



Damp and Mould Policy and Procedure

Version Number	1	Developed by	Dave Newmarch
Approval Date	February 2023	In Consultation With	Paul Griffin, Zoe Derry, Dave Lomas, Lee Bexton, Phil Collins, Steve Fed, Sarah Cottrell
Classification Type - (Confidential, Restricted, Internal use only, None)			



Damp and Mould Policy and Procedure

Contents

- 1. Introduction**
- 2. Objectives and Purpose**
- 3. Principles**
- 4. Legislation**
- 5. Identifying Damp and Mould**
- 6. Damp and Mould Responsive Repairs**
- 7. Residents Responsibilities**
- 8. Frameworks Responsibilities**
- 9. Training**
- 10. Performance Monitoring**
- 11. Complaints**



Damp and Mould Policy and Procedure

1. Introduction

- 1.1.** This Policy sets out the activities and responsibilities involved in the control of damp and mould within Framework. Framework aims to provide a consistently high-quality repairs and maintenance service and to maintain our properties to provide a well-functioning and safe environment.

2. Objectives and Purpose

- 2.1.** The overall aim of this policy is to contribute to the efficient and effective management of damp and mould of Framework's housing stock.
- 2.2.** To provide an efficient, prompt, and cost-effective repairs and maintenance service, to ensure that the fabric of our properties are protected from deterioration and damage caused from damp and mould.
- 2.3.** To adopt a data led, proactive approach to identify high demand, high risk areas for damp and mould within Framework's housing stock.
- 2.4.** To promote understanding of Framework's legal responsibilities and mutual obligations in relation to delivering the repairs and major works services.
- 2.5.** To ensure Framework achieves high standards of workmanship and customer satisfaction.

3. Principles

- 3.1.** To provide dry, warm, and healthy homes for residents.
- 3.2.** That all residents are involved and consulted in the development of the service and its operational procedures.
- 3.3.** That through supervision, monitoring and feedback from residents, the service is continuously improved.
- 3.4.** That communication with residents is clear, appropriate, easily understood and in certain circumstances fulfils our legislative requirements.
- 3.5.** That the repairs service is supported by relevant training for operational staff; and that the Policy should be supported by detailed procedures and agreed practices applied uniformly across Framework.
- 3.6.** Framework will utilise both the in-house repairs and maintenance team and external contractors to fulfil its needs and obligations in delivering this service.
- 3.7.** Framework will ensure that procurement regulations are adhered to.

4. Legislation

- 4.1.** The following is a list of the current legislation that is applicable to this policy:
- The Control of Asbestos Regulations 2012
 - Landlord & Tenant Act 1985
 - Defective Premises Act 1972



Damp and Mould Policy and Procedure

- Environmental Protection Act 1990
- Right to Repair Regulations 1994
- Building Regulations
- Health & Safety at Work Act 1974
- The Housing Acts 1985 & 1996
- Housing Act 2004 – Housing Health and Safety Rating System BS7671 - Requirements for electrical installations 2008 (18th Edition)
- General Data Protection Regulation 2018 (GDPR)
- Data Protection Act 2018

5. Identifying Damp and Mould

- 5.1.** Framework carry out Stock Condition Surveys every 5 years on all properties. Identifying potential causes of damp and mould is an element of the Stock Condition Survey. If found, an internal damp and mould inspection will be requested and carried out by the appointed person to support the Stock Condition Survey.
- 5.2.** Framework are responsible for insulating homes in accordance with Decent.
- 5.3.** Homes Standard to help reduce the likelihood of condensation occurring. Penetrating and rising damp is typically misdiagnosed, but can sometimes be caused by:
- Lateral Rain Penetration Condensation or entrapped moisture,
 - High Ground levels Bridging of damp proof course,
 - Defective rainwater goods,
 - Salt contamination (Hygroscopic salts can absorb moisture from the air and cause staining – REF: Watts Pocket Handbook 2004),
 - Water leaks from windows, roof, overflow pipes, gutters or drainpipes, internal plumbing,
 - Defective or non-existent damp proof course,
 - Inadequate cleaning and drying after major leaks and bursts or floods,
 - Penetrating or rising damp usually leaves a tide mark.
- 5.4.** Damp and mould is recorded and captured within Framework's monthly Housing management property inspections.
- 5.5.** Damp and mould is recorded and captured within Framework's monthly hostel inspections.

