



# Damp and Mould Policy

Company No: 11567414  
Registered Provider No: 5094  
Version 2.1 – February 2025

## Simply Affordable Homes RP (SAH) Limited

### DAMP AND MOULD POLICY

#### 1. Introduction

- 1.1. The aim of this policy is to proactively manage the potential risks and promptly diagnose and prevent issues which may arise from damp and mould in our properties, including communal areas; whilst also committing to meeting the needs of our customers and providing homes that are safe, warm and dry.
- 1.2. Through this policy, we aim to establish appropriate processes, guidance and knowledge to ensure all of our properties are well maintained and free of damp and mould that could risk the health and safety of our customers.
- 1.3. This policy also sets out how we will support our customers to minimize the risk of damp and mould occurring and report it where there is evidence of its presence, this will also ensure that we meet our legal, contractual, regulatory and statutory obligations.
- 1.4. This policy relates to all rented homes and shared ownership homes where we have a repairing obligation under the terms of the lease, as well as all property communal areas.

#### Key terms and definitions

- 1.5. Rising Damp - The movement of moisture from the ground rising through the structure of the building through capillary action.
- 1.6. Penetrating Damp (including internal leaks) - Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structures.
- 1.7. Condensation Dampness - occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets.

#### 2. Our approach

##### Our Responsibilities

- 2.1. Promote and provide general advice and guidance on how to minimize damp and condensation.
- 2.2. Take responsibility for maintaining the customers' homes to avoid penetrating and rising damp and for carrying out remedial action if these problems occur.
- 2.3. Insulate the customers' home in accordance with Decent Homes Standard to help reduce the likelihood of condensation occurring.

- 2.4. Ensure that all employees have an awareness of the policy and receive adequate training to enable them to report issues of damp mould and condensation and to support our customers.
- 2.5. Ensure that technical staff are trained and competent in the diagnosis of damp, condensation and mould issues.
- 2.6. Investigate reported cases of damp and mould in order to determine the cause and carry out any required repairs in accordance with our repairs and maintenance policy.
- 2.7. Inform the customer of the findings of the investigations following a property visit, which includes identifying the possible causes of damp, recommending effective solutions and all necessary remedial works, actions, enhancements and the estimated timescales to complete the works/measures.
- 2.8. Keep the customer updated throughout the process from inception to completion.
- 2.9. Undertake reasonable improvement works required to assist in the management and control of condensation dampness. This may include but is not limited to:
  - Upgraded ventilation system installation.
  - Improved indoor air movement and quality best practices.
- 2.10. Ensure that only competent contractors will be employed to carry out any work and that the customer's possessions are adequately protected during the work.
- 2.11. Introduce a new data intelligence framework to enhance our customer and property information, which will shape our future investment programmes.

### Customer Responsibilities

- 2.12. It is the customer's responsibility to immediately report any evidence of rising and penetrating damp (see definitions) and faulty equipment that will affect the management of humidity and moisture in the home (faulty extract fan, unable to open windows, heating system failure etc.)
- 2.13. Allow access for inspections and for the carrying out of all remedial works.
- 2.14. Help reduce the conditions that lead to condensation dampness (see guidance section in the appendix for further details).
- 2.15. Seek advice and permission from us in accordance with their tenancy agreement when considering making any changes within their home: for example, converting rooms into one room, adding extensions, converting non-habitable buildings/spaces into habitable, to ensure that the proposed alteration would not contribute to the accumulation of damp, mould or condensation, as well as ensuring alterations comply with building control and planning guidelines
- 2.16. Insuring the contents of their home and garden.

**We will:**

- 2.17. Respond to all reports of damp and mould.
- 2.18. Ensure that customers are treated in a fair and consistent way.
- 2.19. Focus on working in partnership with customers ensuring that a safe and healthy internal environment is provided.
- 2.20. Comply with statutory, regulatory and contractual requirements and good practice.
- 2.21. Ensure that the fabric of our properties is protected from deterioration and damage resulting from damp, mould and condensation.
- 2.22. Always first consider whether the source of the damp and mould is a design, construction, or maintenance issue, which we can eliminate through work to the home.
- 2.23. Where this is not the case additional support and advice will be provided to the customer on managing and controlling the occurrences of condensation damp. This support will be provided through the provision of advice and guidance literature.

