



RISE

Retrofit information,
support & expertise

Indoor Air Quality: Resident Handover (Ventilation)

Supply chain advice pack

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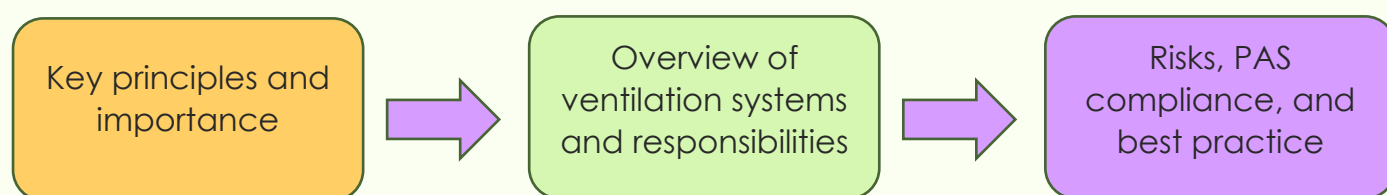
Introduction

Effective handover of ventilation systems to residents is critical to achieving good indoor air quality (IAQ) outcomes in retrofit projects. As homes become more airtight through energy efficiency upgrades, the role of ventilation becomes increasingly important in managing moisture, pollutants, and occupant health.

This advice pack provides practical guidance for supply chain organisations on delivering clear, consistent, and compliant ventilation handovers. It outlines key system types, resident responsibilities, and common risks when handover is inadequate.

By improving communication and engagement with residents, projects can reduce performance gaps, minimise issues such as damp and mould, and ensure long-term success of retrofit measures.

Readers that would like this document in a more accessible format should contact rise@turntown.co.uk.



Why ventilation handover matters

Modern retrofit measures such as insulation and air sealing significantly reduce unintended air leakage. While this improves thermal performance, it also increases the risk of **indoor air quality issues** if ventilation is not properly managed.¹

Without adequate ventilation and correct resident use:

- Condensation can form on windows and walls
- Damp and mould can develop
- Pollutants and stale air can accumulate indoors
- Resident health and wellbeing may be affected

Ventilation systems are only effective when residents understand how they operate and when to use them.²



Figure 1: Window condensation and subsequent mould growth. Source: Pure Earth Collection

¹ [Handover-Document-Ventilation.pdf](#)

² [Engaging residents on ventilation | RISE Masterclass - RISE App](#)

Poor handover can therefore lead to a **performance gap** between design intent and real-world outcomes.

Key principles of effective handover

A robust ventilation handover should ensure that residents:

1. Understand why **ventilation is important**.
2. Know **what systems** are installed in their home.
3. Are confident in **how to operate and maintain** them.
4. Are aware of **their responsibilities** and know **who to contact** for support.

Handover should be:

- Clear and jargon-free and tailored to the property and system installed.
- Delivered both verbally and in written format.
- Reinforced with simple visual or practical demonstrations.

Overview of ventilation systems residents may encounter

1. Purge ventilation

What it is:

Opening windows or doors to rapidly replace stale indoor air.

When to use:

- After cooking or showering
- When the home feels stuffy
- After hosting multiple occupants

Good practice:

Open windows fully for short periods (5–10 minutes) rather than leaving them slightly open all day.



Figure 2: Source, Blauberg UK.

2. Background ventilation (trickle vents)

What it is:

Small vents integrated into windows or walls that provide continuous airflow.

Why it matters:

- Maintains consistent air circulation
- Reduces moisture build-up



Figure 3: Source, Specification Online.

Resident guidance:

Keep vents open, particularly in colder months, and clean periodically to prevent dust blockage or obstruction.

3. Soffit / roof ventilation

What it is:

Ventilation openings in lofts or roof spaces.

Why it matters:

- Prevents condensation in roof spaces
- Protects insulation and structural elements

Resident guidance:

Do not block vents with stored items or insulation.



Figure 4: Source, FIXR.

4. Door undercuts

What it is:

Gaps beneath internal doors to allow airflow between rooms.