6. Damp and Mould Responsive Repairs

- 6.1.** Damp and mould responsive repairs are defined in this Policy as requests which are received by the resident or employee, where the defect has been identified.
- 6.2.** On report of a defect, Framework will:



Damp and Mould Policy and Procedure

- Complete a property inspection, this will include taking damp and humidity measurements, Framework will aim to complete this within 10 working days from initial report received by our property Services Team by email propertyservices@frameworkha.org.
- Framework will evaluate the results of the inspection and identify any factors that may lead to damp and mould growth to establish the cause of the problem.
- If the outcome of the inspection shows that condensation is causing the problem, Framework will liaise with the Support Team/Planner and/or resident and evaluate what mitigations can be put in place to support the tenant. This will include supporting tenants with regards to heating and ventilating their home. If fuel poverty is identified as a factor then Framework will offer additional support through Support Services team.
- If damp is found to be present, Property Services will ensure all repair works will be carried out to areas that are the responsibility of Framework. Where this requires complex works, Framework will keep residents and support teams informed of actions being taken to bring about an effective solution.
- Where extensive works are required, Framework may be required to move the residents out of their home for a period whilst these works are completed.
- Provide residents with a Damp and Mould information leaflet to support them in avoiding damp and mould in their properties.

7. Residents Responsibilities

- 7.1.** The resident shall regularly check for damp and immediately report to Framework evidence of damp as well as faulty equipment that will hamper the management and control of damp and condensation (faulty extract fan, unable to open windows, lack of heating etc.). This can be reported via the Support Planner, Housing Officer or directly to the Property Services team.
- 7.2.** The resident shall regularly check for mould and clean signs of mould as soon as they are discovered and manage condensation damp following the Framework guidance. Tenants can also help reduce the conditions that lead to condensation damp by:
- Keeping the presence of moisture to a minimum e.g. covering pans when cooking, drying laundry outside, keeping the kitchen or bathroom door closed when cooking or bathing.
 - Adequately heating rooms – ideally between 18 and 21C and keeping humidity between 40-60%.
 - Keeping the house well ventilated e.g. opening windows when cooking / bathing, turning on and ensuring that the extractor fan is working if applicable, keeping trickle vents in windows open and allowing air to circulate around furniture.
 - Clean mould from clothes, fabrics, carpets and furnishings.
 - Follow all advice and guidance issued Framework on managing and controlling damp and condensation.



Damp and Mould Policy and Procedure

- 7.3. If following an inspection by Framework's appointed person the outcome shows that all reasonable measures are in place for the resident to adequately manage the condensation damp, further advice and support will be given to the resident.
- 7.4. If the tenant fails to take the advice and reasonable steps to reduce damp the tenant may be recharged for any resulting repairs required which are considered to be result of this neglect.
- 7.5. Framework recommends that the resident arranges adequate household contents insurance which should include cover against flood damage, where the resident's personal property is held and being used within the property.
- 7.6. Tenants are to allow access for inspections and for the carrying out of remedial works (in accordance with the tenancy agreement).

8. Frameworks Responsibilities

- 8.1. Support and advice is available to residents and employees by contacting Property Services. Information is also available from our leaflet "Condensation & Mould, Advice & Guidance for residents" available from Property Services Team, Housing Management Team, Support Services Teams or the Health and Safety Team.
- 8.2. Maintaining the property to avoid penetrating and rising damp.
- 8.3. Carrying out remedial action if these do occur.
- 8.4. Insulating the property in accordance with the Decent Homes Standard.

9. Training

- 9.1. Framework will ensure that all staff and contractors have training to raise awareness and create a good understanding of this policy.
- 9.2. Framework will ensure that all staff and contractors have training to raise awareness of and create a good understanding of damp and mould issues, related issues (i.e., health), cases and measures to combat these.
- 9.3. Framework will seek to understand it's stock, archetypes and components of properties that are likely to suffer from damp and mould.
- 9.4. Framework will provide its Officers with equipment to assess damp in properties and find resolution to the problem if it is our responsibility.

10. Performance Monitoring

- 10.1. To ensure that Framework obtains ongoing value for money and is continually monitoring the service delivery, the housing service will monitor completion of works by reporting on the following Key Performance Indicators (KPI's):
 - Number and Value of works relating to damp and mould on a quarterly basis.
 - The quality of the works carried out, by 100% post inspection of damp and mould inspections resulting in works to be carried out.



Damp and Mould Policy and Procedure

- Number of inspections carried out within 10-day target date.

11. Complaints

- 11.1.** If a resident is not satisfied by the way in which their repair has been dealt with, or in the way in which the work has been carried out, a formal complaint may be raised.
- 11.2.** Complaints can be made in the following ways:
 - Via the Framework website.
 - By contacting the Support teams, Housing Management, Property Services team directly.
 - Via the third-party advocacy Agents SEA (Services for Empowerment and Advocacy).
- 11.3.** All complaints will be resolved within the timescales and procedures detailed within the Framework Complaints Policy and Procedure.