

Damp & Mould Policy & Procedure

POLICY TITLE: Damp & Mould Policy & Procedure		POLICY AREA: Property Services	
POLICY REFERENCE: DM001	VERSION: 2	AUTHORISATION: Executive Team	
LEAD/ROLE MANAGER: Property Services Manager		OTHERS INVOLVED IN IMPLEMENTING: Property Admin Manager/Data Compliance Manager/Customer Services Team Leader	
POLICY AIMS:			
<ul style="list-style-type: none"> • Ensure compliance with all Statutory, Regulatory and contractual requirements including ensuring all properties meet the Decent Homes Standard, are safe, warm and dry and free from hazards. • Proactively manage potential risks, promptly diagnose and prevent issues which may arise from damp and mould. • Support customers to minimise the occurrence of damp and mould and ensuring where required repair works are completed • Providing advice, support and guidance on managing and controlling mould and condensation 			
ASSOCIATED DOCUMENTS: This policy must be read in conjunction with the following documents			
DOCUMENT:		DOCUMENT LOCATION:	
Repairs Procedure		Intranet Property Services	
Voids Procedure		Intranet Property Services	
Decant Procedure		Intranet Property Services	

1 Introduction

- 1.1 This policy sets out Hastoe’s approach to damp and mould in our homes and communal areas where we have a responsibility to ensure we comply with all statutory, contractual and regulatory requirements. In line with this document we will proactively manage potential risks and promptly diagnose and prevent issues, which may arise from damp and mould in our properties, including communal areas, meeting the needs of our customers and providing homes which are safe, warm and dry.
- 1.2 This document sets out how we will support our customers to minimise the risk of damp and mould occurring and report it where there is evidence of its presence ensuring Hastoe meet its legal, contractual, regulatory and statutory obligations.
- 1.3 The key legislation and/or regulations relevant to this document are:
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| Decent Homes Standard 2006 |
| Homes Standard 2012 |
| Housing Act 2004 |
| Homes (Fitness for Human Habitation) Act 2018 |
| Environmental Protection Act 1990 |
- 1.4 We aim to put our customers at the heart of services and encourage customer involvement and consultation. We have consulted customers in the review of this policy.

2 Types of Mould;

- 2.1 Mould is a fungus that spreads through spores invisible to the naked eye but in the air around us all of the time and can quickly grow on surfaces where dampness persists, or water has formed into a visible covering. There are four main causes of dampness, It is important to understand the difference between as the solutions also differ.
- 2.2 **Water leaks** – these can be from defective supply and waste pipework (especially in bathrooms and kitchens) can affect both external and internal walls and ceilings. The affected area looks and feels damp to the touch and stays damp regardless of the prevailing weather conditions and requires repair.
- 2.3 **Rising damp** - is caused by water rising from the ground into the home. Water gets through or around a defective damp proof course (DPC) or passes through the masonry that was built without a DPC. Rising damp will only affect basements and ground floor rooms it will be present all year round but can be more noticeable in winter. It is extremely uncommon but is generally the result of a problem or fault with the home, which requires repair.
- 2.4 **Penetrating damp** - a defect in the structure of the home, such as damaged brickwork, missing roof tiles, loose flashing or leaking rainwater goods. These defects allow water to pass from the outside to the floors, walls or ceilings. Penetrating damp is far more noticeable following a period of rainfall and will normally appear as a well-defined 'damp-patch' which looks and feels damp to the touch. It is the result of a problem or fault with the home, which requires a repair.
- 2.5 **Condensation** - the most prevalent type of dampness and is caused by moisture in the air (water vapour) inside the dwelling coming into contact with a colder surface, such as a window or wall. The drop in temperature causes liquid water to form on the surface and then soak in. It is usually found in kitchens, bathrooms, the corners of rooms and on or near windows. It is also found in areas of low air circulation such as behind wardrobes and beds, especially when they are pushed up against external walls. Normal household activities release moisture into the air and good practice in the home minimises and alleviates condensation, and in many cases will prevent it causing dampness and persistent mould.

