

CONDENSATION, DAMP AND MOULD FOR NON-TECHNICAL STAFF (PART-DAY)



There can be little doubt about the fast growing and increasing drain on RSL resources by condensation issues as organisations come to terms with the many 'improvements' made to their properties in the form of double glazing, increased insulation and the like.

However, many non-technical staff dealing with damp and condensation issues at the front line, be they visiting tenants at properties or dealing with reports over the phone, don't always appreciate, or readily understand, the underlying causes to enable them to effectively diagnose or eliminate contributing factors. They are simply not aware of the circumstance of tenants and/or what the impact could be of not addressing the problem appropriately.

Often, a generic and outdated understanding of factors and conditions responsible for condensation, damp and mould does not facilitate improvement. This session challenges understanding and ensures delegates go away with the confidence and understanding needed to protect the relevant parties' interests.

Who should attend?

- Housing officers
- Customer contact centre staff
- Clerical/ administrative staff
- Performance and quality officers
- Estate and neighbourhood staff
- Support and sheltered housing staff
- Tenant liaison officers
- Contractor/ DLO planners and admin staff
- Everyone from a non-technical background

What will delegates learn?

- A sound understanding of the causes, symptoms and cures of 'damp' in a lively, interactive forum.
- How to effectively interrogate and/or use sound observational and other techniques in order to diagnose or ultimately communicate sound knowledge-based principles and appropriate advice to affected parties, namely tenants and residents.
- How recent 'improvements' to stock have compounded the condensation problem and how advice given should acknowledge this.
- Effective strategies and the means for removal or reduction of 'damp' and condensation and mould.
- How to implement effective procedural guidance to combat failure.
- How an effective understanding of this increasingly important subject at front line non-technical level can reduce wasted resources and reduce the need for pre-inspection, re-visits and/or an ultimate failure in addressing related problems.

This is a part-day course



Trainer: Wayne Anderson, BSc MSc Dipl H+S MRICS MCI Arb FHEA

Wayne is an expert lecturer, national conference speaker, chartered surveyor, arbitrator and consultant. His training sessions are based on extensive experience gained over 25 years with best practice organisations involved in the housing repairs and maintenance sector. Wayne has a reputation for simplifying complex issues and encouraging frontline staff to develop a deeper understanding of maintenance issues that can be applied confidently on a day-to-day basis.