

RBS Damp & Mould Customer Sheet



Work Order Number 00000245

Status Follow On Required

References

Case Number 00001394

CX Repair Request Id 1172052

Work Order Number 00000245

CX Work Order Reference LW809121

Property Address Flat 2 Curlew House 2
Harbour Close, Bristol,
Bristol, BS11 9FT

Last Modified By Julian Mallia, 19/05/2025,
08:24

Customer Information

Account Name Miss Fern Whittaker

Preferred Contact Name Miss Fern Whittaker

Preferred Contact 07359488104

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Visit Findings

Damp & Mould Information

Issue(s) or Defect(s) Identified	The resident is concerned about damp and mould together with the fact that insects are able to get into the home. Testing suggests that there may be an issue with water under the vinyl flooring in both the kitchen and bathroom. The vinyl will need to be lifted to allow the floor to dry out. This will enable the floor to be checked to make sure that there are no ongoing leaks. It was also noted that the sealing bar beneath the shower screen was missing and this will allow water to escape when the shower is used and may be causing the high readings on the flooring. It was also noted that the extractor fan in the bathroom only operates when the light is on with no over run and no sensors. It would be recommended that an Envirovent Infinity low voltage trickle fan is installed to better manage moisture levels.
Works to be raised	Lift the vinyl in the bathroom to allow the screed to properly dry and check for leaks (approx 2m x 1.5m) Supply and fit new vinyl flooring including sealing around the WC, basin and bath (approx 2m x 1.5m) Provide and fit sealant strip to the bottom of the shower screen. Replace existing bathroom fan with Envirovent Infinity fan. Lift vinyl in the kitchen area to allow screed to properly dry and check for leaks (approx 4m x 2.4m) Supply and fit vinyl to kitchen area.
D&M Category	No CAT
Needs Post Inspection or Data Sensors	Yes
Any other comments?	This is a brand new development and should be referred back as a latent defect.

Mechanical Ventilation with Heat Recovery System (MVHR)

Does the property have a MVHR?	No
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Mechanical Ventilation

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Is a bathroom
extractor fan
fitted? **Yes**

Is a kitchen
extractor fan
fitted? **Yes**

Is a PIV
fitted? **No**

Mechanical
Ventilation
Additional
Info

Current fan only operates
when the bathroom light is
on

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Natural Ventilation

Are there trickle vents to the windows? Yes, and open

Natural Ventilation Additional Info

Are there lockable window night catches? Yes

Are there any room vents? No

Tumble Dryer

Is there a tumble dryer in the property? No

Additional Drying Habit Details

Drying clothes on Radiators/Indoors? No

Heating

Heating Type Other

Heating Additional Info

Are they using Installed Heating? Yes

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Advice

Customer is
aware of
Damp &
Mould Advice

Yes

D&M Advice
given

Explained how condensation can be managed and to make sure fans are
used and humidity and temperature are managed

Customer is
aware of
Energy
Advice

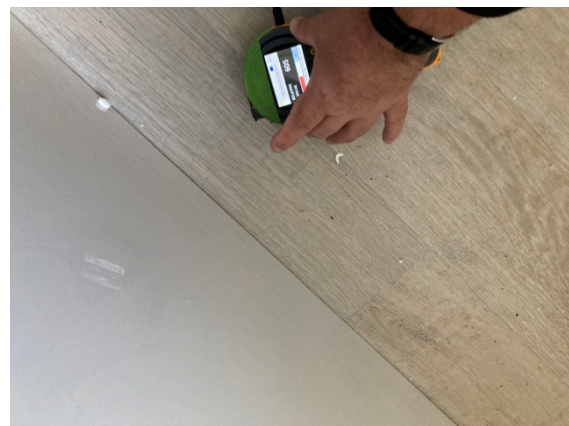
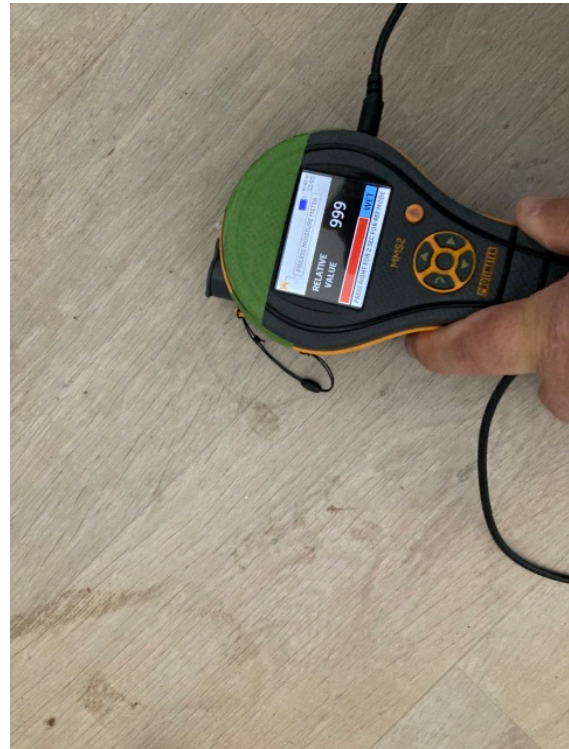
No

Energy
Advice given

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Photographs



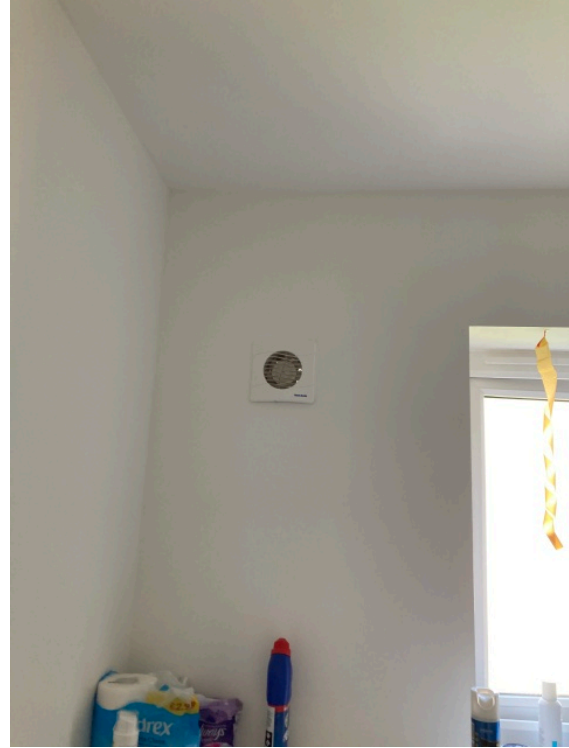
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