

Mould, damp and condensation policy	
Policy Owner: Director of Property Services	Policy Ref No: PO-PL-002
Date Approved: May 2024	Review Date: May 2025

Contents

<u>1.0</u>	<u>Purpose</u>	1
<u>2.0</u>	<u>Scope</u>	2
<u>3.0</u>	<u>Definitions</u>	2
<u>4.0</u>	<u>Responsibilities</u>	2
<u>5.0</u>	<u>Legislative and statutory requirements</u>	3
<u>6.0</u>	<u>Policy detail</u>	3
<u>7.0</u>	<u>Underpinning procedures</u>	4
<u>8.0</u>	<u>Controls and reporting</u>	5
<u>9.0</u>	<u>Consultation</u>	5
<u>10.0</u>	<u>Approval and revision</u>	5

1.0 Purpose

- 1.1 The Mould, Damp and Condensation policy sets out the arrangements for the management of mould, damp, and condensation repairs within Beyond Housing properties and outlines the responsibilities for the completion of work and the retention and use of mould, damp and condensation data.
- 1.2 Mould, damp and condensation can have a serious impact upon the health and safety of customers and upon the fabric of their homes. Beyond Housing will do everything reasonably possible to safeguard their health and safety and will provide guidance and complete remedial work and associated repairs in line with the targets and key performance indicators set out in this policy.
- 1.3 For all cases of mould, damp or condensation we will either attend and remove the risk or provide guidance and support depending upon the severity and diagnosis of the problem.
- 1.4 When applying this policy, we will make reasonable adjustments for people who have a disability and will consider the provisions of the Equality Act 2010. In all cases we will treat customers reporting damp, mould, and condensation with empathy and respect and will not assume the cause or lay blame.
- 1.5 This policy, and its supporting procedure will enable us to deliver our repairs offer.

2.0 Scope

- 2.1 The policy applies to all customers reporting instances of damp, mould and condensation. To service centre colleagues logging jobs on behalf of customers, asset surveyors completing

Mould, damp and condensation policy	
Policy Owner: Director of Property Services	Policy Ref No: PO-PL-002
Date Approved: May 2024	Review Date: May 2025

Housing health and safety rating system (HHSRS) surveys and to repairs team leaders and operatives involved in the completion of work associated with damp, mould and condensation reports.

3.0 Definitions

- 3.1 **Mould** is a fungus which spreads through spores which can quickly grow on surfaces where dampness persists, or moisture has formed on surfaces.
- 3.2 **Dampness** is the presence of unwanted moisture in the structure of a building caused either by the intrusion of water from outside of the building or from internal elements such as leaks or caused by condensation within the structure.
- 3.3 **Condensation** is a natural process which can occur in buildings as a result of human activity when warm, moist air condensates on cooler surfaces.
- 3.4 **HHSRS** is the housing health and safety rating system.
- 3.5 **Hygrometer** a device for measuring moisture and temperature.
- 3.6 **Severe** a category of mould and damp where there is a risk to health and safety requiring an urgent response.
- 3.7 **Moderate** a category of mould and damp that does not present an immediate risk but that requires a response within a reasonable timescale.
- 3.8 **Slight** a category of mould, damp, or condensation, more often the latter, where there is a very low risk and that needs either a response on site or guidance to be provided.

4.0 Responsibilities

- 4.1 The director of property services is responsible and accountable for the provision and operation of this policy.
- 4.2 The director of asset management and sustainability is responsible for the delivery of HHSRS inspections and for the collation and retention of property data including damp, mould and condensation and the development of programmes of improvements and repairs to eradicate the causes of damp and mould.
- 4.3 The complex repairs manager is responsible for the removal of damp, mould and condensation in line with this policy and the damp, mould and condensation procedure.

Mould, damp and condensation policy	
Policy Owner: Director of Property Services	Policy Ref No: PO-PL-002
Date Approved: May 2024	Review Date: May 2025

- 4.4 Team leaders and operatives are responsible for the completion of jobs identified as mould and damp.
- 4.5 The service centre is responsible for the issuing of advice and the distribution of hygrometers where condensation is identified.
- 4.6 The Assets team are responsible for the completion of HHSRS surveys, the capture of jobs required to resolve damp and mould where this is found and for the issuing of advice and hygrometers where condensation is found during HHSRS surveys. The team will also carry out re-inspections of HHSRS surveys.
- 4.7 It is the responsibility of all colleagues to report instances of damp, mould and condensation when and wherever they become aware of it.

