

## ENGLISH RURAL HOUSING ASSOCIATION **CASE STUDY**



### **SERVICES REQUIRED:**

- Mould removal and prevention

### **PROPERTY TYPE:**

- Residential lettings

### **OBJECTIVES:**

- To clean and remove mould from interior of properties and prevent future re-growth.
- Eradicate musty smell and improve internal air quality.

**English Rural Housing Association were looking for a solution for damp and mould issues in their rental properties.**

They required a solution that wouldn't require tenants to vacate their homes for prolonged periods during treatment. Additionally, the solution needed to be safe for families and pets residing in the properties.

Furthermore, they required a company capable of not only resolving the issue but also providing detailed reports on their findings, enabling a comprehensive understanding of the property's conditions.



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## OUR APPROACH:

### ■ Locate

We began with our Damp, Mould, and Condensation (DMC) assessment. Which considers property type, ventilation, insulation, heating, drainage, DPC, windows, and doors. This helped identify lifestyle factors requiring adjustment and essential building maintenance to prevent future mould growth post-treatment. Mould was detected in walls, ceilings, window seals, rafters, and insulation. We then provided a detailed report outlining affected areas and our recommendations.

### ■ Remove

We then scheduled appointments with the tenants to tackle the mould issues. We began by misting our organic formula to safely eliminate hazardous mould spores. We then used specialised HEPA filter vacuums to remove dust, mould and bacteria debris. Our technicians then used our organic cleaner to remove visible mould and when necessary, we repainted the affected areas in preparation for the application of our barrier coating.

### ■ Protect

We finished by applying our transparent surface barrier coating to affected areas. Our organic coating inhibits microorganism growth long-term. This combination disinfects and seals, guaranteeing mould prevention for at least 6 months, and potentially up to 2 years. Product longevity varies based on surface type and abrasion. On completion, we supplied a detailed report summarising the outcomes of the treated areas and procedures carried out.

## CONCLUSION:

### Improved property integrity and the health of its occupants.

English Rural Housing Association, in collaboration with Hillcross Hygiene, successfully tackled mould issues, safeguarding their tenants' welfare. English Rural now benefit from comprehensive reports detailing the root causes of mould presence within their properties. These reports distinguish between issues stemming from inadequate maintenance, leading to moisture and mould problems, and those arising from tenant behaviours such as drying laundry indoors, overcrowding, or lack of proper ventilation. Armed with this information, they can effectively address both tenant-related and structural issues, ensuring a healthier living environment for all occupants.

Most importantly, tenants have not needed to vacate their properties during the mould remediation process as all of our products ensure safety for all being non-toxic, hypoallergenic, non-corrosive, and safe upon inhalation.



**100%  ORGANIC**  
Made from oranges, our treatment protects against mould, bacteria, viruses & bed bugs

**0% MOULD**

All traces of mould cleared from property

**IMPROVED AIR QUALITY**

Safer for residents

**LONG TERM PROTECTION**

Coating preventing mould returning

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**HILLCROSS**  
Hygiene.