3 Solutions to Managing Damp & Mould

- 3.1 **Preventative action** – We will provide our customers with information on how to manage the moisture within their homes to mitigate any potential condensation. Where a repair is needed to complete these works will be completed within a realistic timescale and any issues within void properties will be remediated as standard. As part of our stock condition surveys damp and mould will be assessed and our staff and contractors will have the skills and knowledge to identify signs of damp and mould, so we take the right course of action. *Where multiple reports of damp and mould have been made across a scheme or block the Property Services Team are to proactively contact all customers to identify additional cases. Where present these cases are to be managed as above*
- 3.2 **Dealing with damp and mould** - Residents are required to report any problems to us as soon as possible under the terms of their tenancy agreement. When we receive a report, we will either raise a repair order there and then or inspect the property to undertake a more detailed investigation to determine the cause. In some cases, this may be complex and take longer to resolve. We may also send the customer data loggers to record the level of moisture and temperature in the home.
- 3.3 **Where damp is because of condensation** - we will work with our residents to take appropriate measures to prevent the damp and mould occurring and advise how to control moisture levels or increase ventilation or heating, so that damp levels are kept low. The tenant has an obligation under the terms of their tenancy to look after the home. When a particularly severe or recurring damp or

mould issue is identified we will undertake a detailed investigation and risk assessment to determine the actions needed and work with the resident to resolve this with estimated timescales.

- 3.4 In the most complex cases that may involve intrusive building works and and/or there is a serious health risk to the resident or a member of their household (assessed at Category 1 under the Housing, Health and Safety Rating System) we may require to decant the tenant on a temporary or permanent basis which would be arranged in accordance with our Lettings Policy & Management Move Procedure. We will consider the individual circumstances of the resident. We will ensure that appropriate checks are carried out at the property to ensure it is suitable for the resident to return to.
- 3.5 Reports of damp and mould to leasehold properties where Hastoe has repair responsibilities for the external structure should be investigated to ensure there are no defects with the structure contributing to the occurrence of mould. Inspections should be arranged and where appropriate repairs managed as would be the case for any maintained address.

4 Categorising and Addressing Cases

- 4.1 We will prioritize cases as they are reported, undertaking a triage exercise to determine the likely severity, location, and vulnerability of the resident into High (possible Category 1 hazard), Medium (possible category 2 Hazard) or low.
- 4.2 When a customer, or colleague reports damp/mould/condensation a case is to be set up within ActiveH and the customer contacted within 2 working days to obtain further information to triage the report as follows;

High	<p>Penetrating dampness including rising damp, water leak, extensive mould growth in habitable rooms, vulnerable residents (including young children or the elderly).</p> <p>Response;</p> <ul style="list-style-type: none"> • order raised to contractor to remediate leak within 24 hours • inspection to take place within 10 working days
Medium	<p>Multiple areas of extensive condensation and/or mould growth in habitable rooms</p> <p>Response;</p> <ul style="list-style-type: none"> • to be inspected within 14 working days
Low	<p>Areas of mould growth limited in coverage and location i.e. in cupboards, corners of rooms and around windows.</p> <p>Response;</p> <ul style="list-style-type: none"> • to be inspected within 14 working days

- 4.3 Where customers have confirmed they have identified vulnerabilities which may be affected by the presence of damp and mould these are to be recorded within ActiveH
- 4.4 All reports of damp and mould are to be inspected and details of inspection entered into ActiveH. The Repairs Officer/Surveyor must always first consider whether the source of damp and mould is design, construction or maintenance issue which could be eliminated through work to the property. Where this is not the case additional support and advice will be provided to the customer on managing and controlling the occurrences of condensation.
- 4.5 All damp and mould inspections are to identify the presence of Category 1 Hazards under the Housing Health and Safety Rating System (HHSRS). ActiveH is to be updated with details of hazards present.

Customers are to be kept up to date with the progress of damp and mould works and the outcome of inspections. Within 2 working days of an inspection the Repairs Officer is to contact the customer to confirm the necessary action to be taken and how long this will take. The Repairs Officer must also raise a works order within 2 working days of the inspection. All works identified are to be completed in line with Hastoe's Responsive Repairs Policy and will be dependent on the severity and urgency of the problem, the complexity of the solution and the repair works/actions required. The Property Services Team are to keep the customer updated throughout until all necessary works are completed.

