



# The Havebury Housing Partnership

## Damp and Mould Policy

### HS 057

Unique Procedure Reference No	<b>HS-057</b>		
Relevant corresponding Policy (procedures only)	<i>Damp and Mould procedure</i>		
Approved by (inc date)	<i>Leadership Team</i>		
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Author (Document Owner)	<i>Strategic Property Manager</i>		
Accountable Director (Relevant ED)	<i>Assistant Director of Asset Management</i>		
Consultation	<b>Consultee</b>	<b>Y / N</b>	<b>Date</b>
	Resident Voice	N	
	JNC	N	
	Other		
Equality & Diversity Impact Assessment Outcome			
Legal Advice (inc date)	<i>This policy broadly follows the Housing Ombudsman Service 'Spotlight on Damp' report and the subsequent government guidance on managing damp and mould.</i>		

## **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. This can be through our usual contact routes – email, telephone or myHavebury. 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 Tenant Satisfaction Measure surveys, complaints or other feedback or engagement routes.
- 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 attempt to complete all urgent repairs in our first visit. Any follow-on repairs reported that are not directly linked to the damp and mould will be raised with our responsive repairs team. Any follow-on works linked to the Damp and Mould will be logged with our Healthy Homes team. This will be completed as per our timescales set out within our Repairs and Maintenance Policy.
- 2.5 Any property improvements that are non-urgent that will assist in the management of condensation and mould in our homes, will be raised as major work planned improvements. These will be completed on a planned approach and within 12 months.
- 2.6 Where we've completed urgent repairs and any follow-on works and the problem returns in the property, a surveyor will attend to ensure any further remedial works are required. In the instance of this taking place, a washdown of the mould will be raised and any repairs completed.

- 2.7 When all works have been identified and completed and the resident remains dissatisfied, we will arrange for an independent third-party surveyor to attend and will share these findings with the resident. Where further works are identified, we will undertake these if practicable and reasonable.
- 2.8 We will resolve 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.
- 2.9 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 residents with advice.
- 2.10 Where we suspect there may be problems in neighbouring or similar homes, we will investigate this and undertake appropriate action.
- 2.11 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 other agencies, or our support fund, where applicable.
- 2.12 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.
- 2.13 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.
- 2.14 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.
- 2.15 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.
- 2.16 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.
- 2.17 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.
- 2.18 Throughout the life of a case, we will remain in regular contact with the resident.

- 2.19 Once a case has been resolved, we will contact the resident after six months, to ensure no reoccurrence of damp or mould has taken place.
- 2.20 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.
- 2.21 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 cases will sit with the Customer Service Collaborate Management teams a Power BI dashboard
- 3.3 Leadership team will have oversight of these, as will the Resident Experience Committee, Homes and Investment Committee and Board

### **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)
- 4.5 Safety and Quality Standard

### **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