



IoT Solutions
Group

Damp & Mould

From Reactive to Proactive

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NEWS

Print →

Ombudsman issues evaluation of responses to damp and mould report as complaints continue to rise

2 February 2023

The Housing Ombudsman has provided an analysis of responses from landlords to ten 'key tests' for landlords who are producing action plans, as the sector reflects the continued influx of damp and mould cases.

Housing
Ombudsman Service

We have issued an updated damp and mould report almost sixteen months ago and reflecting the re

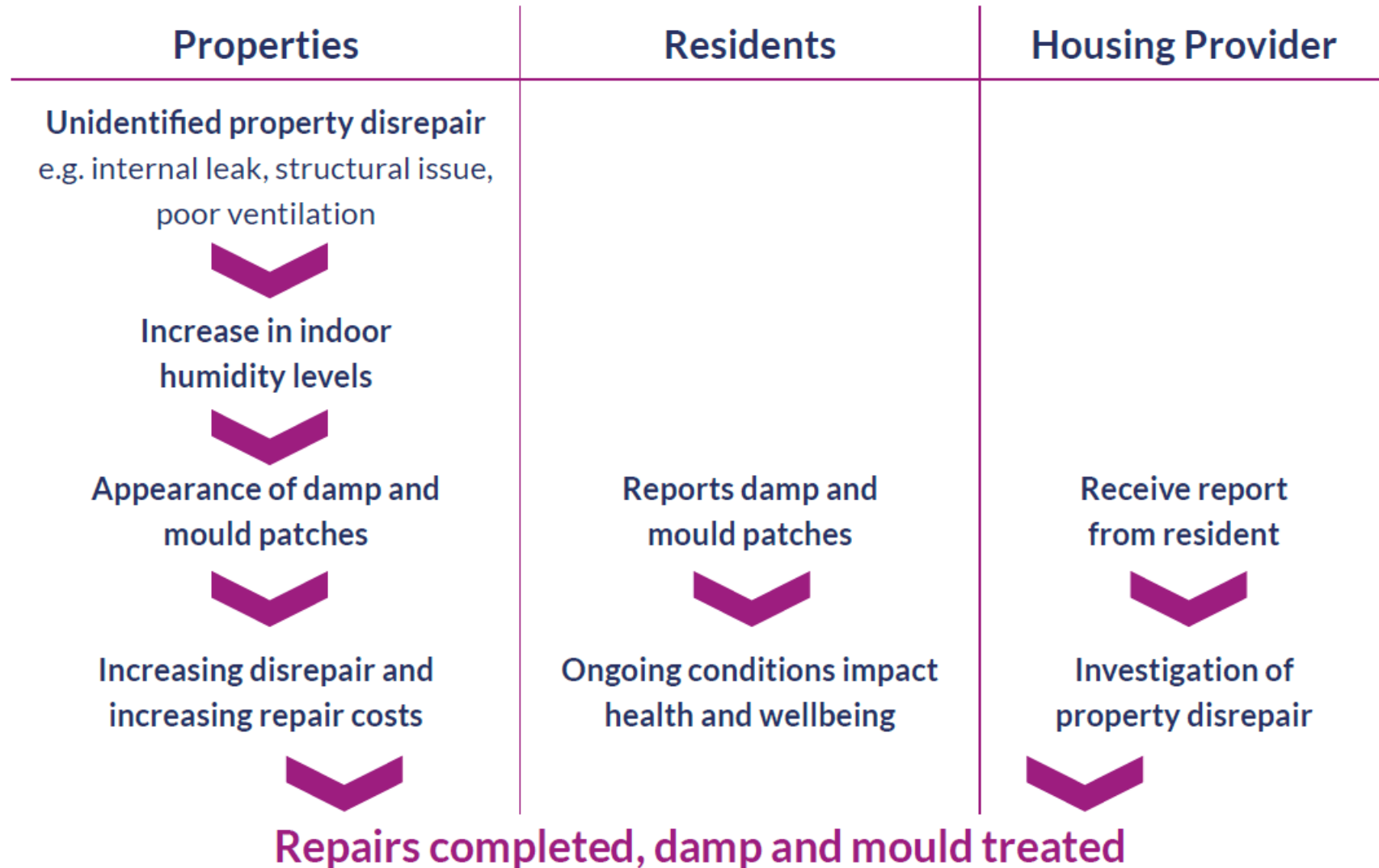
It comes as we recorded a 77% increase (3,530) in this year there have been 3,969 enquiries and con