ActiveH is to be kept up to date with all reasonable steps taken to address damp and mould within a property.

- 4.6 Lessons learnt from damp and mould cases are to be recorded within ActiveH and discussed at monthly team meetings.

5 Supporting & Communicating with our Residents

- 5.1 We ensure residents are communicated with and kept up to date when the repair will be done. We will follow-up after any repairs to check it has resolved the problem and confirm any follow-on works necessary. Repairs Officers will keep customers informed. In cases of condensation, we will give residents advice on how to prevent damp and what they should do to remove mould where this is possible in relation to the specific circumstances and the individual customer's needs.
- 5.2 . Data loggers are to be posted to the customer for all reports of mould growth and condensation except where it is evident that water staining is directly related to a known leak. Data loggers will monitor internal humidity and temperature to allow Hastoe to provide further guidance on how to mitigate the occurrence of condensation and mould. In addition to data loggers customers are to be provided with hygrometers/thermometers to keep and use within rooms where condensation and mould are prevalent. Repairs Officers are to contact the customer to discuss data logger results including providing further advice on how to prevent re-occurrence where required. Results are to be recorded within the damp and mould case within ActiveH.
- 5.3 In addition to providing advice and support to eradicate damp and mould where customers are struggling to pay energy bills, with the customer's approval, details are to be passed to Hastoe's Welfare & Benefits Advisors who will contact the customer.

6 Damp & Mould Case Management;

- 6.1 All reports of damp and mould are to be managed by the Data Compliance Team within the case processing module of ActiveH and all staff are to ensure the below workflow and roles/responsibilities are followed.

First report of damp and mould to Customer Services

Customers and members of staff are to contact Customer Services to report damp and mould within a property. Where this has been identified via a property inspection or contractor report all information is to be supplied to Customer Services.

Customer services to triage case

Using specific scripting cases are to be triaged and a priority assigned to damp and mould cases. Task to be sent to Repairs Officer to arrange inspection and to Property Admin Team to send data loggers. Data Compliance Team to manage damp and mould case administration from this point onwards.

Property Inspected & Data Loggers sent

Repairs Officer to inspect property to identify root cause of damp and mould and any repairs which are required. Survey reports are to be sent to Compliance Team to update damp and mould case and save to Liberty. When a particularly severe or recurring damp or mould issue is identified we will undertake a detailed investigation and risk assessment to determine the actions needed and work with the resident to resolve this with estimated timescales.

Data loggers to be sent to property and results sent to Repairs Officers to review in conjunction with survey report and discuss with customer. ActiveH to be kept up to date.

Works Order Raised

Where required a works order is to be raised in line with Hastoe's Repairs Policy and followed up by the Property Admin Team to ensure completion on time.

Post Inspection

On completion of the works Repairs Officers are to post inspect properties to ensure all repairs to address reports of damp and mould have been completed. A copy of the survey report is to be provided to the Compliance Team to update the damp and mould case. Repairs Officers are to complete satisfaction surveys with customers during post inspection and record details within ActiveH.

Follow up.

All reports of damp and mould are to be followed up 6 months after the completion of any works/inspections to ensure issue has not reoccurred.

7 Root Cause Analysis;

- 7.1 With the use of data loggers, Repairs Officers are to use the following checklist to confirm possible causes of damp and mould within a property. Details of the analysis are to be recorded within ActiveH.

Potential Repair Issue/Building Defect	No	Action to be taken
Does property have adequate heating and is this fully functioning and controllable.		Order to be raised to address heating breakdown in line with repairs policy
Is the property free from leaks and/or water penetration i.e. roof/drainage/guttering etc.		Raise repair order to remediate leak including the supply of low energy usage dehumidifiers for a min. period of 2 weeks
Does the property have adequate humidistat controlled ventilation to the kitchen and bathroom(s)		Raise repair order for system to be overhauled/cleaned/repared or replaced as required. Consider need for PIV system.
Do windows have trickle ventilation?		Identify whether it is possible for these to be retrofitted, if this is not possible and windows are due for replacement in coming years discuss consider the need for background ventilation (i.e. Vent Axia fresh vents) and partially opening windows for fresh air intake.
Data Logger Results; Do results show property has an average temp of 18-22 with relative humidity no higher than 60%. Consider whether any of the above could be contributing to this.		Discuss results with customer, where any of the above defects/repairs are required consider the need to re-send data loggers on completion to ensure they have addressed the issue. Provide customer with help and advice on ways to reduce humidity and need to keep property at an ambient temperature. Information available on Hastoe website.

