

SHAL's Community Chat 2022-12

Damp, condensation and mould

Lee Martin-Scull led a chat about how SHAL responds to reports of damp, condensation and mould in homes.

SHAL takes reports about damp, condensation and mould seriously. Cases are taken to SHAL's monthly Health and Safety Committee and monitored until the issue has been resolved. When responding to reports we consider:

Heating	Is it working correctly? Is it adequate? Is it affordable?
Insulation	Is the property insulated correctly? This includes the loft and walls.
Ventilation	Is it working correctly? Is it adequate?
Location	Where is the property located? Is it exposed to extreme weather?
Construction	How is the property constructed? When was it built?
Occupation	How many people (and pets) are living there?

We're also working proactively to identify homes that may have a problem and we're reviewing what we do and how we do it in December.

If you report a problem with condensation and mould we'll investigate the cause(s) and explore the solutions with you. We will support you and work with you; you will not be blamed or fobbed off or sent away with a leaflet. A major concern at the moment is people choosing not to use their heating because of the rising gas and electricity bills. This could potentially make the problem much worse.

Someone commented she was asked by a member of our team if she had a problem with mould and condensation on a recent visit and it was nice to see the teams was being proactive.

We chatted about rising costs, our concern about what will happen to the prices in April 2023 and the different challenges we're facing. It seems to be a continuation of the stress and worry of the past couple of years.

Energy efficiency investment programme

A couple of people living in relatively new homes (built within the last 5 years or so) talked about how warm their homes felt compared to others. Angela Gascoigne said that showed the importance of getting the insulation right. That means the heating is more effective, used more efficiently and the home is healthier and happier as a result.

We're making progress with our energy efficiency investment programme. However, the process involved in securing grants from the government to help with this work is complicated. We're not making these investments just because grants are available – we're applying for grants so we can ensure our money does as much as it can and we can continue to invest in other areas.

We're "doing, listening and learning" as we go and we'll do the right thing for SHAL, our homes and the people who live in them.

Someone asked about solar panels and they're part of the solution. Our priority has always been "fabric first" (i.e. insulation and ventilation). We'll work with you, our colleagues across the sector and the Department for Levelling Up, Homes & Communities to create specific commitments so people know what to expect and standards are improved – and continue to be improved for everyone.

We chatted about the importance of communication and how it's improved considerably over the past few years – that said, we know it's not perfect and we continue to improve continuously.

Christmas

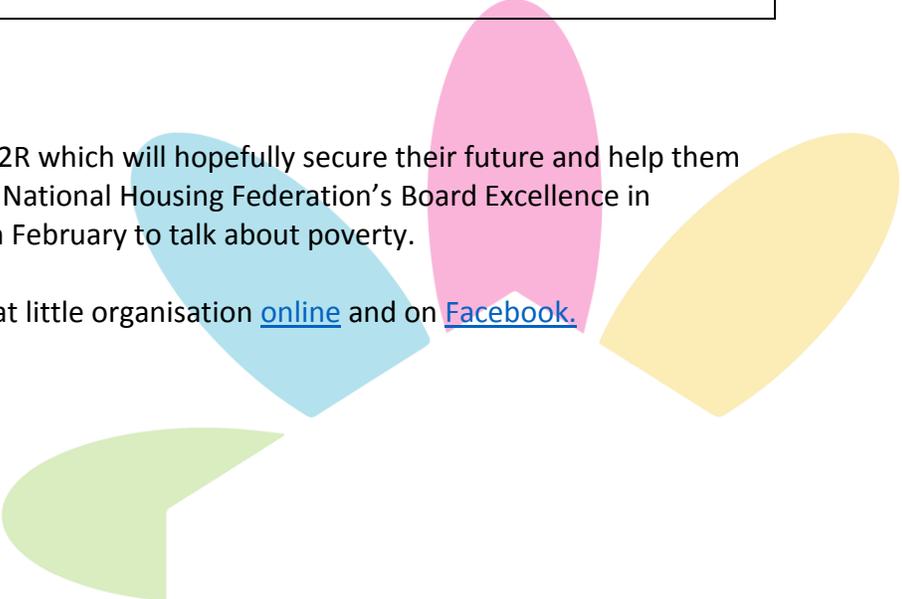
We chatted about what we're looking forward to this year. One person said it was great being able to see the children's nativity plays again and was really enjoying hearing them practice their singing at home.

We're looking forward to the Community Chats next year. Don't forget to [complete the survey](#) if you haven't already!

Rusty Road 2 Recovery (RR2R)

Lisa shared very good news about RR2R which will hopefully secure their future and help them out financially. She'll be going to the National Housing Federation's Board Excellence in Housing Conference in Manchester in February to talk about poverty.

You can find out more about this great little organisation [online](#) and on [Facebook](#).



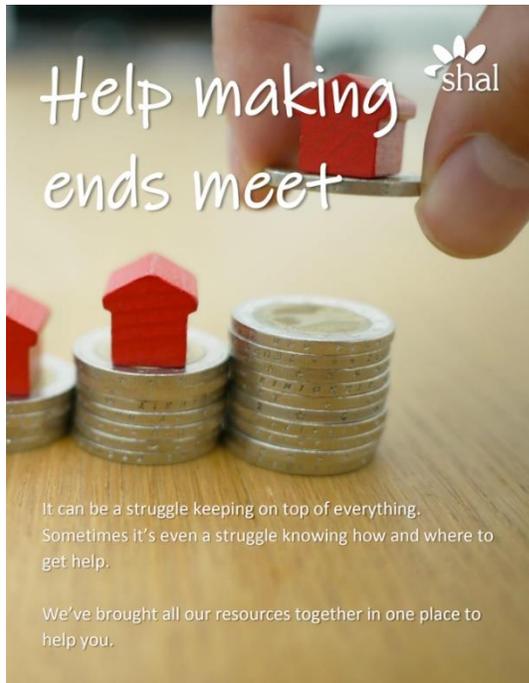
Thanks for taking the time to
come along to our Community
Chats. Whatever the new
year brings we'll meet it head
on together.

Merry Christmas and happy
new year to you and your loved
ones.

x



While Christmas is a time that many people look forward to for others it can be a very difficult time of the year. If you're struggling (either financially or emotionally) please don't suffer in silence. Help is available and you can click on these publications to find out more:



988?

If you need to talk to someone
about how you're feeling don't call
988, it's an American scheme.

Contact Mindline Somerset

01823 276 892

0800 138 1692

Open
Mental
Health

SAMARITANS

Call: 116 123

