



## Havebury Housing Partnership

# DAMP AND MOULD POLICY

Policy Number	HS 057
Date created	June 2022
Policy Lead Officer	Assistant director of asset management
EIA	TBC
Legal Advice (inc date)	N/A This policy broadly follows the Housing Ombudsman Service 'Spotlight on Damp' report.
Leadership Team Review	16 June 2022
JNC Review	N/A
Tenants' Forum Review	30 June 2022
Approved by (inc date)	<i>Operations Committee - 20 July 2022</i>
Policy Review Due	June 2024, or as policy, legislation or significant lesson learned.

## **1 Introduction**

- 1.1 This policy sets out how we will manage instances of damp and mould in our residents' homes.
- 1.2 We will have a zero-tolerance approach to this. We are committed to identifying these - proactively as well as reactively - and identifying scenario's where, for whatever reason, a problem has not been reported to us.
- 1.3 We will use the data and intelligence we hold to help identify or pre-empt these from taking place.
- 1.4 We know there's a variety of reasons why damp and mould occur, and working with residents, this will determine how we treat and manage these.

## **2 Damp and Mould Policy**

- 2.1 We will keep accurate records on our housing management system, CX. This includes initial reports, ongoing communications and how we will resolve the issue.
- 2.2 We will make it easy for reports of damp and mould to be reported to us. we can be contacted via our usual contact routes - email, telephone or myHavebury
- 2.3 Where we receive these reports, we will in the first instance attend the resident's home to wash down the mould, identify and remedy repairs and issue advice if relevant. This will be completed as per our timescales set out within our Repairs and Maintenance Policy.
- 2.4 We will identify and deal with reports or comments relating to damp and mould when these are received via other routes. This may be via STAR surveys, complaints or other feedback or engagement routes.
- 2.5 We will remain damp and mould when we visit our residents' homes, regardless of what the reason is. Where a team member or contractor identifies a home with damp or mould, they will report this via the 'Something's Not Right route' where we will action this by raising a job to attend a residents' home.
- 2.6 We will have a data driven, risk-based approach to identifying cases of damp and mould. We will review the data of live and previous cases of damp and mould to identify trends so we can proactively target these homes with sustainability works and tenants with advice.
- 2.7 Where we suspect there may be problems in neighbouring or similar homes, we will investigate this and undertake appropriate action.
- 2.8 Where damp and/or mould are because of living conditions, we will support the resident to address this. As well as practical measures and advice, we will also, where applicable, offer financial support for energy costs via HACT, other agencies, or via our support fund.
- 2.9 Where a resident and their family are overcrowded in their home, we will support them in finding alternative, more suitable accommodation. This may involve working with some of our local authority partners.

- 2.10 When a resident is mutual exchanging into a home or moving into a property following a void, we will ensure they're free from mould and damp. We will achieve this by inspecting all properties prior to a tenant moving in and rectifying issues when we find them.
- 2.11 Where we have knowledge of buildings which may be susceptible to damp, or for those homes we identify for disposal or regeneration, we will ensure these do not fall into disrepair. We will do this through visits to these homes as part of our stock condition program and tenancy visits.
- 2.12 Where we don't have the skills or expertise to deal with this, we will use one of our specialist contractors to undertake an intrusive damp survey and produce a schedule of works.
- 2.13 We know some changes to building, such as external wall insulation can cause damp in some homes. We will consider this when designing our net zero carbon works into the future, so we do not cause future problems when undertaking these works.
- 2.14 Where appropriate, we will move a resident into another home to undertake works required. When doing this, we will consider their individual circumstances and offer support where this is required.
- 2.15 Throughout the life of a case, we will remain in regular contact with the resident.
- 2.16 Once a case has been resolved, we will contact the resident after 6 months, to ensure no reoccurrence of damp or mould has taken place.
- 2.17 We will have a variety of material, including advice and tips on how to prevent this available on our website; and we will post updates on our social media platforms and Havebury News. We will increase this late summer/early autumn, before temperatures start to drop, and further problems occur.
- 2.18 We will explore, and where appropriate, use technology in our residents' homes to help support us in delivering this policy.

### **3 Review and Reporting**

- 3.1 We will keep accurate records on our housing management system, CX. This includes initial reports, ongoing communications and how we will resolve the issue.
- 3.2 Oversight of these case will sit jointly with Assets and Customer Service Collaborate Management teams.
- 3.3 Leadership team will have oversight of these on a quarterly basis, as will the Operations Committee, to be replaced by Tenant Experience Committee.

### **4 Legislation and Regulation**

- 4.1 Housing Health and Safety Rating System
- 4.2 Decent Homes Standard

4.3 The Homes (Fitness for Human Habitation) Act 2018

4.4 Landlord and Tenant Act (1985) (amended by above)

**5. Diversity and Inclusion**

5.1 We will ensure this policy is applied consistently to residents, in line with our Diversity and Inclusion policy. We will ensure no person or group of persons is treated no less favourably than any other person or group of persons.

5.2 We have completed an equality impact assessment on this policy and consulted with the Equality Diversity and Inclusion group to ensure this is accessible to all.

**6 List of Related Internal Documents (including procedures relating to the Policy)**

Decants Policy  
Damp and mould procedure  
Complaints Policy  
Compensation and Payments Policy  
Repairs and Maintenance Policy