

Damp and Mould Policy

1.0 Introduction

- 1.1 The Wrekin Housing Group (the 'Group') is committed to maintaining good quality and secure homes. How the Group responds to and manages a report of damp and mould is a key part of the repair and maintenance service available to residents and our duty as a responsible and reputable landlord.
- 1.2 This policy ensures compliance with the Regulatory Consumer Home Standard and ensures that the Group remains compliant with any standards or good practice set out by the Housing Ombudsman or Regulator of Social Housing.

2.0 Policy Statement

- 2.1 This policy sets out the Group's responsibilities and commitment to managing damp and mould in the home so that residents are not adversely affected by the causes of damp and mould.
- 2.2 The policy should be read in conjunction with the Group's Repair and Maintenance Policy, Tenancy Agreement and Tenant Handbook, which set out the responsibility of the Group and its residents in maintaining and looking after our properties and homes.

3.0 Policy Scope

- 3.1 The policy applies to properties owned and/ or managed by the Group. It applies to all Group colleagues, contractors and residents affected by damp and mould in the home.

4.0 Definitions

- 4.1 **Damp:** "Damp generally describes what happens when water penetrates the structure of a building, or from a leak inside the property, that causes damage".
- 4.2 **Condensation:** "Condensation is the most common cause of mould. It happens when moisture in the air comes into contact with a cold surface or cannot escape from your home".
- 4.3 **Mould:** "Mould is a natural organic compound that develops in damp conditions and grows on damp surfaces. It is often noticeable and present where condensation is present".

5.0 Roles and Responsibilities

- 5.1 The **Executive Director of Operational Services** and **Senior Managers** will be responsible for ensuring that this policy is applied consistently across the

Group and the Head of Operational Services will have delegated responsibility for developing and reviewing the policy.

- 5.2 **All Group employees, contractors and residents** are required to adhere to this policy.

6.0 Group Responsibilities

- 6.1 The Group will use the information that residents share with us to apply a risk assessment that will combine factors of the properties design and construction, along with the individual needs of the tenant, their family or other persons residing with them; to determine the most appropriate resolution.
- 6.2 The Group will explore opportunities to more accurately assess a repair when residents contact us; such as camera and video technology.
- 6.3 The Group will periodically review and communicate the educational and informative information available to support residents and colleagues with their understanding on prevention and reporting of mould and damp and with managing a healthy home.
- 6.4 The Group will develop the knowledge and skills of our employees to provide a person- centred, trusted and co-ordinated response to cases of damp and mould.
- 6.5 Where cases are more difficult to diagnose or repair and take longer to rectify, the Group will keep residents informed and where possible appoint a single point of contact to provide updates.
- 6.6 The Group provides, and has access to, a range of support services such as Money Advice, Debt Advice, Energy Advice and a more intensive Housing Management service for tenants who are having difficulties managing their homes, their finances or other parts of their life, whether due to short term crisis or longer term complex situations they need help with.
- 6.7 The Group understands that not all residents will approach us directly for help, and will develop ways in which to identify those who are vulnerable or adversely affected by damp and mould.
- 6.8 The Group will ensure that there are effective systems in place to identify properties that are more susceptible to developing issues with mould and damp.

7.0 Resident Responsibilities

- 7.1 Residents are required to report any repair, fault or damage to the Group as soon as possible, so to avoid the risk of harm or injury to a person or further damage to a property. This extends to providing access.

- 7.2 Residents should, where possible, adopt advice or instruction from a Group employee where it relates to the management of the home or tenancy.
- 7.3 Residents are required to engage positively with the Group and its employees. The Group may introduce measures to their tenancy or service that manage and support them to do so.

8.0 Statutory Duties

8.1 This policy operates in the context of the following legislation:

- Health and Safety at Work Act 1974;
- Environmental Protection Act 1990;
- Defective Premises Act 1972;
- Homes (Fitness for Human Habitation) Act 2018;
- Occupiers Liability Act 1984;
- The Landlord & Tenant Act 1985;
- Housing Act 2004 – Housing Health & Safety Ratings System;
- Building Act 1984;
- Equality Act 2010;

8.2 This policy also operates within the context of:

- The Social Housing White Paper;
- The Building Safety and Fire Safety Legislation;
- Homes Standard
- Decent Homes 2

The Wrekin <u>Housing Group</u>	Policy control sheet Damp and Mould Policy Policy reference number - 2023/035
Policy Author	Emma Humphries Head of Operational Services
Direct Lead	Emma Humphries Head of Operational Services
Version	V1.0: November 2023
Target audience	All residents, employees and contractors
Consultation	Wrekin Voices Customer Committee Repair and Maintenance Staff Group Senior Managers
Customer Feedback Summary	The policy has been sent to over 250 customers for their feedback consisting of: 250+ customers via direct email 2 customers via printed copies
Date of Equality Impact Assessment	An Equality Impact Assessment was completed on 8th June 2023. No individuals or groups of people are disadvantaged by the adoption of this policy.
Date of Data Privacy Impact Assessment	No DPIA is required as personal data is not processed when implementing the policy.
Approving Body	Executive Management Group
Date of final approval	26 th October 2023
Implementation date	November 2023
Monitoring and Reporting	Monthly monitoring (operational)
Review date	May 2026
Expiry date	November 2026
Review cycle	Three-year review cycle
Policy category	Asset Management and Repairs
Associated policies and procedures	Repair and Maintenance policy Tenants Handbook https://www.wrekin.com/Section/Handbook-Repairs-and-gas Asbestos Management Policy Asset Management Strategy Compensation policy Complaints policy Code of Conduct for visiting or working in customers' homes Electrical Safety policy Health and Safety policy Debt and Income Management policy
Policy location	SharePoint The Wrekin Housing Group website