emergency response is needed.

To send you a written summary of the investigation = 3 day

10 days

3 days

28 days

3 months

To undertake works to prevent damp/ mould returning = 28 days or sooner

To check back with you about whether you have had any further issues with mould = 3 months after your works have been completed

Awaab's Law requires social landlords to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants to fixed timeframes:

- Emergency Hazards – inspect and make safe within 24 hours
- Significant Hazards – inspect within 10 days and make safe within 5 days of the inspection