8 Roles & Responsibilities

Person Responsible	Defined Responsibilities
Property Director	<ul style="list-style-type: none"> Overall responsibility for ensuring this document is implemented and adhered to.
Customer Service Manager	<ul style="list-style-type: none"> Ensure case triaging is in accordance with this document and that adequate information is recorded on the system to progress cases.

	<ul style="list-style-type: none"> • Ensuring that cases are assigned to the Data Compliance Team and tasks sent to Repairs Officers for Inspections and the Property Admin Team to send data loggers out.
Data Compliance Manager	<ul style="list-style-type: none"> • Reporting and overseeing damp and mould cases including providing an assurance statement each quarter to Property Director confirming cases are being reviewed and managed. • Monitoring open cases to ensure they are being updated with communication, details of data loggers and inspections arranged • Monitoring and reporting on completed cases to ensure adequate evidence is saved and the system updated.
Data Compliance Officers	<ul style="list-style-type: none"> • Ensuring cases are managed in line with ActiveH workflow, system updated and customer kept up to date with progress. • Contacting customers on completion of works to ensure all works complete and issue resolved. Tasking Repairs Officer to post inspect works.
Property Maintenance Manager	<ul style="list-style-type: none"> • Monthly reporting of damp and mould cases to ensure inspections are taking place, repair works are being managed and patterns are identified to proactively identify cases of damp and mould. Providing assurance statement each quarter to Property Director confirming this is taking place. • Monthly review of high repair properties. • Monthly reporting of customer satisfaction relating to damp and mould repair orders.
Repairs Officer	<ul style="list-style-type: none"> • Inspecting properties and updating ActiveH with survey details. • Raising repair orders for works required and overseeing these to completion keeping the customer up to date. • Assessing hazards under HHSRS and updating ActiveH with details. • Analysing results of data loggers and communicating these to customers. • Communicating with customers until all works are complete.
Property Administrators	<ul style="list-style-type: none"> • Sending data loggers to customers, downloading results and sending these to Repairs Officers to review. Updating ActiveH with date devices posted/received back.

9 Proactive Approach

- 9.1 Where multiple reports of damp and mould have been made across a scheme or block the Property Services Team are to proactively contact all customers to identify additional cases. Where present these cases are to be managed as above.

10 Damp and Mould Complaints

- 10.1 All complaints are to be managed in line with Hastoe's Complaints Policy & Procedure. Where a complaint is raised in relation to damp and mould a separate, additional damp and mould case is to be opened and run concurrently with the complaint in line with this policy and procedure.
- 10.2 Repeated complaints relating to damp and mould are to be escalated to the Regional Property Maintenance Manager.

11 Compensation to the Resident

- 11.1 In line with our Compensation Policy, we will pay compensation as a result of our failure to deliver the service we have committed to. This includes where furniture or belongings have been damaged and/or distress and inconvenience has been caused. Each case will be considered on its own merits, considering the individual circumstances of the resident and their household.

12 Management & Governance

- 12.1 Damp & Mould cases will form part of our overall compliance reporting to the Executive Team and Board and will show the number of cases and length of time to resolve. Key Performance Indicators will be reported quarterly.
- 12.2 Operationally the Data Compliance Manager will review cases monthly and Property Maintenance Managers will review high repair properties monthly. Assurance statements are to be provided to the Property Director confirming this has happened each quarter
- 12.3 Data Compliance Officers will be responsible for managing the case to resolution, keeping the customer informed.
- 12.4 Internal compliance checks will be undertaken and internal audits on a periodic basis.