

DAMP, MOULD AND CONDENSATION PROCEDURE



MONITORING INFORMATION:

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

Damp, Mould and Condensation Procedure:

Introduction

Everyone deserves to live in a home that is decent, safe and secure. Awaab's Law, which was introduced in the landmark Social Housing Regulation Act 2023, requires landlords to investigate and fix reported health hazards within specified time frames.

Dampness, mould, and condensation are common issues that can arise in our houses. These issues not only affect the aesthetics of a space but can also have detrimental effects on the health of occupants and the structural integrity of buildings. Addressing and preventing these problems requires a systematic approach and a well-defined procedure.

This procedure aims to provide a comprehensive guide to effectively manage and mitigate dampness, mould, and condensation in our customers' homes, and how we will handle reports of these issues in line with our Policy, and in accordance with the Repairs and Maintenance Procedure.

We will process, record, organise, and monitor all dampness, mould, and condensation problems, and work orders, in accordance with the recommendations of Awaab's Law.

Reporting and raising orders for damp, mould or condensation

A damp or mould issue within a property could be reported by a tenant, housing officer, or any other person, by any means.

All reports of Damp and Mould will be triaged by the Customer First Team (CFT) to determine the severity of the issue.

CFT will record the reported issues and establish the details using the following form:

ADDRESS
WHO REPORTED
TYPE OF PROPERTY
HAVE THERE BEEN ANY RECENT WATER LEAKS OR FLOODING INCIDENTS IN THE PROPERTY? YES (DMC3)
WHAT TYPE OF MARKS ARE YOU SEEING?
Thick black mould
Speckle mould
Damp patches
Running water marks
Condensation in the windows
HOW LONG HAVE YOU HAD THE ISSUES?
since start the wintertime (DMC3)
Since summer and more than 2 months (DMC2)
WHEN WAS THE LAST TIME THAT WE TREATED EDTHE MOULD FOR YOU?
More than 6 months-DMC3
Less than 6 months- DMC2
WHERE DO YOU HAVE THE MOULD
1-12 DMC3/13--21 (DMC2)/ 22-31 DMC1 more than 32 (EMERGENCY)
Bathroom
* Walls
* Ceiling
* Windows
* Floor or furniture
Kitchen
* Walls
* Ceiling
* Windows
* Floor or furniture
Living room
* Walls
* Ceiling
* Windows

* Floor or furniture
Hallway and stairs
* Walls
* Ceiling
* Windows
* Floor or furniture
Bedroom 1
* Walls
* Ceiling
* Windows
* Floor or furniture
Bedroom 2
* Walls
* Ceiling
* Windows
* Floor or furniture
Bedroom 3
* Walls
* Ceiling
* Windows
* Floor or furniture
Other 1: Area?
* Walls
* Ceiling
* Windows
* Floor or furniture
Other 2: Area?
* Walls
* Ceiling
* Windows
* Floor or furniture
HOW MANY PEOPLE ARE LIVING IN THE PROPERTY?
HOW MANY CHILDREN?
Ages
0-2 years- DMC2
2-14 years- DMC2
Over 14- DMC3

DO YOU HAVE ANY HEALTH CONCERN FOR MEMBERS OF YOUR FAMILY LIVING IN THE PROPERTY. Would you mind telling me about them?
* Mental issues- (DMC3)
* Heart issues- (DMC2)
* Respiratory issues- (DMC1)
* Do they have any problem to breath now. (EMERGENCY)
* Immunocompromised individuals (DMC2)
* Pregnant women (DMC2)
Do you have any allergy to any chemical?

Jobs and booking appointments - triage

Required repairs will be recorded on Civica Cx by the Customer First Team and the appointment will be booked with Templer HomeBuild following the triage guidelines.

DAMP MOULD AND CONDENSATION (DMC)

DMC-EMERGENCY- EME1

- MOULD IN ALL THE ROOMS IN THE HOUSE.
- CLEAR SIGNAL OF WATER INGRESS
- DIFICULT BREATHING OF ONE OF THE MEMBER IN THE FAMILY
 - ♦ Raise a job as DMC-EME1. Call to THB
 - ♦ An operative have to attend in 2 hours
 - ♦ Tenant must be decanted in 24 hours or mould have to be washed in 24 hours.

