

Governance Information

Applicable Legislation	<ul style="list-style-type: none">· Housing Act 2004· Housing Health and Safety Rating System 2006· Decent Homes Standard 2006 (updated 2016)· The Homes (Fitness for Human Habitation) Act 2018· Environmental Protection Act 1990
Policy owner	Director of Operations
Approved by	Board
Regulatory reference	Safety & Quality Standard
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Contents

Governance Information	1
1. Policy	2
2. Purpose	2
3. Scope	2
4. IDS Responsibilities 'Our Commitment To You'	2
5. Resident Responsibilities	3
6. Reporting and Our Response Times	3
7. Definitions	3
8. Roles & Responsibilities	4
9. Equality Impact Assessment	4
10. Policy Review & Monitoring	4

1. Policy

- 1.1 At the Industrial Dwellings Society (herein known as IDS), we are dedicated to providing our residents with a safe and well-maintained living environment that is free from damp and mould. This policy sets out how we will prevent, treat and manage reports of damp, mould or condensation in our homes.
- 1.2 We are committed to delivering services that meet legal, statutory, and regulatory standards while prioritising safety. Our goal is to ensure that all IDS residents live in a healthy home.

2. Purpose

- 2.1 This Policy sets out how IDS will prevent, treat and manage damp, mould and condensation in our homes. We will focus on:
 - Effective investigations and repairs solutions that are cost effective and sustainable;
 - Preventative measures;
 - Advice, guidance and support to our residents; and
 - Having well trained staff and contractors;

3. Scope

- 3.1 This policy applies to all properties and communal areas owned and managed by IDS, and to all IDS residents who live in an IDS rented property (this excludes Shared Owners and Leaseholders), employees and contractors working in our homes.
- 3.2 This policy should be read in conjunction with IDS' Repairs, Asbestos, Health & Safety, Decants, Disrepair, Allocation & Lettings, and Complaints Resolution Policies.

4. IDS Responsibilities 'Our Commitment To You'

- 4.1 IDS will take proactive measures to prevent damp, mould and condensation from occurring in our homes. These will include but are not limited to:
 - An annual visit to all IDS rented homes, which will include an inspection to check for signs of damp, mould, or condensation.
 - An inspection after six months for any previous cases of damp, mould, or condensation.
 - Installing ventilation systems, such as extractor fans and window ventilation.
 - Insulation to prevent condensation on cold surfaces, carried out via our major works programmes.
 - Sharing advice and guidance to our residents to help them maintain a healthy living environment.
- 4.2 We will meet our landlord repairing responsibilities and maintain our homes so that they meet the Decent Homes Standard.
- 4.3 We will promptly investigate and diagnose all reports of damp or mould and deliver effective solutions (see section 6 for timescales).
- 4.4 We will keep in regular contact with a resident following a report of damp or mould, providing support and guidance, and progress updates until works are completed.

- 4.5 We will provide our residents with comprehensive advice and guidance on how to help prevent and manage damp, mould and condensation.
- 4.6 We will keep up to date with industry best practice to ensure the most current methods are used to treat damp and mould.
- 4.7 We will ensure IDS staff and contractors are trained to the appropriate level, with specialist training for those delivering our front-line services.
- 4.8 We will provide support to residents where their living conditions are having an adverse impact on their health and wellbeing, for example overcrowding, hoarding or fuel poverty.
- 4.9 We will work with our Local Authority partners to identify suitable alternative accommodation for our residents if they are not able to live in their home due to damp and mould.

5. Resident Responsibilities

- 5.1 IDS residents should regularly check their homes for any signs of damp or mould and promptly report it to IDS.
- 5.2 Residents must use any fans that we provide to extract as much of the moist air from their home as possible. Residents should promptly report to IDS any faulty equipment that will hamper the control of damp and condensation in their home. This includes broken extraction fans, windows that can't be opened, heating systems that aren't working properly or water leaks.
- 5.3 Residents must follow any advice that we provide to help manage damp, mould or condensation in their homes. If this is not reasonably practical residents should tell IDS to give us the opportunity to provide support.
- 5.4 Residents must allow IDS employees and our contractors access to their home for inspections and to carry out remedial work, in accordance with their Tenancy Agreement.

6. Reporting and Our Response Times

- 6.1 IDS has a zero tolerance to damp and mould and we encourage our residents to report any issues of damp and mould in their property to us as soon as they can so prompt action can be taken.
- 6.2 IDS will respond to all reports of damp and mould within 7 working days. We will carry out an inspection of the property, diagnose the cause and agree any remedial and follow up actions required.
- 6.3 We will carry out a follow up visit after a period of at least 6 weeks after completion of remedial works to assess whether our actions have been successful.
- 6.4 Where we understand that residents are at an increased risk from damp and mould, due to health or age-related vulnerabilities, we will provide additional support and prioritise their case.

7. Definitions

Damp

There are 3 types of damp – Rising, Penetrating and Condensation.

Rising Damp

This occurs where moisture rises through the structure of the property from the ground.

Penetrating Damp

This includes water penetrating the external structure of the building or internal leaks. It can be caused by a number of factors, including:

- building design and construction
- defective roof coverings, windows or doors
- blocked rainwater gutters and pipes
- faulty internal pipes or heating systems
- flooding due to burst pipes
- excessive plant growth outside homes.

Condensation Damp

This occurs when moisture held in warm air meets a cold surface and then condenses producing water droplets.

8. Roles & Responsibilities

IDS Board	Responsible for approving the Policy and having strategic oversight of IDS' management of damp and mould in our homes.
Director of Operations	Overall responsibility for the implementation of the policy.
Head of Contract Management	Responsible for coordinating the management of IDS's DMC strategy including arranging of inspections, agreeing how the data is gathered and shared. Management of contractors to ensure necessary remedial works are correct and proportionate and carried out in a timely manner. Support staff to ensure DMC related issues are triaged correctly when contact is made with our tenants.
Resident facing staff and contractors	Responsible for triaging DMC issues correctly. Signposting tenants to useful information such as prevention guidance etc when dealing the DMC issue.

9. Equality Impact Assessment

An equality impact assessment has been completed for this policy.

10. Policy Review & Monitoring

- 10.1 We will review this policy every three years, or following legislative change, to ensure the Policy remains effective and complies with current legislation and good practice. As an integral part of the review process, we will engage with IDS residents to seek their feedback.
- 10.2 We will regularly report how we manage damp and mould cases to the Corporate Management Team, and Board as required.