Why it matters:

- Enables air movement to extract points
- Supports effective functioning of mechanical systems

Resident guidance:

Do not block with rugs or draught excluders and avoid altering doors without advice.



Figure 5: Source, Norfolk Warm Homes.

5. Extractor fans

Where:

Kitchens, bathrooms, utility rooms.

Function:

Removes moisture, odours, and pollutants

Resident guidance:

- Use during activities that generate moisture
- Keep running for 15–20 minutes afterwards
- Not to turn them off



Figure 6: Source, Homebuilding UK.

6. Mechanical ventilation with heat recovery (MVHR)

What is it:

A ventilation system that removes stale air and supplies filtered fresh air, recovering heat to improve energy efficiency. This may be a whole-house system, or, in some homes, a single-room unit installed in an individual space such as a bedroom or living room.



Figure 7: Source, Midtech.

Resident guidance:

- Keep the system running continuously
- Clean or replace filters regularly
- Arrange servicing as required

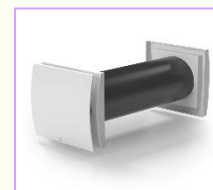


Figure 8: Source, Venti Group.

Resident responsibilities

Clear communication of responsibilities is essential to system performance.

Do's	Don'ts	Why it matters
Use extractor fans and purge ventilation when needed	Switch systems off permanently	Moisture remains in the air, increasing risk of condensation and mould
Keep trickle vents open, especially in winter	Close or block trickle vents	Continuous airflow prevents moisture build-up
Keep ventilation pathways (e.g. soffit vents) clear	Leave windows slightly open all day	Short bursts most effectively remove stale air
Report signs of damp, mould, faulty fans promptly	Ignore early warnings or maintenance requirements	Early action prevents more serious issues developing
Clean vents or filters regularly	Ignore dust or dirt build-up in vents	Blocked vents reduce system performance
Ensure air can move freely between rooms.	Store items against or over vents	Airflow lets ventilation systems work properly

Residents should be clearly informed on their responsibilities.

Common risks from poor handover

Failure to deliver effective ventilation handover can lead to:

- **Increased complaints** relating to damp and mould.
- **Misuse or disabling** of ventilation systems.

- **Reduced system efficiency** and early component failure.
- Higher maintenance and **call-back costs**.
- **Reputational risks** for delivery organisations.
- Failure to meet **PAS 2035 requirement** around occupant engagement.

Aligning with PAS 2035 and retrofit best practice

PAS 2035 emphasises occupant engagement and clear communication throughout the retrofit lifecycle. Ventilation handover contributes to:

1. Ensuring the building performs as designed.
2. Reducing unintended consequences such as moisture risk.
3. Supporting health and wellbeing outcomes.
4. Embedding long-term behaviour change.

Handover should therefore be considered a **core delivery activity**, not an optional add-on.³