DMC PRIORITY 1

- ♦ Vulnerability in Household
- ♦ Health Concerns in Household
- ♦ Infants or children in the house
- ♦ Mould in the ceilings and walls in all the bedroom, kitchen and living room.
- ♦ Possibility to be decanted
- ♦ Raise a job for DMC2 #mouldwash# and book for an operative in 14 calendar days.
- ♦ Send an email to DMC Surveyor and RLO. DMC surveyor to attend within 12 calendar days.
- ♦ Surveyor upgrade to DMC1 and raise the jobs.
- ♦ Mould wash have to be done in less than 7 calendar days after surveyor attend.

DMC PRIORITY 2

- ♦ Vulnerability in Household
- ♦ Health Concerns in Household
- ♦ Mould grown in walls and ceiling in 3 or more rooms in the house. Excluded bathroom
- ♦ Ongoing Issues in the last 3 moths
- ♦ History of DMC in property
- ♦ Operative to attend within 14 days
- ♦ Raise a job for DMC 2 #mouldwash# and book in for DMC Treatment with Operative
- ♦ Operative can ask for a DMC surveyor to investigate further.
- ♦ Surveyor to attend within 12 calendar days

DMC PRIORITY 3

- ♦ No Vulnerability in Household
- ♦ No Health Concerns in Household
- ♦ No repairs raised in the last 3 months for mould treatment
- ♦ No previous issues
- ♦ No History of DMC in property
- ♦ Operative to attend within 14 days
- ♦ Raise a job for DMC 3 #mouldwash# and book in for DMC Treatment with Operative
- ♦ Operative can ask for a DMC surveyor to investigate further.
- ♦ Surveyor to attend within 12 calendar days

How to raise the orders:

All the jobs must to be raised as DMC-EMO1, DMC1, DMC2 or DMC3, considering the tenants' health/vulnerability and in accordance with the severity of the damp and mould.

- **DMC-EMERGENCY:** Raise a Job as DMC-EME1. Call to THB and contact planning team. The planning team will send an operative to attend within 2 hours.

If the emergency is confirmed, it needs verification from the Senior surveyor, then Operations Manager, Surveyor or Resident Liaison Officer. One of them must call and send an email to the Head of Communities and Estates and the Communities & Compliance Managers.

Mould must be treated in 24 hours, or the tenants must be decanted during this period.

DMC1-EMO1 cases are classed as HHSRS category 1/Severe and will be recorded within Quarterly Decent Homes reports. We will work to add these into Keystone's stock condition database for HQS/Decent Homes reporting from Q3 2024-25.

- **DMC1:** The job needs to be raised as DMC1: #mouldwash# (description of the job) or investigate the cause of the damp, an appointment with an operative will be made for within 14 days. Jobs need to be immediately communicated to a DMC surveyor by email with a copy to the RLO. A surveyor will attend within 12 calendar days to conduct a property survey and raise the necessary orders within 3 working days. After the visit, the surveyor will confirm the severity, downgrading to DMC3, maintaining in DMC2, or upgrading to DMC1 or EME1.

If DMC1 is confirmed, the treatment of the mould must be completed within 7 days after the surveyor's visit. In very severe cases posing a health risk to the resident, the surveyor will send an email to the Operations Manager (THB), RLO (THB), and Communities and Compliance Managers (TH) indicating the severity of the case and proposing the decant process if required. Additional jobs will be booked in a reasonable timeframe.

DMC1 cases are classed as HHSRS category 1/Severe and will be recorded within Quarterly Decent Homes reports. We will work to add these into Keystone's stock condition database for HQS/Decent Homes reporting from Q3 2024-25.

- **DMC2:** A Job needs to be raised as DMC2: #mouldwash# (description of the job) or investigate the cause of the damp, an appointment with an operative will be made for within 14 days. If a further appointment is required to finish treating mould, it will be scheduled for completion within 7 calendar days from the first appointment. Additional jobs will be booked within a reasonable timeframe.

