

Damp, Mould and Condensation Policy

SUBJECT:	APPROVAL DATE:	July 2023
DAMP, MOULD AND CONDENSATION POLICY	EFFECTIVE DATE:	
	REVIEW DATE:	July 2024

1. Introduction & Aim

This policy aims to address issues arising from damp, mould, and condensation by reducing the likelihood of them occurring and speedily resolving instances when they do occur.

- 1.1 Teachers' Housing Association (THA) will establish appropriate processes, guidance, and knowledge to ensure all homes are well maintained and free of damp and mould that could risk the health and safety of tenants living in homes.
- 1.2 Ensure that the fabric of the property is protected from deterioration and damage resulting from damp and condensation.
- 1.3 Undertake effective investigations and implement all reasonable remedial repairs solutions and improvement to remove damp.
- 1.4 Undertaking appropriate property maintenance to maintain the fabric of the buildings to a good standard.
- 1.5 Be supportive and responsive to tenants and ensure the tenant's needs, regardless of protected characteristics, are considered, addressed and solutions are agreed to minimise the risk of damp and mould occurring in their home.
- 1.6 Identify the types of damp issues and explain how we will control, manage, and remove damp setting out the responsibilities for both THA and tenants.
- 1.7 Provide a procedure that ensures a consistent approach to addressing cases of mould, condensation, or dampness from notification through to resolution.
- 1.8 Ensuring appropriate and adequate records are maintained.

2.0 THA's Responsibilities

- 2.1 We will meet our landlord repairing responsibilities to our tenants and in accordance with our Repairs and Maintenance Policy.
- 2.2 To maintain our homes so they meet the Decent Homes Standards.
- 2.3 We shall investigate and diagnose the cause of damp or mould to deliver effective remedial solutions. THA will consider the most appropriate measures to be taken so that damp and mould issues can be eliminated.

- 2.4 To maintain effective communication with the tenant, following a report of damp and mould being made, providing progress updates from beginning to end – especially on the occasions where an investigation into a case may be complex.
- 2.5 Provide tenants with comprehensive advice and guidance on how to manage damp, mould, or condensation.
- 2.6 At time of a void inspection, each room should be checked for damp, mould, and condensation. If identified, it will be managed and rectified as part of the void works.
- 2.7 Information and advice to tenants will be provided to all tenants on an annual basis.
- 2.8 Where remedial works and mould treatments have been undertaken by us, THA will be responsible for redecoration.

3.0 Tenant's Responsibilities

Damp and mould may adversely affect the health of occupants and/or the fabric of the home.

- 3.1 Tenants should follow advice and guidance issued by THA, managing, and controlling damp, mould, and condensation. Information is provided at the commencement of the tenancy, annual updates and can be found on our website.
- 3.2 Tenants should report any issues e.g. leaks, faulty heating, windows, or extractor fans or damp in the property, to THA so that this can be investigated.
- 3.3 Tenants must allow access for inspections and for the carrying out of any remedial works.

4.0 Causes of Damp, Mould and Condensation

4.1 Penetrating dampness

This type of dampness will only be found on external walls or, in the case of roof leaks, on ceilings. It only appears because of a defect in the structure of the home which allow water to pass from the outside to the inner surfaces. Penetrating dampness 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. "Tide marks" will be left, even in periods of dry weather.

4.2 Defective plumbing

Leaks from water and waste pipes are relatively common. They can affect both external and internal walls and ceilings. The affected area looks and feels damp to the touch and stays damp whatever the weather conditions outside.

Mould may be seen with this type of dampness and even fungi are not uncommon if the defects are not addressed.

4.3 Rising dampness

This is caused by water rising from the ground into the home. The water gets through or around a defective damp proof course (DPC) or passes through the natural brickwork if the property was built without a DPC. Rising damp will only affect

basements and ground floor rooms. It will normally rise no more than 36 inches above ground level (900mm) and usually leaves a 'tide mark' low down on the wall.

There may be white salts on the affected areas however mould will rarely be seen as the salts that prevent the growth of mould.

