

## **DAMP, MOULD AND CONDENSATION POLICY**



### **MONITORING INFORMATION:**

<b>POLICY/PROCEDURE/STRATEGY:</b>	<b>DAMP, MOULD &amp; CONDENSATION POLICY</b>
<b>DATE APPROVED:</b>	<b>SEPTEMBER 2024</b>
<b>EXPIRY DATE:</b>	<b>SEPTEMBER 2026</b>
<b>OWNER:</b>	<b>HEAD OF ASSET INVESTMENT</b>
<b>APPROVAL ROUTE:</b>	<b>EXECUTIVE MANAGEMENT TEAM</b>

## Damp, Mould and Condensation Policy

### Purpose

The purpose of this policy is that it supports Teign Housing in maintaining the Decent Homes Standard and ensures compliance with relevant legislation specifically the Landlord and Tenant Act 1985, Housing Act 2004 and Homes (Fitness for Human Habitation) Act 2018.

And, more recently Awaab's Law, which was introduced in the Social Housing Regulation Act 2023 and effectively amends the Landlord and Tenant Act 1985 with the intention of prescribed timescales to get works started and deal with urgent issues. This policy indicates Teign Housings commitment to the amendment and proposals while we await Regulations.

### Introduction

Teign Housing believes that a zero-tolerance approach to damp mould and condensation is fundamental within an efficient and effective repairs service to meets the customers' needs and protects the safety of customers and colleagues. We aim to deliver a quality repairs service that is considered both responsive and reliable by our residents.

Teign Housing acknowledges that homes and communal areas that suffer from damp mould and condensation can have significant detrimental impact on the use and comfort of the home and quality of life for the customer.

Therefore, we will review and address the root causes of damp, mould and condensation to ensure our customers' homes are safe and do contribute positively to the customers wellbeing and the wider community.

Under the Consumer Standards the Safety and Quality Standard sets expectations for registered providers of social housing to provide tenants with quality, well maintained and safe homes, which meet the Decent Homes Guidance, and an effective, efficient and timely repairs and maintenance service.

This policy covers all rented, shared ownership and leasehold stock (depending on lease and responsibilities).

## Policy

We aim to proactively reduce issues relating to damp mould and condensation by maintaining the housing stock to decent homes standard or better through the asset management information system and cyclical stock condition assessments including Housing Health and Safety Rating System assessment outcomes.

Planned maintenance investment and improvement programmes will aim to maintain the fabric of our customers' homes, but also to reduce heating demand, heating costs, and ensure appropriate ventilation systems are provided to ensure dry, warm, and healthy homes for our customers.

Property visits for stock condition surveys, Keeping in Touch, routine repair and maintenance, new tenant 9-month inspections, and any other visits, will be utilised to check for new or established damp mould and condensation issues; as well as being on the default agenda during new tenant sign up, welcome calls and other established contact points.

Our Damp Mould and Condensation Action group meets monthly to ensure oversight and a consistent approach and understanding of issues, including trend analysis is maintained and the information used to good effect identifying areas for survey and repairs relating to Damp, Mould and Condensation.

Staff and customers will be advised of the health risks associated with damp, mould and condensation, and the actions that they can take to help minimise the risk of occurrence, report and highlight problems, identify causes and possible remedial options to resolve the issue.

Teign Housing will invest in an environmental conditions alert system installed within customers' homes enabling an informed and intelligent response when needed. Installation will be considered during planned maintenance, related responsive repairs, or during void property periods.

These proactive measures will be supported with a robust reactive response service.

In severe cases of damp mould and condensation (HHSRS category 1 or higher priority triaged cases that include vulnerable customers) temporary alternative accommodation will be considered to ensure the safety of the resident(s). Mould growth will be removed, and damp conditions will be tackled as appropriate to ensure the ongoing safety of resident(s) and staff.

All cases of damp mould and condensation will be triaged to understand the priority of the case and this will be explained and confirmed to the customer, logged within the repairs system and monitored until resolution. Cases triaged at DMC 1 and DMC 2 will include a review by suitably qualified and experienced staff. Remedial works/repairs will be clearly set out and completed, along with the installation of environmental monitors if appropriate. Any other recommendations and actions will be considered and acted upon in consultation with the resident(s).

Where appropriate and after exhausting all other alternatives, we will take legal action to gain access to properties where there is a genuine concern for the health and safety of the resident or other occupants of the building, where there is a risk of damage to the residents' property and other occupants' property within the building, or when access is refused.

On completion/resolution, guidance and advice will be provided to the resident(s) on the use of existing and new systems, along with general advice on cost effectively managing temperature and humidity levels.

Irrespective of environment monitoring systems, we will encourage residents to let us know if any sign of damp or mould returns and will confirm that we will contact the resident(s) where cases are triaged at DMC 1 and DMC 2 to check on the situation after eight weeks from completion of remedial work.

Where overcrowding is an element of the diagnosis, the Housing team will be notified and will consider the situation and provide advice on what housing options are open to the resident(s).

Damp mould and condensation training will be provided to all frontline staff technical and non-technical on an annual basis, and to new members of staff via mandatory e-learning as part of the induction process.

### **Monitoring and Performance Standards**

All reports of damp mould and condensation will be triaged, prioritised, logged and monitored until resolution.

We will aim to attend any report of damp mould and condensation within the timeframes determined by the priority and best practice or legislation.

10% of Damp Mould and Condensation cases triaged at DMC 1 and DMC 2 will be reviewed over the financial year to ensure learning outcomes are put into practice and informs our Policy and Procedures.

Teign Housing will undertake regular review of this policy to ensure that we continue to follow best practice, adapt to change in Government or Regulatory policy or any other relevant legislative changes.

As a minimum requirement, a policy review will take place annually.

#### **Related Documents**

- Damp Mould and Condensation Policy
- Health and Safety Policy
- Repairs and Maintenance Policy
- Decant Policy and Procedure
- Compensation Policy and Procedure,
- Complaints Policy and Procedure