

Damp and Mould Policy

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| Policy reference | FH-POL-DAMP |
| Version number | V2.1 |
| Date applies from | 30 April 2024 |
| Policy owner | Head of Maintenance |
| Next review date | April 2026 |

Annual Checks

Policy owners should ensure that an annual check of hyperlinks, roles, and names is undertaken. These checks are in addition to formal review process. Please see Policy and Procedure framework guidance for further details.

UNCONTROLLED IF PRINTED

Aim of policy

This policy sets our approach to prevent and fix damp and mould within tenants' homes. This policy applies to all homes and communal areas where ForHousing is the landlord, including where properties are identified for future disposal or are within an area marked for regeneration. There is no differentiation between property category, type and geographical area when dealing with damp and mould issues.

Related Legislation and Regulation

- The Housing Act 2004
- Defective Premises Act 1972
- The Charter for Social Housing Residents: Social Housing White Paper
- The Homes (Fitness for Human Habitation) Act 2018

Policy

At ForHousing, we adopt a zero-tolerance approach to damp and mould. This means we will inspect and address all reported cases of damp. When diagnosing damp and mould we accept full responsibility for resolving the underlying issues, as is realistically possible, considering the property involved.

Damp reports can be made directly from tenants, or others acting on their behalf. They can also be identified by staff and contractors when they visit a tenant's home or vacant properties (voids) having works to relet them. We will also undertake an annual check of all properties to assess if there are any indications of damp or mould and action any case where this is identified.

Damp and mould can be reported through any of our communication channels. Standard questions ensure we will provide an accurate and consistent approach to diagnosing the cause and extent of the damp and mould. We will also employ appropriately qualified staff to accurately inspect, diagnose and specify remedial works for damp and mould.

All void homes will have a full visual technical inspection at survey stage and should issues of potential damp and mould be identified, then a full damp inspection will be undertaken. Staff will be trained to provide a customer focused approach to dealing with damp and mould reports. This includes listening to tenants to understand their concerns, particularly regarding the impact of the damp and mould on the household.

We will set service standards for how we will inspect and resolve damp and mould and will publish these on our website. We will keep tenants regularly informed about the progress of their damp inspection and associated works. This will include detailed information about the works ordered, how long this will take and what this will involve, such as preparing for the works and any disruption this will entail.

We will complete a health and vulnerability assessment for the household as part of the damp and mould inspection, to enable the required works to be prioritised accordingly and determine if any support is required to facilitate the works. This can include a temporary decant or being

permanently rehoused. The tenant will be supported through this process to ensure all associated costs are fully covered.

If we receive any indication of damp or mould through a Disrepair Claim, in addition to responding accordingly in line with the Pre-Action Protocol, we will take all necessary actions to inspect and undertake necessary remedial works to address the source of the damp or mould issue including seeking all available means to gain access.

When we identify mould issues when undertaking the damp and mould inspection, that could potentially be a health risk, we will undertake a mould clean in advance of the remedial works to remove this potential risk to tenants.

We will ensure that the damp and mould service is effective by contacting the tenant 4 weeks after the works are completed to verify that the completed works have addressed the reported problem. We will also survey tenants to get feedback on their customer experience from when they first reported the issue to when the works were completed.

We will set aside suitable budgets to deal with reported damp and mould issues effectively and in a timely manner. We will also set aside an annual capital budget to enable planned works schemes to be developed and packaged. These will be data led, informed by:

- Stock condition data, including geographical areas, property type, age, and energy efficiency (SAP) rating; and
- Business intelligence, built up from insight from previously reported and completed damp and condensation responsive repairs.

We will also use our strategy for delivering net zero carbon homes as an opportunity to prevent damp and mould.

We will use damp and mould related satisfaction surveys and complaints as valuable tenant feedback to improve our approach to tackling damp and mould.

