

Policy: Damp and Mould

Adopted by the following group entities

Name	Date Approved
Change Housing	26 Feb 2024
Hilldale Housing Association	26 Feb 2024
Quays Housing	26 Feb 2024

1. Introduction

- 1.1 Damp and Condensation can lead to mould growth, damage to property and impacts on tenants' 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 tenants, where there is evidence that condensation is due to the 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 tenants, the key objectives of this Policy 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 tenants, 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 are responsible for providing a home that is free from damp and mould.
- 3.3 We will provide general guidance on how to manage and reduce condensation in your home.
- 3.4 We will investigate all reports of damp and mould to determine the cause and carry out remedial repairs and actions to resolve the issue in line with the tenancy agreement.
- 3.5 When damp and mould is reported we will send a Hilldale representative to survey the property within 7 days of the report. Where it may be affecting a neighboring property, we will look to inspect this also and encourage the care providers to do so.
- 3.6 Once the property has been surveyed a report will be sent to our repairs team, if follow on work is required a job will be raised to action this within 28 days.
- 3.7 Once the work has been carried out a Hilldale representative will come to inspect 7 days after if no further works are required.
- 3.8 3 months after the works are completed a Hilldale representative will visit the property to check no further action is required. If no further works need to take place the property will be signed off and no further checks will be made unless a new report it made.

Tenant Responsibilities

- 3.9 Damp and mould can be caused by condensation and may adversely affect your health and our property.
- 4.0 Tenants are responsible for ensuring that their lifestyle does not generate significant amounts of condensation that could result in mould growth.
- 4.1 The Tenant is responsible for reporting damp and mould to the repairs team, Housing officer or care provider.

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 in response to:

- Legislative changes
- Policy changes
- Ineffective policy terms

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- 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
3	02/01/2024	Reviewed, additional information added TVP approved on 11/01/24	Amy Kirk

Appendix 1 Damp and Mould Process Map

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