

Appendix A: Damp, Condensation, and Mould (DCM) Report

1 August 2024

1. Reported Cases

The number of DCM reports has seen a minor decrease over the summer months. There is a heightened awareness of DCM issues and the implementation of more accessible reporting mechanisms for tenants, colleagues, and other stakeholders.

The service has engaged an external consultant to accelerate DCM surveys.

Table 1 below provides a detailed breakdown of DCM reports received each month from April 2023 to 1 August 2024.

Table 1.

2023					
	Reported	Completed	N/Access	Planned	O/S
Apr	35	34	0	1	1
May	44	43	0	1	1
Jun	28	25	0	3	3
Jul	35	31	4	0	4
Aug	18	15	1	2	3
Sep	10	8	2	0	2
Oct	35	31	1	3	4
Nov	47	37	4	6	10
Dec	47	45	2	0	2
	299	269	14	16	30
2024					
Jan	76	67	6	3	9
Feb	1	0	0	1	1
Mar	54	50	2	2	4
Apr	50	49	0	1	1
May	38	38	0	0	0
Jun	35	35	0	0	0
Jul	52	52	0	0	0
	306	291	8	7	15
Total	605	560	22	23	45

Table 2. Location of DCM from April 2023:

More than one room	513 cases
Limited to windows, doors, or only bathrooms	92 cases

Categories of DCMs

Table 3 organises the issues based on their severity and frequency, with major examples indicating more significant concerns that require immediate attention, and minor examples representing less critical, but still important, issues.

Table 3.

Category	Issue	Occurrences
Tenant Education	No Access	22
	Condensation - Lack of Airflow	141
	Extractor Fan blocked	19
Structural – requires major works	External Wall Insulation	23
	Lack of insulation	16
Overcrowding	Overcrowding	17
Structural – requires minor works	Leak	43
	Window	54
	Gutter	17
Other	Misc (ineffective damp course broken pipes, defective roof coverings).	253

- 1. No Access:** indicates that the inspection team attempted to visit the property after receiving a report but was unable to gain entry. In such cases, cards are left on the property to inform the tenants of the attempted visit and request that they get in touch to rearrange the appointment.

2. **Condensation:** A primary cause of damp and mould across our social housing is condensation, which can result from inadequate ventilation, overcrowding, or insufficient heating. This includes issues like blocked extractor fans, closed windows and blocked trickle vents. In some cases, the property layout contributes to poor airflow.
3. **Insulation Issues:** A notable number of properties suffered from insufficient insulation. The lack of cavity wall insulation or insufficient loft insulation led to cold bridging and condensation, exacerbating the formation of mould.
4. **Leaks:** Water leaks from various sources, including the roof, flat above, pipes, and plumbing fixtures, have been significant contributors to damp and mould reports and cases. Where leaks had been repaired, there is on occasions residual moisture and damage that requires further attention.
5. **Solid Brick Construction:** Older properties that are of a solid brick construction are particularly problematical. External Wall Insulation (EWI) can be programmed to address this. Households identified as potentially benefiting from EWI have been forwarded to the Energy Team for prioritisation.
6. **Structural Issues:** Problems such as failed canopies, deteriorating wooden cladding, and blocked or faulty guttering were also recorded, leading to water ingress and damp.
7. **Tenant Responsibility:** In some cases, causes listed in the tenant handbook as a responsibility of the tenant such as blocked ventilation, cluttering, or using appliances like tumble dryers without adequate ventilation contributed to moisture buildup and mould growth.
8. **Overcrowding:** Overcrowded living conditions were a recurring theme, leading to increased humidity and condensation due to higher levels of indoor activity.
9. **Boiler and Heating Problems:** Non-functioning or inefficient heating systems also played a role in some properties, leading to insufficient warmth and increased condensation during winter months.
10. **Aging Infrastructure:** Several properties were highlighted for being overdue for upgrades, including bathrooms, windows, and roofing, which contributed to ongoing issues with damp and mould.