4.4 Condensation and mould growth

This is by far the most common enquiry received.

Condensation is caused by water vapour or moisture in the air, inside the dwelling, encountering a colder surface, such as a window or wall. The drop in temperature causes water to form on the surface. Mould spores are invisible to the naked eye but are in the air and will quickly grow on surfaces where condensation has formed into a visible covering.

Condensation can be more prevalent during the colder months. A symptom of condensation is mould growth which is usually found in the corners of rooms, north facing walls and on or near windows. It is also found in areas of little air circulation such as behind wardrobes and beds, especially when they are pushed up against external walls. It also forms in bathrooms and kitchens as they are high moisture areas.

All homes are affected by condensation at some point and a variety of factors need to be considered to determine an appropriate solution.

5.0 Preventative and Monitoring Work

- 5.1 All damp and mould cases will be taken seriously however we realise the need to attend to some more serious cases quicker.
- 5.2 Cases will be prioritised if any tenant has an ongoing respiratory health condition and THA will arrange an inspection within 5 working days. Less serious cases will be inspected within 21 working days.
- 5.3 THA will continue to send a '*guidance sheet*' to those tenant reporting damp and mould.
- 6.4 We have incorporated the *Tackling Damp, Mould, and Condensation in your Home* information sheet within the new tenant sign-up pack.
- 5.5 We will annually provide guidance to tenants by including the *Tackling Damp, Mould, and Condensation in your Home* information sheet with the rent statements sent to tenants in Autumn.
- 5.6 Damp and mould cases will be monitored via the 'Damp and Mould Tracker.' The Maintenance Surveyor will review the tracker regularly to assess whether the solution has been effective.

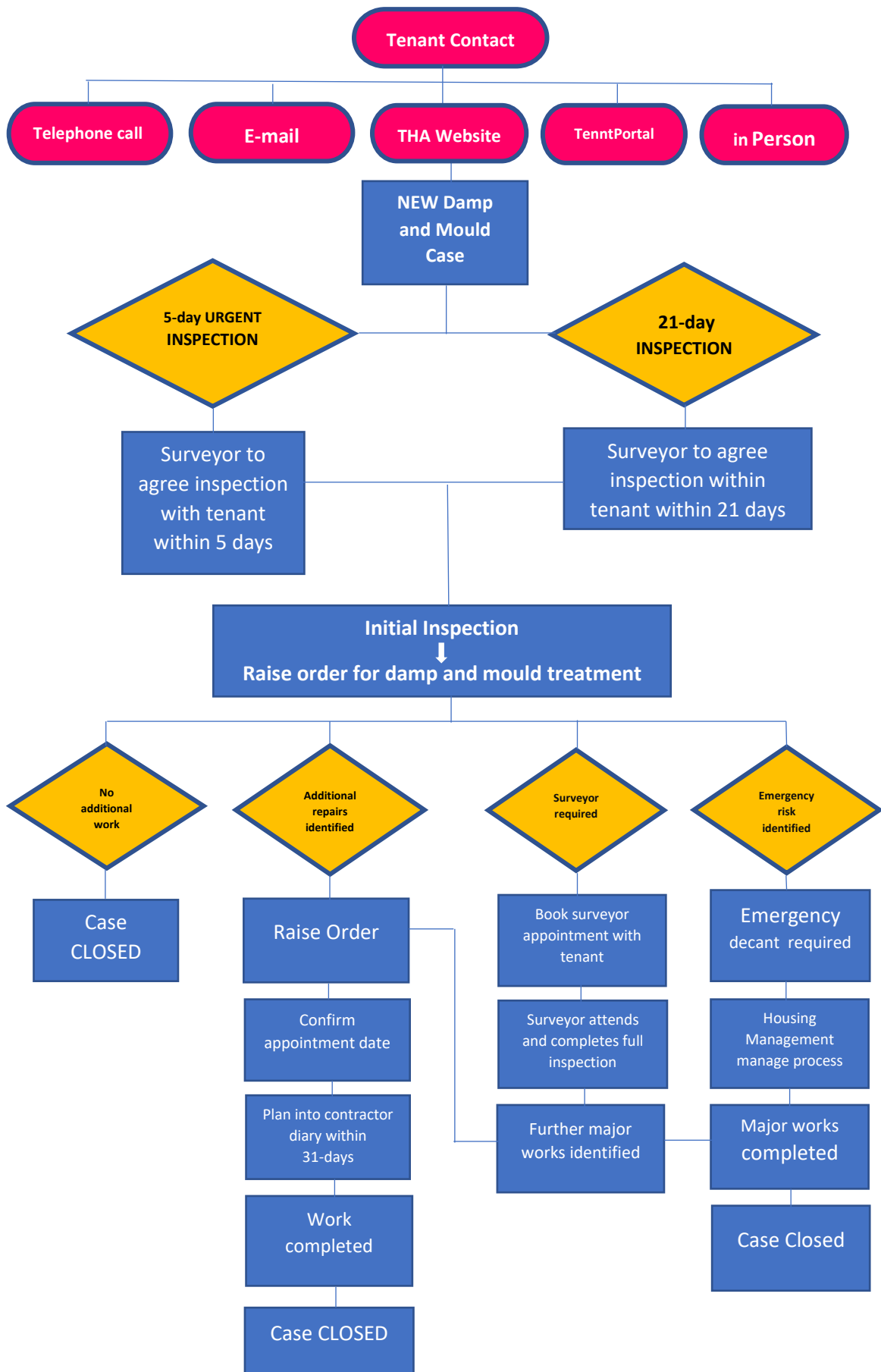
6.0 Damp, Mould, and Condensation Process