5.0 Legislative and statutory requirements

- 5.1 The policy supports Beyond Housing in complying with the following legal and regulatory requirements:
- Defective Premises Act 1972
 - Environmental Protection Act 1990
 - Landlord and Tenant Act 1985 section 11
 - Housing Act 2004
 - Decent Homes Standard 2006
 - Equality Act 2010
 - Home Standard Regulator of Social Housing 2015
 - Homes Fitness for Human Habitation Act 2018
 - Pre Action-Protocol for Housing Condition Claims England 2021

6.0 Policy detail

- 6.1 All teams involved in the delivery of mould, damp and condensation services are required to read and understand this policy and its associated procedures.
- 6.2 Teams directly involved in assessing the severity of mould, damp, and condensation cases, and for the treatment of such cases, will receive training in the mould, damp and condensation procedure which gives full details on how Beyond Housing will respond where damp, mould and condensation is identified.

Mould, damp and condensation policy	
Policy Owner: Director of Property Services	Policy Ref No: PO-PL-002
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- 6.3 The mould, damp and condensation procedure detail the operational activity required to deliver this policy.
- 6.4 All reported damp and mould cases will be categorised as severe, moderate, or slight. Each category will have a target response time and performance against those target response times will be tracked and reported upon.
- 6.5 We will agree an appointment, at the point of contact, with each customer who reports damp or mould. The first visit will always be to assess the scale of the issue, identify the cause and remove the risk to the customer by removing the mould. Our team will aim to do this in one visit wherever possible. Where other repairs are required to stop mould from reoccurring, we will agree an appointment date with the customer for the work to be completed at a later date.
- 6.6 Beyond Housing has invested in a specialist damp and mould team which will provide the first visit to any reported case. The team will assess the issue as either severe, moderate or slight, and will remove the risk to the customer by removing any mould. Any additional repairs required will be captured and appointed by the damp and mould team for completion at a later date.
- 6.7 Damp and mould can be a complex issue that requires multiple visits to resolve. Where our internal team cannot identify the cause, or where a customer expresses concerns following our team’s visits, we may choose to commission an external specialist company to provide a second opinion, or to complete work on our behalf.
- 6.8 We will provide guidance to customers on our website and in materials available to our internal teams, on how to identify and reduce condensation to prevent the growth and spread of mould, and we will have hygrometers available to allow customers to monitor moisture and heat within their homes.
- 6.9 Performance data will be collated by the Performance team and will be tabled and discussed in each asset compliance meeting to evidence that the policy and its associated procedure is functioning properly.

7.0 Underpinning procedures

7.1 The following policy and procedures are associated with this policy:

- Mould, damp and condensation procedure
- Repairs Policy

Mould, damp and condensation policy	
Policy Owner: Director of Property Services	Policy Ref No: PO-PL-002
Date Approved: May 2024	Review Date: May 2025

- Repairs and maintenance procedure

8.0 Controls and reporting

First line control	Responsible (Job role)	Reported to:
Damp, mould and condensation training for relevant colleagues	Learning and development manager	Operational group
HHSRS damp and mould risks standard agenda item	Director of asset management and sustainability	Weekly performance review Asset compliance meeting H&S forum H&S board report
Damp, mould and condensation performance is included in the Board performance report	Director of property services	Board

9.0 Consultation

- 9.1 Consultation has been conducted with all internal stakeholders including those teams involved in the delivery of this service.
- 9.2 Consultation has also been conducted with customers and their feedback has been included in the development of this policy.

10.0 Approval and revision

- 10.1 This policy will be subject to an initial review after 1 year or sooner in response to a change in legislation or best practice.

Accountable:	Chief Operating Officer
Responsible:	Director of Property Services
Approval body:	Board

Version	Date	Information
1	May 2024	New policy

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