

Operational Procedure 8

Condensation

Responsible Officer	Service Manager – Housing and Property						
Issue No.	1	Revision No.	3	Revision Date:	27/1/2009	Doc Ref:	OP8 v1.3

Amendment and Authorisation Record

Condensation

Date	Author	Paragraph ref:	Nature of change	Authorised by
09/09/02	-	n/a	First dated Revision.	-
06/04/06	DLT	n/a	Revision 1.2 - OP2 Documentation standards upgrade.	DLT
27/1/2009	MH	N/a	Change to Responsible Officer job title throughout document	AJ

CONDENSATION

- 1.0 In cases where condensation or mould growth is reported the situation is to be assessed by a Housing Officer and include if necessary an inspection of the property.
- 2.0 Anyone reporting problems with condensation should be forwarded a copy of the leaflet “Keep your home free from damp and mould” issued by the department of Environment Transport and the Regions (DETR). Copies are available in the housing main reception.
- 3.0 Any mould reported is to result in an order to have the area treated with a mould eradication kit. On no account are these kits to be issued to tenants for their own use. Any such treatment is to be applied by the repair contractor under controlled conditions.
- 4.0 Housing Officers are to recognise that many households lack the necessary life skills to take responsibility for controlling condensation. While responsibility does rest with the tenant it is in the interests of the housing service to actively seek a solution to avoid deterioration of the stock and unfounded criticism of the service.
- 5.0 In extreme cases the Housing Officers are to be sure that there is adequate provision in the dwelling for controlling moisture, heating and ventilation. If the problem persists the matter is to be referred to the Service Manager – Housing and Property for assessment and follow up action.