Issue	Action	Follow up
<p>1st report if damp, mould or condensation from tenant or staff.</p>	<p>Notifications of damp issues will be forwarded to the Maintenance Surveyor</p> <p>Staff to determine how serious the case of damp and mould.</p> <p>Record case on damp and mould ' Tracker.'</p> <p>A monitoring spreadsheet has been established to record all reported cases of damp.</p> <p>This can be found at R/Maintenance/Damo and mould/Damp Mould Tracker</p> <p>Contact tenant within 5-days or sooner if the severity determines a quicker response.</p> <p>In cases of remote schemes, on site staff will undertake an initial inspection to enable an assessment to be made as to the requirement for a site visit by a technical officer. This will be completed within 21 working days.</p> <p>The Maintenance Surveyor will co-ordinate a property inspection which will be completed within 21 working days</p>	<p>Staff request the tenant submit photographs.</p> <p>Surveyor to inspect to identify cause of damp, mould or condensation.</p> <p>Initial site visit shall also include a consultation session with the tenant as to the proposed method of resolution</p> <p>Surveyor to raise a 31-day repair order for remedial action on OmniLedger. Provide the contractor with clear instructions and the requirements necessary for delivering the works.</p> <p>Surveyor to record and send summary of findings to the tenant – e.g. schedule of condition with photographs within 14-days.</p> <p>On satisfactory completion of remedial works a case closing letter will be sent to the tenant and the file closed.</p>
<p>Repeat contact - damp is becoming progressively worse.</p>	<p>21-day timescale for completion of inspection</p> <p>Review tracked case and identify any complexities.</p>	<p>Follow up inspection set.</p> <p>Surveyor to further investigate and evaluate the cause of problem and ensure that the fabric of the property is protected from deterioration and damage</p>