The screenshot shows the NHMF website with a search bar containing 'damp and mould' and a search button. The search results display the article 'Damp and Mould Q&A' by Andrew Burke, published on 13 February 2023. The article text discusses the impact of damp and mould on tenants' health and the challenges of higher energy costs. A photograph of a wall with significant black mold is shown at the bottom of the article. The website navigation includes links for NHMF Framework, Service Provider Forum, Committee, About, Contact, Conference, Awards, Best Practice, Bulletin, Training, Study Tour, Regional Groups, and Publications. A sidebar on the left offers options to search articles, browse by category (Bulletin, Best Practice), and browse by topics (Apprentices, Asbestos, Awards, Case study, Communal areas, Electrical safety, Fire safety, Fuel saving improvement, Gas safety and servicing, General Health and Safety).

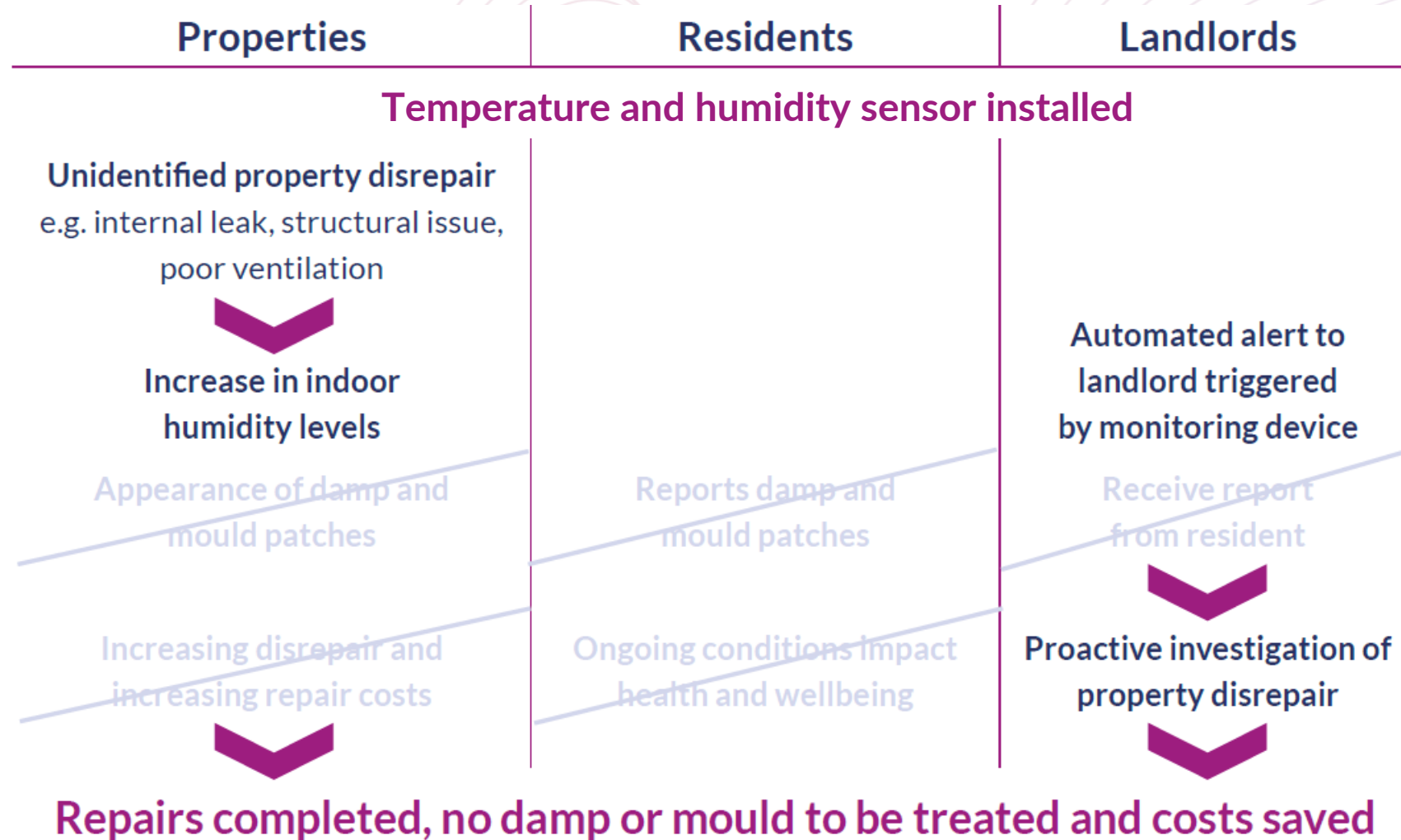


From reactive to proactive

Reactive Strategy



Proactive Strategy



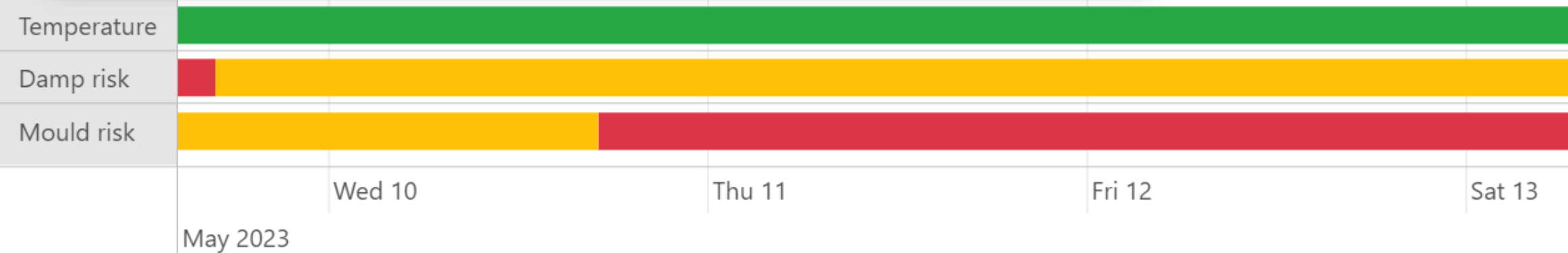
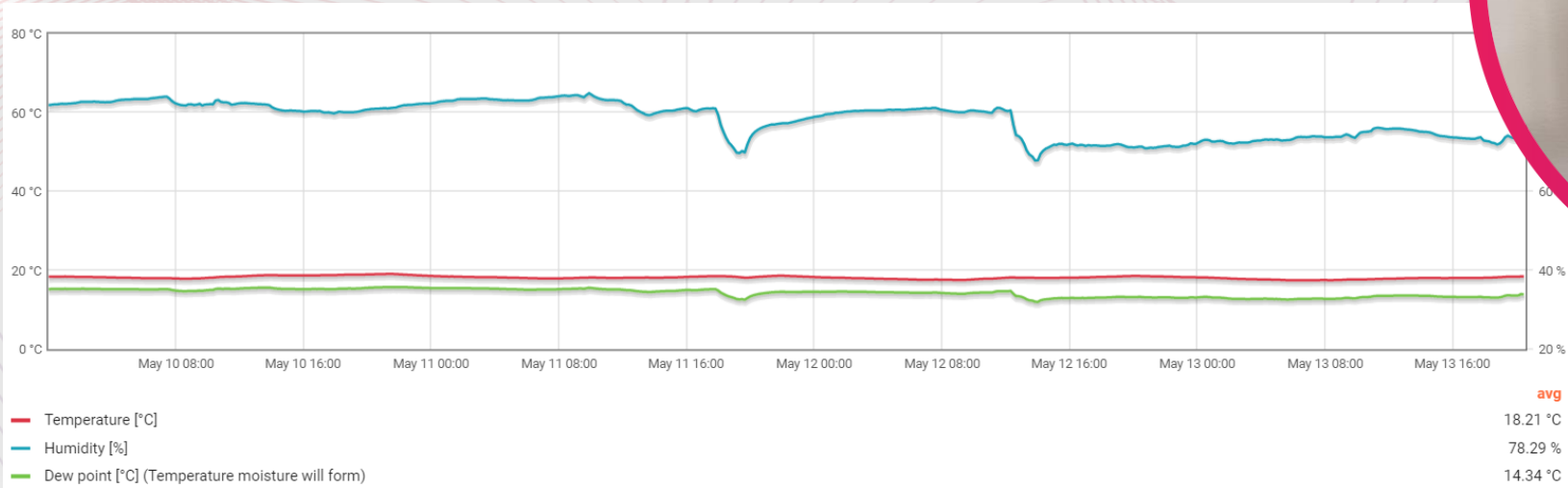
Monitoring for damp & mould risk



Monitoring for damp & mould risk



From reactive to proactive





THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

"These sensors were warmly welcomed to nip problems in the bud before they happened, but also to give us a bigger understanding of what is going on inside properties. The sensors enabled us to identify properties with critical cold and potential for mould, allowing them to go and talk to residents and offer any available support. It's a wonderful bit of kit; fantastic!"

