

Policy: Damp and Mould

1. Introduction

- 1.1 Damp and Condensation can lead to mould growth, damage to property and impacts on customers health.
- 1.2 We will proactively manage any report of damp, condensation, or mould. This may be through the completion of reactive repairs, or in some cases by providing information and guidance to customers, where there is evidence that condensation is due to the use and lifestyle of the household residing in the property.
- 1.3 It is important to understand the cause of damp and condensation and the way in which the different causes will be actioned. This includes proactive addressing of reports and providing information and signposting to customers where appropriate.
- 1.4 In addition to providing a safe home environment to our customer, the key objectives of this Policy are to are to comply with relevant legislation (specifically the Landlord and Tenant Act, 1985, Housing Health and Safety Rating System within the Housing Act 2004 and the Decent Homes Guidance) and to provide quality accommodation, with reference to Section 5 of the Governments Decent Homes Guidance and the standards set by the Regulator of Social Housing.

2. Aim and Scope

- 2.1 This Policy covers reports of damp and mould received from customers or reported on their behalf by Care providers, advocates, colleagues, or other parties.
- 2.2 The key principles of the Damp and Mould policy are to:
 - Ensure that all tenants are treated in a fair and consistent way
 - Focus on working in partnership with tenants ensuring that a safe and healthy internal environment is provided
 - Undertake effective investigations and complete reasonable remedial repair solutions/improvements to eradicate damp. This includes managing and controlling condensation
 - Ensure that tenants have access to and/or are provided with comprehensive advice and guidance on managing and controlling damp and condensation
 - Identify the causes of damp in the property and to complete remedial works to eradicate it
 - Comply with statutory requirements and good practice

3. Responsibilities

Landlord responsibilities

- 3.1 It is our responsibility to ensure your home meets the 'Decent homes standard' set by the Regulator of Social Housing'.
- 3.2 We will investigate all reports of damp and mould to determine the cause and will carry out remedial repairs and actions to resolve the issue in accordance with the tenancy agreement
- 3.3 We are responsible for providing a home that is free from damp and mould
- 3.4 We will provide general advice and guidance on how to manage and reduce condensation in your home

Tenant Responsibilities

- 3.5 Mould and Damp can be caused by condensation and may adversely affect your health and our property.
- 3.6 Tenants are responsible for ensuring that their lifestyle does not generate significant amounts of condensation which could result in mould growth
- 3.7 Condensation is caused by:
- High indoor humidity – eg drying clothes on radiators
 - Low temperature – eg not heating rooms sufficiently
 - Poor ventilation – eg keeping windows closed during winter
- 3.8 The tenant is responsible for reporting damp and mould to their Landlord, Care Provider or Housing Officer

4. Monitoring

Our Senior Management Team will monitor the effectiveness of this policy every 6 months by investigating the outcome of sample cases of damp and mould.

5. Review

The policy will be reviewed every three years in response to:

- Legislative changes
- Policy changes
- Ineffective policy terms
- Tenants feedback

6. Document Change History

Version	Date	Change	Owner
1	21/12/2022	New document	Amy Kirk
2	30/01/2023	Reviewed to incorporate PAG Feedback	Alastair Cooper

Appendix 1 Mould, Damp and Condensation Process Map

Title: Damp and Mould Policy	Version: 2	Date: 21/12/2022
Prepared By: Amy Kirk	Approved By: PAG 27/2/23	Ref. No.: Page 2 of 2