		<p>resulting from damage and mould.</p> <p>Surveyor to use hygrometer.</p> <p>Ongoing monitoring of the property and its use.</p> <p>Repair completed within the priority determined by the works required.</p>
Where internal conditions in the home excessive hoarding, preventing inspection or remedial works being carried out.	Surveyor to notify Housing Management to provide the appropriate support and assistance.	Surveyor or maintenance administrator to update damp and mould tracker.
In serious circumstances where it may be necessary for the tenant to vacate their home.	Surveyor to notify Housing Management to organise decant into temporary accommodation.	Surveyor to monitor and update damp and mould tracker.
Monitoring progress – ensure that the tracker is up to date reflecting current process.	Operations Director to review the tracker spreadsheet monthly.	Status report to THA Board
Managing cases	<p>Surveyor shall take responsibility for works from inception to completion and ensure that the tenant has been made aware of the start and finish dates. In majority of cases the start dates are arranged between the contractor and tenant.</p> <p>Surveyor shall record the works agreed with the tenant. Produce report template.</p>	<p>Surveyor to check works on site and at completion. This is currently limited due to the high level of resources required to carry out checks on all properties, As an interim measure, appropriate area/scheme staff will undertake inspection of completed works and provide a report to the surveyor.</p> <p>Send letter to tenant at completion of works including satisfaction survey.</p> <p>On satisfactory completion of remedial works a case closing letter will be sent to the tenant and the file closed.</p>

Information	Advice leaflet to be included in all sign up of tenancy packs. Refresher advice leaflet to be sent to all properties in Autumn annually.	
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7.0 Tenant's Process Map



8.0 Risk Management

The key risk associated with non-delivery of this Policy is:

Risk Register : Damp, mould and condensation	Risk:
Breaches in the management of damp, mould and condensation issues	Failure to comply with key landlord responsibilities in the management of damp, mould and condensation issues Resulting in non- compliance and regulatory breaches.
Risk Consequences:	Management and Mitigation:
<ul style="list-style-type: none"> • Possibility of serious health issues/death • Landlord compliance breaches • Housing regulator adverse grading/intervention • Insurance claims – customers/staff/contractors • Negative reporting by the Media resulting in THA having a poor reputation 	<ul style="list-style-type: none"> • Approved Damp, mould and condensation Policy • Effective damp, mould and condensation issues Policy, Procedure and Processes • Robust monitoring system • Knowledgeable, well trained and experienced staff to identify issues and manage remedial works. • Monthly PI's reported to senior management team to demonstrate organisational performance. • Provision of periodic information to tenants on damp, mould and condensation issues

9.0 Regulatory & Legislative Compliance

9.1 Regulatory Standards

The application of this policy will ensure compliance with the regulatory framework for registered social housing providers which is controlled by the Regulator of Social Housing.

THA will ensure that tenants' homes meet the standard set out in the Decent Homes Guidance and continue to maintain its homes to at least this standard.

9.2 Legislation

This policy is aligned to the following legislation:

Homes (Fitness for Human Habitation) Act 2018
Decent Homes Standard
Housing Act 2004 - Housing Health and Safety Rating System (HHSRS)
Housing Act 2004 Part 1 – Housing Condition
Environmental Protection Act 1990
Landlord and Tenant Act 1985
Defective Premises Act 1972

10.0 Governance of this Policy

Equality and Diversity	Customers vulnerabilities are taken into account in the development of any policies, procedures and plans and Teachers' Housing Association will provide a tailored approach in respect of service delivery where possible.
Financial and Links to Value for money	Damp, mould and condensation issues will require budget for remedial works to be undertaken. Training for staff requires the allocation of a budget.
Privacy and Data Protection	GDPR needs to be factored in where access is required to undertake remedial works and tenant contact information is passed to the gas contractor.
Health and Safety	Failure to implement this policy carries significant risk in terms of health and safety for tenants. Implementing a robust Damp, mould and condensation policy will ensure landlord compliance for THA.
Customer Profiles and Accessing Services Data	Relevant data will be used to determine if a tenant requires support where access to a property is to be obtained.
KPI Monitoring and Review	Performance monitoring is tbc
Roles & Responsibility	The Operations Director is responsible to the CEO and the Board for ensuring the effective implementation of this policy. Implementation of and adherence to the policy will be monitored by the CEO, Senior Management Team, and the Board.

11.0 Links to Other Key Documents

- Asset Management Strategy
- Health & Safety Policy
- Routine Maintenance Policy
- Procurement Policy