David Hill Accommodation Manager



From reactive to proactive



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

Outcomes

- ~30% of residents identified as potentially in **fuel poverty** → advice and support
- Very **high humidity** properties → info on preventing condensation, **damp and mould**
- Resident **using their heating or not** → likelihood of damp and mould in the property
- It was observed that a **void property** → fridge-like effect around other properties



From reactive to proactive



Introducing our new IoT Temperature & Humidity Sensors



IoT Solutions Group

What are these sensors for?

Mould tends to show up in houses where the air is really moist for a long time. On top of that, the wetter the air, the more energy it takes to make the house warm. This is a bigger concern nowadays with energy costs going up. Also, if your house is colder, there is more risk that the moisture in the air will meet cold surfaces and form condensation, which can often lead to mould.

To stop these problems before they develop, we've started using these discreet and efficient temperature and humidity sensors. They're little smart devices that can warn L&Q early about possible issues with how warm the house is and how humid the air is.

How do they work?

Simply placed in your home, the sensor sniffs the air to monitor temperature and humidity, and alert L&Q to any concerning humidity and temperature levels.

The sensor doesn't need any installation, charging or connectivity setup. It has no cameras, microphones or movement sensors, just some intelligent analytics whirling away in the cloud.

These data and alerts are enabling L&Q to alert residents when their temperature or humidity are at levels which may result in mould.

Top tips to reduce mould risk

Reduce the humidity in your home by:



- Opening windows to ventilate
- Opening trickle vents on windows
- Shut doors in the bathroom after a shower and open windows/use the extractor fan
- Avoiding drying clothes on radiators
- Put lids on pans while cooking

Ensure adequate heating in your home:

The average temperature should be between 18 and 21°C. If the temperature is too low, humid air will condense on cold surfaces

Allow for air circulation:

- Where possible, move furniture away from walls to allow air to flow
- Open windows on opposite sides of the house to create a draught while ventilating



Automated risk alerts to L&Q Team



No phoneline, internet or Wi-Fi connection needed



Battery powered - no energy costs or cables



From reactive to proactive

Proactive Approach



**Smart
devices**



**Effortless
install**



**Proactive
approach**



Deliver results



**Protect
residents**



**Reduce
disrepair**



**Show
accountability**



From reactive to proactive



Monitor the living environment



Resident health & wellbeing

Support and alert to care needs



"Simple, well planned, preventative action could help avoid over 28,000 deaths each year as a result of living in cold homes."

National Institute for Health and Care Excellence

Supporting care teams and maintenance teams with one device

"DORIS care has enabled us to identify those residents who might need more support, allowing us to take a preventative approach. For example, the fuel poverty notifications have identified homes that are colder (or hotter!) than expected. The DORIS care alerts reassure the team that if anything is out of the ordinary, we will know about it. On a larger scale, these devices would be invaluable for managing busy care loads."

Wendy Saunders
Independent Living Manager



"East Boro have entered into a joint trial of the Doris Box with Dorset Council putting Doris in a number of East Boro's Sheltered Housing Homes throughout the County. DORIS care doesn't just give you the monitoring of the property's environment; it also gives you the ability to assess whether someone's home environment is detrimental. DORIS care is like an electronic "eyes and ears" that gives us continuous trend analysis and an emergency care alert. It's an excellent piece of kit!"

Kevin Hodder
Chief Executive

We take care of the tech, so that you can take care of your community



No internet connection
or Wi-Fi needed



No mains
power required



No cameras or
microphones



Tailored/integrated online
dashboard with data visualisation



Customisable alerts
by SMS or email



Real-time
reporting



Highly durable
devices



Designed, manufactured
and refurbished in the UK

All of our solutions can work together as a complete
end-to-end, fully-managed package tailored to your requirements



IoT Solutions
Group

Prevention made simple

Any questions?

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