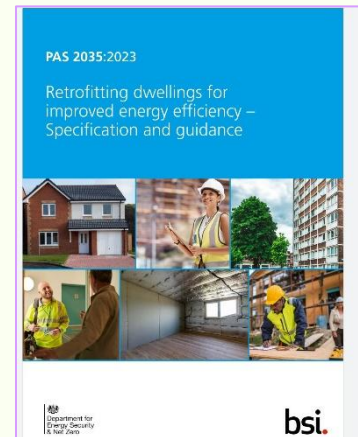


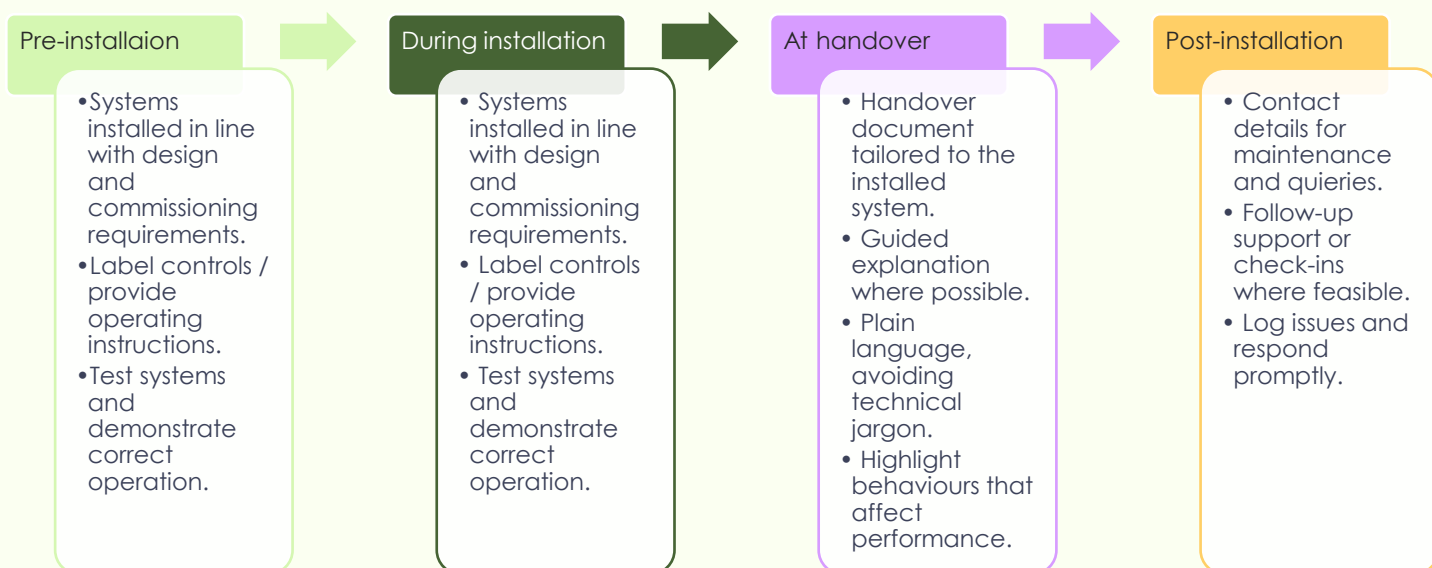
Figure 8: Source, TrustMark.

Best practice for supply chain organisations

Effective ventilation handover relies on a consistent, well-coordinated approach across the supply chain. Organisations should embed clear processes at each stage of delivery to ensure residents understand and can correctly use their systems.⁴

³ [pas2035_2023-design-best-practice-guidance-final.pdf](#)

⁴ [Handover to residents - RISE App](#)



Practical tips for effective communication

- Use diagrams or photos to show ventilation components.
- Provide “do’s and don’ts” checklists.
- Keep instructions short and actionable.
- Consider language or accessibility needs.
- Reinforce key messages (e.g. “keep vents open”).

Key actions for supply chain organisations

1. Standardise ventilation **handover materials** across projects.
2. Train installers and site teams to deliver **consistent messaging**.
3. Integrate handover into **project QA** processes.
4. Monitor **customer feedback** and improve documentation.
5. Align handover content with **retrofit coordinator** requirements.

Useful documents

[Ventilation handover guide – IZ Energy website](#)

[Resident handover guide – RISE Articles](#)

[PAS2035:2023 Retrofit Design Guidance Rev 00 - TrustMark](#)

[National Tenant Engagement Standards \(England\) – TPAS website](#)

[Managing human factors in retrofit projects – University of Salford](#)

[Indoor air quality \(IAQ\) with Farmwood – RISE Masterclass](#)

Summary

Effective ventilation handover is essential to ensure retrofit projects deliver safe, healthy, and high-performing homes. When residents understand how to use their systems, risks such as damp, mould, and poor air quality are significantly reduced.

By embedding clear, consistent handover processes, supply chain organisations can improve outcomes, reduce call-backs, and support long-term success of retrofit programmes.

Resources



Podcast: All RISE podcasts are available [here](#).

Retrofit Evaluation podcast: “Government funded retrofit evaluation” available [here](#).



Masterclass: All RISE masterclasses are available [here](#).

RdSAP10 masterclass “Navigating RdSAP10” available [here](#).



Advice pack: All RISE advice packs available [here](#).

Retrofit assessment advice pack: “Best practice retrofit assessment” available [\(here\)](#).





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