If on attendance it is considered necessary for the DMC surveyor to inspect the property it would be considered as DMC1 priority.

DMC2 cases are classed as HHSRS category 1/Severe and will be recorded within Quarterly Decent Homes reports. We will work to add these into Keystone's stock condition database for HQS/Decent Homes reporting from Q3 2024-25.

- **DMC3: Does not trigger Awaab's' law.** A Job needs to be raised as DMC3: #mouldwash# (description of the job) or investigate the cause of the damp, an appointment with an operative will be made for within 14 days. Additional jobs will be booked within a reasonable timeframe.

If on attendance it is considered necessary for the DMC surveyor to inspect the property it would be considered as DMC1 priority.

All repairs identified during a surveyor's visit to a property will be raised on in our repairs systems by the surveyor within the next 3 days, The orders must be agreed upon with the resident(s).

If the job is raised as DMC1 or DMC2, the mould treatment must be booked within 7 calendar days after the surveyor visit.

In severe cases of damp and mould (HHSRS category 1 or the higher priority triaged cases that include vulnerable customers) temporary alternative accommodation will be considered to ensure the safety of the resident(s). The Customers & Communities Directorate will manage the decant process in accordance with the Decant Policy. Any decant requests made by Templer HomeBuild must be passed to the Operation Manager at Templer HomeBuild to follow the decant request process.

LEAKS:

A leak from a tap, toilet, sink, boiler, a radiator, etc, if it is containable, does not need recording as DMC.

A leak from the boiler, sink, bath, or toilet that has affected the ceiling or walls does need to be reported as DMC3. A leak from the walls, roof or chimney flashing does need to be reported as DMC3. If the leak is not containable, and more than one part of the house is affected this will need reporting as EMERGENCY.

DMC surveyor - surveys and inspections

If a home visit should be required:

- Planners should send an email to the DMC surveyor, communicating the notes written by the THB operative. The operative assigned to wash the mould or undertake any other jobs should document the job details on Coins. If they believe that underlying issues are causing the damp, they should request a surveyor to investigate the cause of the dampness, and a surveyor will arrange an appointment with the tenants following this procedure. These appointments will be recorded in Coins by the Surveyor.

- Housing officer: If the housing officer observes a significant amount of mould and is concerned about the tenant's health, they can email the DMC surveyor and RLO with the photos of the areas affected and request a home visit.
- The CFT is required to email the DMC surveyor when they believe a DMC1 issue is occurring in a property.
- Any staff member must report to the CFT if they notice damp and/or mould in any property. In severe cases, they can call or email the DMC surveyor directly.
- The DMC Surveyor will evaluate the situation and decide the most appropriate course of action.

Visit a dwelling in response to tenant complaints

When a tenant has a complaint related to DMC the standard Complaint Policy and Procedure will be followed, this will be done in addition to the approach set out within this procedure.

How to schedule appointments with tenants

Surveyors must call tenants to arrange appointments with them directly.

The appointment will be scheduled within the next 12 calendar days when the surveyor receives the notification, where possible, and noted on the Surveyor's calendar.

If tenants do not answer the phone, a SMS text will be sent by the DMC surveyor explaining the reason for the call and asking the tenants to call back.

If there is no response in 7 days, the Surveyor will send an email.

If the appointment cannot be scheduled with the tenants or tenant cancel several times, the surveyor will email the housing officer.

All communications will be recorded on CX CRM.

Procedure for No Access to Property

Where appropriate and after exhausting all other alternatives, Teign housing 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 if entry is denied.

Any cases of DMC will not be closed as 'No Access' without creating an Alert on the system and sending an email to Teign Housing Communities & Compliance Managers.

Before any DMC jobs are closed:

- Email must be sent to the Communities & Compliance Managers to advise that we have no access to this property and confirm the measures that taken to contact the residents.
- All email correspondence must include the DMC surveyor.
- Create an alert for No Access and raise the communication in CX CRM with the emails sent.

Surveyors' investigation reports

The campaign for Awaab's Law called for landlords to be required to provide residents with a report on the findings of the investigation. They propose that residents be issued with a written summary of the findings of the investigation within 48 hours of the investigation concluding.

