



DRAFT

DAMP AND MOULD POLICY

September 2023

Contents

1. **Introduction**
2. **Policy Statement**
3. **Procedure for Identifying Mould/Damp/Condensation in Properties**
4. **Procedure for Dealing with Reports of Mould/Damp/Condensation**
5. **Staff Training**
6. **Insurance Claims**
7. **Equality**
8. **Alternative Formats**

1. Introduction

- 1.1** Spire View Housing Association are committed to maintaining their homes to a high standard to ensure a high standard of living for our tenants and customers and to obtain high levels of tenant satisfaction.
- 1.2** This policy should be considered in conjunction with the Maintenance Policy and Asset Management Policy.
- 1.3** This policy and procedure has been developed to ensure that a pro-active approach is taken in relation to dampness, mould and condensation.

2. Policy Statement

- 2.1** The Association is aware of the wider social, cultural and economic issues that can impact on our tenants' lives and strive to ensure that we work to provide assistance and advice and take appropriate action to alleviate any issues that occur where this is within our control.
- 2.2** Assumptions will not be made in relation to maintenance issues that occur in properties, including issues of dampness and mould and staff will be required to carry out all necessary investigations to ensure that they have a full understanding of the circumstances and how they may have arisen. This will allow them to pursue the appropriate course of action to resolve matters.
- 2.3** In our attempts to mitigate against the risk of damp and mould and the impact it can have on our tenants, the Association will:
 - Ensure adequate budget provision is in place to deal with damp, mould and condensation issues
 - Ensure we have a robust procedure in place to investigate and resolve issues that arise
 - Ensure that our refurbishment programmes take due consideration of the impact of damp and mould and include measures to mitigate this
 - Ensure that our tenants, customers and stakeholders have access to and/or provided with comprehensive advice and guidance on how to manage and control damp, mould and condensation
- 2.4** This policy and procedure has also been developed to mitigate against the risk of potential insurance claims against the Association or reputational damage as a result of issues in relation to damp/mould and condensation.

3. Procedure for Identifying Mould/Damp/Condensation in Properties

- 3.1** The Association will pro-actively identify issues by:
 - Conducting 3 yearly Stock Condition Surveys, part of which will be to assess the level of mould/damp present in a sample of our homes
 - Identifying issues when visiting tenants for other issues such as reactive repair inspections, tenancy visits etc. We will actively ask tenants if they have any issues when we visit.

4. Procedure for Dealing with Reports of Mould/Damp/Condensation

4.1 When mould/damp issues are identified or reported to us, the procedure below should be followed:

- When an issue of dampness, condensation and/or mould is identified or reported to us, this should be passed to the Maintenance section via Teams. Please provide access details or contact telephone number to allow visit to be arranged.
- A Maintenance Officer will contact the tenant within 24 hours to make arrangements or to confirm the access arrangements made and that the visit will go ahead. **ANY ARRANGEMENTS MADE SHOULD NOT EXCEED 2/3 DAYS FROM INITIAL CALL.**
- The Maintenance Officer attending should complete a diary note with code: DAMP to register that this call has been made and that a visit will be progressed.
- The Maintenance Officer will visit the property as arranged and inspect the issues reported by the tenant. This visit may include:
 - Protimeter readings
 - Visual inspection of the heating system to ensure boiler/system is operational and that all TRVs are working and that all radiators are heating effectively. This will include a discussion with the tenant on operation of the system to ensure they are aware how to use the system effectively and to ascertain how the system is being used to heat the home. If the tenant does not have a copy of the operating instructions for the boiler/system installed, this should be provided.
 - Inspection of ventilation measures installed, including, for example, mechanical fans and window trickle vents.
- If mould growth is present, The Maintenance Officer will instruct removal of this and any application of anti-fungal wash or paint within 48 hours of the visit.
- Other follow up work may include, but is not restricted to:
 - Full check of the heating system to ensure that all is working as efficiently as it can and that all radiators, TRVs etc. are working properly.
 - Remedial work to windows, including checking of all seals, glazing and draught-proofing.
 - Thermal imaging or other surveys that can identify any issues where insulation is missing or damaged or any other issues which may potentially be the cause of the dampness/condensation issue
 - Installation of data monitors for recording temperature/moisture issues
 - Provision of advice from the Association's Energy Advisor and provision of additional measures or equipment to assist with energy issues

- If the issue is deemed to be condensation, the tenant will also be provided with the Association's guide on condensation
- A follow up visit to the property should be arranged to ensure that measures progressed have been effective and that the issues have not re-occurred.

At all stages, the property diary should be kept updated to record visits, findings, remedial works progressed and any other relevant information.

5. Staff Training

- 5.1** All operational staff who engage with tenants in their homes will be given appropriate training in relation to identification of damp and mould and if appropriate to their role, effective treatment measures.

6. Insurance

- 6.1** The Association shall ensure that all of its assets, properties and services are adequately covered by insurance policies to cover all eventualities, including cover for Public Liability and Third Party cover.
- 6.2** If a claim for compensation for damage or personal injury is received by the Association in relation to damp and mould, all information relating to the matter will be collated and submitted to our Insurers. Any additional information requested will also be provided.

7. Equality

- 7.1** As per our Equalities and Human Rights Policy, an Equalities Impact Assessment was carried out in relation to this draft policy and outcome risk scores have been assessed as low.

8. Alternative Formats

- 8.1** As with all Association policies and procedures, this document can be provided in full or in part on tape, larger print, braille and translation into other languages.