**If deemed necessary, we will:**

- 2.24. Undertake effective investigations and implement all reasonable repair solutions and improvements to eliminate damp including managing and controlling condensation.
- 2.25. Make reasonable attempts (at least three times) to access the property to inspect and carry out the works. If we are unsuccessful, we will write to the customer asking them to contact us to organize a new repair. We will record each attempt on our customer database.
- 2.26. Carry out remedial works and if it is potentially unsafe for the occupants to remain in their home whilst the remedial works are carried out, we will make alternative accommodation arrangements. This may be on a day-by-day basis or a temporary decant to an alternative property. The customer will be supported through this process to find suitable accommodation in line with our Temporary and Permanent Move Decant Policy.
- 2.27. Re-house a family on a permanent basis if a medical professional advises that re-housing is the most suitable option.
- 2.28. Follow up each completed repair within six months of any damp and mould repair work being carried out and then again after 12 months, if deemed necessary (to allow for seasonal impacts).

**Assisting our Customers**

- 2.29. Where internal conditions within a home for example, overcrowding and excessive hoarding of personal belongs, are influencing health and wellbeing of the occupants or are preventing inspections or repairs works being carried out, we will provide support and assistance to review the customer's options. This may include moving to more appropriate or alternative suitable accommodation.

2.30. Where decoration is required after works associated with damp and mould, decoration vouchers will be provided to assist with the provision of paint and equipment. Further consideration will be given to customers and their specific individual or family circumstances, with a view to providing assistance which may include painting of finished surfaces. The nature of the decoration will solely be at our discretion.

### 3. Review

#### Quality monitoring, feedback and reporting

- 3.1. We will inspect 100% of damp and mould related completed works and then follow up each completed damp and mould related repair again within approximately six months and then again after 12 months, if deemed necessary (to allow for seasonal impacts).
- 3.2. We will undertake a program of post works completion customer satisfaction surveys, to obtain direct feedback from our customers following the completion of the works.
- 3.3. We will regularly seek and review feedback and engage/consult our customers about the services we offer via various other methods and forums – which will also be used to help us to improve our standards, services and general offering.
- 3.4. We will undertake an annual program of customer satisfaction surveys, in line with the regulator's Tenant Satisfaction Measures (TSM) and review all relevant customer complaints to identify any potential trends in service failures.
- 3.5. We hold regular meetings with our property managers/key contractors to discuss performance in general and against KPI's (key performance indicators), and operational performance summary reports are also produced and issued to senior management and our Board, on an at least quarterly basis.
- 3.6. All of the above will help us continue to identify opportunities to improve the services we provide and to ensure we are getting value for money from our property managers and contractors.

#### 4. Key legislation (but not limited to)

- Housing Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- The Health and Safety at Work Act 1974
- Landlord and Tenant Act 1985 (Section 11)
- Housing Act 2004 – Housing Health and Safety Recording system
- Defective Premises Act 1973 (Section 4)
- Home Standard – Inc. Decent Homes Standard
- Tenant Involvement and Empowerment Standard
- Tenancy Agreements

#### 5. Policy review

- 5.1. We will review this policy generally every two years to address customer feedback, legislative, regulatory, best practice or operational issues, unless otherwise needed.

### Appendix 1 – Revision History

Date	Version	Comments / Changes
11/03/2024	1.0	Initial version
July 24	2.0	CT Review
February 2025	2.1	New template and review
February 2027		Review
xx 29		Review

### Appendix 2 – Guidance to Customers

- The conditions that may increase the risk of condensation are:
  - Lack of ventilation
  - Inadequate heating
  - Inadequate loft insulation
  - High humidity
  - Overcrowding
- Customers can help reduce the conditions that lead to condensation dampness by:
  - Keeping the presence of moisture to a minimum e.g. covering pans when cooking, drying laundry outside (where possible), where it is safe to do so, keeping the kitchen or bathroom door closed when cooking or bathing.
  - Adequately heating rooms – The World Health Organisation recommends 18°C.
  - Keeping the house well-ventilated e.g. opening windows during cooking / bathing, turning on and ensuring that the extractor fan or ventilation system installed in their home is regularly cleaned and working, keeping trickle vents in windows open, and allowing air to circulate around furniture.
  - Following all advice and guidance issued by us on managing humidity and moisture in the home which can lead to condensation.
- If all reasonable efforts have been made to manage and control the presence of condensation and mould and there is still an issue, then the customer should contact us immediately to report the problem.
- The Tenancy agreement, licenses and long leases recommends that the customer arranges adequate household contents insurance for the home that they occupy.