The written summary must specify, at minimum:

- How and when the investigation was conducted, and the job title of the individual who conducted the investigation.
- Any following investigations that are required, and if so when they will take place. If Damp and/or mould have been identified: whether the hazard is likely to pose a significant risk to residents' health or safety, using the triage.
 - o If it does pose a risk:
 - o [If applicable] what temporary repairs are needed to make the property safe until the problem can be permanently rectified.
 - o what the registered provider will do to permanently rectify the problem and the likely timescales for this.
 - o How to contact the registered provider with any queries.

During the inspection, the surveyor will leave a written summary to the tenant, including the information above, the priority code, recommendations, and timeframe to start the repairs. A copy will be recorded in Cx CRM.

Recording, Monitoring, and follow up work orders

All properties and work order specifications are recorded on Civica CX and Coins.

To highlight and follow up properties classified as DMC 1 and DMC 2, the DMC surveyor is using a DMC tracker. The tracker is accessible to any member of the staff to view. It can only be modified by the DMC surveyor and the Resident Liaison Officer of THB. Properties classified as DMC 3 are recorded on Coins and Civica CX, but not in the tracker.

The DMC surveyor follows up the DMC 3 cases if the issues are recurring or if they have been asked to inspect the property.

Other minor works classified as DMC 3 will not be followed up by the DMC surveyor, but THB will continue to monitor all the repairs until all issues are resolved.

For DMC 1 and DMC 2 cases, when repairs have been completed, residents will be contacted after 8 weeks to check if the repairs/treatments have been successful. This will be confirmed to the resident during the initial triage process.

Environmental monitors may be installed if appropriate. These will allow the environmental conditions within the property to be monitored remotely and receive any alerts that will trigger appropriate action.

Monitoring and Performance Standards

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.

We will undertake regular reviews of this procedure to ensure that we continue to follow best practice, adapt to change in Government policy or any other relevant legislative changes which might affect these procedures.

As a minimum requirement reviews will take place annually.

However, the Damp and Mould Triage and the form for CFT will be reviewed quarterly to ensure it is fit-for-purpose.

Responsibilities and time frames

TASK/ACTION	WHO	HOW	TIMEFRAME
Reported an issue related with DMC, leaks or heating system	Tenants/Residents	Any form/method of contact	Immediately
Record of tenants' call and raise orders	CFT	Raise the order in CX. Raise a communication in CX	Immediately
Plan and organise jobs in collaboration with the residents.	CFT- when they raise the orders. Planning team when THB raise the orders	SMS with the appointment- calling the resident.	According to this procedure and timeframe for EME1, DMC1, DMC2 or DMC3
Report underlying issues on DMC2 or DMC3	Operatives	Writing notes in Coins and Asking for a DMC surveyor	During the task assigned
Communicate notes and notify the need for a home visit by a DMC surveyor	Planning Team	Email to DMC surveyor	Before they close the jobs-maximum 5 working days
Conduct home visit for inspection purposes	Surveyor	Home visit	12 calendar days
Gain access to the properties if the tenants refuse	Teign Housing	Dealing with tenant or taken legal actions	1-6 Months
Raise orders following a home inspection and	Surveyor	Raising order on coins	3 workings days

create a DMC report if it is a DMC1			
Follow up on all DMC1 and DMC2 orders until completion	DMC surveyor	Using CX, Coins and the DMC Active tracker.	Until all the orders are complete.
Follow up on all the DMC orders	Planners	Using coins	Until all the orders are completed.
Conduct follow ups after 8 weeks for DMC1	DMC surveyor	Calling the tenants	After 8 weeks of the last repair
Follow up after 8 weeks for DMC2	Planning Team	Calling the tenants	After 8 weeks of the last repair
Review the triage and Form for CFT	Senior Surveyor, DMC Surveyor, Resident Liaison Officer, Operations Manager	Propose by DMC surveyor	Quarterly starting on May 2024
Review this overall process	DMC Surveyor	Proposing any changes needed.	Annually
10% case review	DMC Surveyor	Identifying any learning outcomes to propose any changes needed to policy and procedure.	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