



Damp & Mould Policy

POLICY IMPLEMENTATION CHECKLIST	
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Effective From:	21 JANUARY 2025
Date of Next Review:	JANUARY 2030
Diversity compliant:	YES
Equality Impact Assessment:	LOW
Data Protection compliant:	YES
Health & Safety compliant:	YES
Procedure implemented:	YES
SDM system changes made:	N/A
Training Completed:	
Posted on Sharepoint:	
Posted on website:	

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Garrion People's Housing Co-operative (GPHC) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics.

We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.

1. INTRODUCTION

GPHC are committed to maintaining their homes to a high standard which adds value to the homes and their surroundings. Maintaining high quality, secure homes can improve the lives of our customers and achieve high levels of customer satisfaction. Our homes give people the space and security to create meaningful lives and the foundation to build the best possible life.

This policy has been written to ensure that wherever possible, residents are not adversely affected by the causes of damp and mould and drives forward an agenda of proactive action to tackle/manage the causes of damp and mould.

This policy and associated procedure will take into account recommendations made in the Housing Ombudsman Service Report – Spotlight on: Damp and Mould – Oct 2021.

2. KEY POINTS OF POLICY

2.1 The key points of this policy are the following:-

- Ensure that customers are treated in a fair and consistent way;
- Focus on working in partnership with customers ensuring that a safe and healthy internal environment is provided;
- Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp including, managing and controlling condensation;
- Ensure that customers have access to and/or are provided with comprehensive advice and guidance on managing and controlling damp and condensation;
- Comply with all statutory and regulatory requirements and with best practice relating to the provision of this service;
- Maximise the available budgets to deal with damp and condensation problems.
- Ensure that the fabric of our property is protected from deterioration and damage resulting from damp and condensation;

- Proactively tackle/manage the causes of damp and mould through robust procedures, analysis and service delivery;
- Enhance the living conditions of our residents;
- Enhance the service provided to residents in managing this area of work;
- Enhance the understanding of our stock in relation to damp and mould and have proactive programmes for managing this issue;
- Ensure that our retrofit programmes have a consideration of the impact of damp and mould;
- Reduce the risk of expensive legal disrepair claims;
- Reduce the risk of reputational damage.

Key activities taken to manage risk

- Effective Inspection and diagnosis;
- Provision and use of appropriate equipment to both investigate and remedy
Logging of and management of cases;
- Training of staff and use of qualified contractors;
- Planned programmes of work;
- Educational and informative information provided to customers and other stakeholders;
- Liaising with other Registered Providers, Environmental Health and Energy Advice Agencies to seek, share and adopt best practice;
- Appropriate budgets in place to prevent and tackle damp and mould issues.

3. DATA

Data will be managed within GPHC's I.T. system SDM. Intelligence led planned programmes will be formed using historical repairs data, Energy performance information and know areas of fuel poverty.

Responsibility for work will be identified via Housing Management and Maintenance sections.

4. TRAINING

Induction and refresher training will be provided for all staff and contractors to make sure that they are aware of this policy. All senior managers will receive specific training to provide the skills and knowledge to comply with the policy and associated procedures.

We will ensure that all of our staff, and contractors have training to raise awareness of and create a good understanding of damp and mould issues, their impact and are aware of the internal processes in place to remedy.

5. MONITORING AND REPORTING

Actions taken and impact as a result of this policy and its procedures will be reported to the Management Committee on a monthly basis.

6. LEGISLATION AND REGULATION

GPHC will meet all of its obligations established by statute and contract.

They are detailed below:-

- Housing Act 1985, 2004;
- Decent Homes Standard;
- Housing Health and Safety Rating System (HHSRS);
- Defective Premises Act 1972;
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994;
- Landlord and Tenant Act 1985;
- Tenancy Agreement (agreed between GPHC and its tenant) • Equality Act 2010.

7. LINKED POLICIES

- Maintenance Policy;
- Asset Strategy;
- Complaints Policy;
- Business Plan;
- Health and Safety.

8. GENERAL DATA PROTECTION REGULATION (GDPR)

The Co-operative will process information and data contained within the application in accordance with its policies and procedures relating to the General Data Protection Regulations.

Information regarding how data will be used and the basis for processing data is provided in the Co-operative's Fair Processing Notice.

9. EQUALITY AND DIVERSITY

The Co-operative is committed to promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all.

We will endeavour to ensure a fair and equal service to everyone and that all services are carried out in an undiscriminating manner in line with the Co-operative's Equality and Diversity Policy.

In particular, we will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender reassignment, sex and sexual orientation.

We will ensure that everyone has equal access to information and services to meet specific need. Upon request we will make available documents in a range of alternative formats/languages.

10. POLICY REVIEW

The Maintenance Officer is responsible for ensuring that this Procedure is followed by all appropriate staff.

The policy will be reviewed every five years, or sooner, in response to a change in legislation or circumstance.

Appendix 1

1. Background

Mould and Condensation forms on cold surfaces when water vapour in the air cools and becomes liquid. Often you'll see condensation on metal pipes, concrete walls, water tanks and windows. Mould spores are everywhere in the air outside. Mould spores enter homes through windows, doors, air ducts, etc.

Black mould is almost exclusively caused by condensation and is usually found at the skirting level in rooms, in the corners of walls and ceilings or on cold surfaces. Mould can also appear on surfaces such as tiles and window sills or behind furniture where the air flow is restricted.

2. How We Deal With a Reported Mould Issue

An Inspection is raised for a maintenance assistant to inspect the reported areas and determine the course of action taken and to give the Tenant the correct advice.

A Protimeter Moisture Meter is used to determine if there is a water ingress issue and an external inspection of Roofs walls and windows etc.

On determining the cause is not external and the cause is indeed a Condensation/ Living condition problem the size if the issue will decide which step we take next.

Type 1

A Small Surface area can be washed off and treated with an Active Bleach With advice and leaflet given to the tenant.

Type 2

A Job line is raised for our Contracted Painter to treat the affected areas with **The MOULD ERADICATION KIT** this is designed for mild to moderate outbreaks of mould and was developed specifically for homeowners and tenants to use.

Type 3

On more delicate cases where the Tenant contests the advice given we have a free consultation service provided by the Area Representative from the Company who supply the Mould Eradication Kit, with any works carried out on his advice.

Post Inspection

All Jobs should be post inspected a month after the job line is raised to ensure tenant satisfaction.

Database

We are currently in the process implementing a Data Base with all information logged on SDM.

We are also going to carry out mould Inspections along with Legionella and Fire Protection when Visiting Property's and this will recorded on our systems.

Temperature and Environmental Sensors

These could be used where issues are reoccurring or particularly serious they feedback information on the tenants living conditions to help them manage and control the problems with a very easy to understand format
This data can also be accessed by ourselves.

Discreet and secure, the AICOEi1025 Environmental Sensor can be placed throughout a property to monitor temperature, humidity and Carbon Dioxide, providing actionable insights to enable the creation of healthier, safer homes.

- Condensation, damp, mould and indoor air quality;
- Easy to install and manage;
- Gather data on indoor environmental conditions suitable for wall and ceiling mounting.

3. Mould Conclusion

Maintenance procedures include inspection, detection and remediation of probable sources of Mould including Faulty Mechanical extraction and Ventilation.

Strong robust advice should be given to tenants to help them eradicate the cause with other site visits arranged to ensure the proper result and tenant satisfaction.

All cases should be recorded on our Systems with photographic evidence before and after the reported cases.