Equity and reasonable adjustment statement

We value diversity and work to create an inclusive environment for our customers and colleagues, where everyone has access to the same opportunities. We welcome our responsibility to comply with equalities legislation and regulatory requirements that relate to equity, diversity and inclusion and aim to do more. Through our activities we aim to remove systemic barriers to equal opportunities and eliminate all forms of discrimination, harassment, and victimisation within our organisation.

We are committed to providing excellent customer services, which are fair, equitable and inclusive. As such, we will endeavour to understand and make any reasonable adjustments required for customers in line with ForHousing's Reasonable Adjustment Statement and the Equality Act 2010. Any reasonable adjustment provided will be recorded and kept under active review.

How the policy will be delivered

ForHousing will ensure that the Damp and Mould Policy is delivered through several ways

including:

- Staff being required to use and apply the damp Keyfax process so they can deal with any tenant report or enquiry.
- Appropriate training and guidance on the damp process and procedures for front line staff
- All relevant staff following the Damp and Mould Procedure.
- Employing a ForHousing Damp Lead who will oversee the inspection and delivery of all works associated with damp and mould.
- Regular performance reporting of the application of the Policy to EMT and the Board.

Related documents

- Complaints Policy.
- Self-Assessment against the Housing Ombudsman Damp and Mould Recommendations (Completed April 23)

Inclusive Decision Making Framework (IDMF) analysis

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| Date of approved IDMF analysis | 5 th April 2023 |
| Actions taken forward to mitigate any potential negative impact | None identified |

Data Protection Impact Assessment

Data Protection Impact Assessment (DPIA)

Under the UK GDPR and the Data Protection Act 2018, you are required to carry out a DPIA when developing a new Policy or Procedure that will have a widespread or serious impact on data held on individuals. Careful consideration should be given as to whether the policy or process will have an impact on any processing of personal information that is large scale, involves profiling or monitoring, decides on access to services or opportunities, or involves sensitive data or vulnerable individuals. Information and support regarding this can be obtained from the Data Protection Officer (DPO).

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| Has a DPIA been completed? | Yes |
| If a DPIA has been completed, was the DPO consulted? | Yes |
| If a DPIA has been completed, were any risks identified? | No |
| If risks were identified as part of the DPIA process, have mitigation actions been identified? | N/A |

Consultation and business intelligence

Data from tenant, staff and operative reports of damp and mould have been used to inform our approach including process and progress to planned maintenance, in addition to responsive requests.

Monitoring arrangements

A Power BI dashboard gives oversight of performance against reports. There are monthly reports to Executive Management Team. Performance Indicators have been set for reporting to Audit and Risk Committee.

Policy summary for the intranet

This policy sets our approach to prevent and fix damp and mould within tenants' homes. This policy applies to all homes and communal areas where ForHousing is the landlord.

Words linked to this policy for intranet searches

Damp
Condensation
Mould

Where this policy should be accessible

ForHousing owned
ForLiving

Control data and approval history

| Action | Approved by | Date |
|---|---|--------------------------|
| Approval | Relevant lead or director | 30/04/2024 |
| Approval | Executive Management Team representative(s) | 30/04/2024 |
| Approval | Relevant board / committee | |
| Inclusive Decision Making Framework review and advise | Relevant director | 23/04/2023 No changes |
| Health and Safety review and advise | Health and Safety | |
| Data protection impact assessment | Data Protection Officer | 30/04/2024 |

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| Legal review and advise | Legal Services Executive | |
| Human Resources review and advise | Human Resources (Trade Union and staff consulted when required) | |

Annual check history

| Date annual check completed | Version number | Non substantive changes (Where non-substantive changes have been made the policy/procedure will have a minor version number, for example V1.1) |
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Document revision history

| Date approved | Version number | Version history |
|---------------|----------------|---|
| 05.04.23 | V1 | Original |
| Date amended | Version number | Key changes |
| 30.04.23 | V2 | Added in new process of contacting tenants 4 weeks following their damp repair being completed. |
| 29.07.24 | V2.1 | Inclusion of paragraph related to reasonable adjustment statement of intent |
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