



BEST PRACTICE OF REDUCING MOULD WITH SOUTHWARK COUNCIL

Proactively reducing high-risk damp and mould in **Southwark Council**

Executive summary

Overview of the project

Southwark Council have made a significant investment into homes on the Kingswood Estate to alleviate ongoing problems with damp and mould. A package of retrofit measures, ventilation upgrades and Switchchee monitoring technology was installed to help improve living conditions for residents on the estate.

Problem statement

A cost of living crisis, combined with an ageing infrastructure, has caused an increase in the number of reported cases of damp and mould across the UK. Rising maintenance costs and an inability to know which retrofit measures have worked leave a knowledge gap in damp and mould removal and prevention.

What did we do?

- In 15 months, 400 Switchchee devices were deployed, over 36 housing blocks, to monitor the effects of Aereco ventilation units and other works, as part of the retrofit works project to reduce damp and mould in the Kingswood estate.
- Southwark Homes teams were introduced and trained on the Switchchee devices and use of the portal.
- Residents were engaged in the overall project and introduced to the Switchchee smart thermostat devices, trained on how to use them, and how they would benefit them in their homes.
- Portal data was analysed on an ongoing basis by the Southwark team and Switchchee Customer Success Manager to understand the current risk levels of damp and mould across the estate.
- This was also combined with active reports of disrepair and mould in homes.

What are we doing?

Weekly data analysis

Southwark and their Customer Success Manager at Switchchee conduct a weekly data analysis to identify properties at high risk of damp and mould and develop a proactive approach to communicate with residents to resolve.

Disrepair categorisation

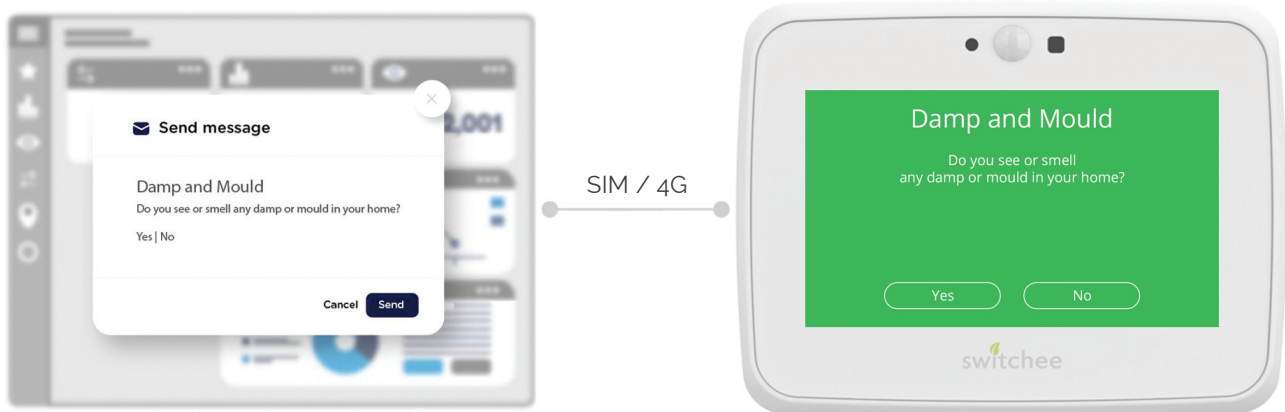
Properties are categorised based on whether there are any known issues, using existing Southwark data and processes to determine the course of remedial action. Known issues include the following categories and data will be used to monitor the progress of the cases:

- Known HHSRS hazards
- Open assets referrals
- Active disrepair cases
- Repairs underway

Mould risk identification:

When the Switchee portal identifies properties at high risk of mould for 4 weeks or more a new repair process will be triggered within Southwark. This is as follows:

- A mould triage message is sent to the Switchee devices of the at risk residents to ask if they have any visible signs of damp and mould.
- A repair case is created for the Southwark team to investigate.
- Repair work is scheduled once an analysis has been conducted.
- Post-intervention the risk level is re-analysed on the Switchee portal.





The future

“We are delighted with the outcome of this. Using the Switchee data we can now see if any risk is occurring in the future and proactively manage it, rather than waiting for it to develop and become a bigger issue.”

Michael Balfour - Project Manager, Southwark Council

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