

Damp and Mould Policy

Version Number	2.2
Date Applies From	30/04/2024
Policy Owner	Executive Director of Homes
Next Review Date	30/04/2027
Strategy Link	Safe, Well Maintained, Sustainable and Affordable Homes

Key connected legislation/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

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.

Introduction

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.

Scope of 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, Diversity, and Inclusion

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.

Implementation and Communication

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..

Monitoring, Recording, Reporting

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.

Related Documents

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

Co-production

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.

Approval & Review History

With effect from 23/10/2024 the approval route for the Damp and Mould Policy is:

SLT - EMT – HC

Date	Version	Approved by	Detail
05/04/2023	1		Original
30/04/2023	2	Executive Management Team representative(s)	Added in new process of contacting tenants 4 weeks following their damp repair being completed. DPIA approved
30/07/2024	2.1		Inclusion of paragraph related to reasonable adjustment statement of intent
20/05/2025	2.2	Director of Assets & Sustainability	Copied text from old template to new template