

Damp, Mould and Condensation Policy

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Purpose

1. This document details Windrush Alliance CIC's policy on Damp, Mould, and Condensation and how they will meet their duties and responsibilities as a Registered Provider (RP) and responsible landlord.
2. This policy ensures that Windrush Alliance CIC's delivers an effective and timely response to all reports of damp, mould and condensation. It ensures that proactive measures are in place which identify early cases of damp, mould and condensation and ensures effective measures are in place to address and remedy issues once identified.
3. The success of this policy depends on the positive working relationships between the Windrush Alliance CIC's teams, external contractors, and care providers, along with the implementation of agreed procedures and meeting of service level agreements.
4. This policy applies to all domestic dwellings that are owned and / or managed by Windrush Alliance CIC's
5. This policy will be reviewed in response to relevant future legislative or regulatory change or will be reviewed on a 3-yearly cycle, whichever is sooner.

Corporate Responsibilities

6. As an RP, Windrush Alliance CIC's are dutybound to meet the requirements set out in the Regulator of Social Housing's (RSH) framework of Consumer Standards. The Safety and Quality Standard forms part of this framework, and it is explicit in the standard that RPs are required to meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
7. This duty extends to the requirements under the Decent Homes Standard and the Housing Health and Safety Rating System (HHSRS).
8. A list of legal and regulatory context for this policy is set out in Appendix 1.
9. The Social Housing (Regulation) Act 2023 saw the inclusion of Awaab's Law entered on 20 July 2023. The details of Awaab's Law are currently under consultation and this policy will be updated upon conclusion of the consultation.
10. The details of Awaab's Law consultation include:
 - Timescales for initial investigations of potential hazards
 - Requirements to provide written summaries of investigation findings

- Timescales for completing repair works
 - Timescales for emergency repairs
 - The circumstances under which tenants should be temporarily decanted to protect health and safety
 - Adequate record keeping throughout repair works
11. Overall and final responsibility for the health and safety of tenants is vested in the Windrush Alliance CIC's Board who delegate the operation of the policy to the CEO and the Property Director.
12. It is the responsibility of Windrush Alliance CIC's management to ensure that the provisions of the regulations and relevant statutory provisions are observed.
13. The Regulator of Social Housing will be informed should any failure to comply with this policy results in a potential breach of the Consumer Standards.

Policy Detail

Reporting cases of damp, mould and condensation

14. Windrush Alliance CIC's will ensure that all reports of damp and mould, or potential damp and mould, are treated seriously, and that Windrush Alliance CIC's works with customers to resolve any issues.
15. Customers can report damp and mould issues as set out in the Repairs and Maintenance policy.
16. All reports of damp and mould are logged and categorised correctly on the Data Management System (MDC).
17. Windrush Alliance CIC commits to ensuring that customers will be kept informed of their report and subsequent work throughout the process.
18. All void properties will be inspected for signs of damp, mould and condensation. Where these are identified, Windrush Alliance CIC will complete remedial works prior to re-letting the property.

Assessing and addressing reports of damp, mould and condensation

19. All reports of damp and mould will be triaged within 48 hours and a property inspection arranged within 14-days.
20. Where damp or mould is identified, Windrush Alliance CIC will ensure remedial works are started within 7-days of being confirmed.

21. All cases will be categorised against the HHSRS, and where severe hazards (category 1) or where a customer is vulnerable, a temporary decant from the property will be offered at the earliest opportunity.
22. Where works for damp and mould have been carried out, Windrush Alliance CIC will check the success of these works 12-weeks after completion.

Qualifications and Training

23. Windrush Alliance CIC will ensure that all relevant employees receive awareness and, where necessary, technical training to support delivery of this policy. This may include call handlers, housing staff and property staff.
24. Windrush Alliance CIC will either employ or contract the services of appropriately trained and qualified personnel in identifying, assessing and subsequently carrying out damp, mould and condensation remedial works.

Performance and Risk Monitoring

25. Damp, mould and condensation will be recorded, monitored, and reported to the Board quarterly.
26. Damp, mould and condensation risks will be recorded on the risk register, which will be reviewed quarterly by the Board.
27. Windrush Alliance CIC will ensure there are effective contract management arrangements in place to ensure contractors are observing the requirements around damp, mould and condensation remedial works.

Equality, Diversity & Inclusion

28. Windrush Alliance CIC will ensure the requirements of the Equality Act 2010 are met.
29. Actions under this policy will ensure that all customers will be treated fairly, with dignity and respect regardless of their age, disability, gender or gender reassignment, marital status or civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
30. Vulnerabilities of Windrush Alliance CIC tenants and their individual circumstances will be considered when enacting this policy.

Document Control

Version Number	Description of Change(s) Applied and Reason	Author of Change	Date approved by board

Appendix 1: Legal and Regulatory Context

The following is a non-exhaustive list of legislation relevant to this policy:

- Landlord and Tenant Act 1985 (Section 11)
- Housing Disrepair Protocol – Civil Procedure Rules (revised)
- The defective Premises Act 1972 (Section 4)
- Occupiers Liability Act 1957
- Occupiers Liability Act 1984
- Environmental Protection Act 1990
- Housing Act 2004
- Equality Act 2010
- The Homes Act 2018 (Section 10 - Fitness for Human Habitation)
- Social Housing (Regulation) Act 2023
- Decent Homes Standard 2006
- Housing Health and Safety Rating System (Housing Act 2004)
- Minimum Level of Energy Efficiency standard