



Policy: Damp and Mould Policy
Approved by: Wider Leadership Group

Date 6th June 2023
Approved:

Frequency of review: 1 year as new policy (unless influenced by a significant event change)
6th February 2024

POLICY STATEMENT:

Broadland Housing Association (BHA) is committed to providing safe and healthy homes and the need to maintain standards that prevent deterioration that can have a negative impact on the occupant's health.

BHA are aware of the improvements required across the sector relating to damp and mould and the weaknesses identified following the Housing Ombudsman Service follow up report and recommendations on Damp and Mould, February 2023.

We understand that damp and mould is a widescale problem that can impact our tenants' health and the importance of providing and maintaining homes and the positive impact this can have on our tenants both mentally and physically.

The purpose of this policy and supporting procedures is to ensure we have a framework to manage damp and mould throughout our homes.

This policy has been developed to ensure BHA complies with current legislation, regulatory expectations and good practice, and will be subject to ongoing review.

Policies apply to all legal entities within BHA unless stated otherwise.

SCOPE:

This policy sets out how we will manage instances of damp and mould in our tenants' homes.

We will have a zero-tolerance approach to responding and investigating any damp or mould issues. We are committed to identifying damp and mould issues proactively as well as reactively, and identifying scenario's where, for whatever reason, a problem has not been reported to us.

We will use the data and intelligence we hold to help identify or pre-empt damp and mould cases from occurring.

We know there's a variety of reasons why damp and mould occur, and that by working with our tenants will help determine how we treat and manage our homes.

BHA CDM Procedure gives a detailed account of how this Policy will be implemented.

KEY STAFF RESPONSIBILITIES:

Leadership Group

Leadership Group are responsible for approving the policy and monitoring the performance on a regular basis.

Senior Managers

Ensuring that the policy and procedures are implemented.

Staff

Ensure that Policy decision and procedures are followed. Any query from the tenants are dealt with in a timely manner.

Key Staff Roles

Operational Directorate all have a responsibility for the delivery of the policy and procedures.

DEFINITIONS:

BHA – Broadland Housing Association

BBS – Broadland Business Systems

CRM – Customer Relationship Management (Customer module, BBS)

D&M – Damp and mould

HHSRS - Housing Health and Safety Rating System

RELVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)

Legislation

- Decent Home Standard
- The Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenant Act (1985)
- Housing Health and Safety Rating System, 2006

Documents

- Corporate Strategy
- Asset Management Strategy
- Responsive Repairs Policy & Procedure
- Complaints Policy
- Compensation Policy
- Tenancy Agreement
- RSH Regulatory Standards

	<ul style="list-style-type: none"> • Empty Homes (Void) Lettable Standard • Allocations Policy • Mutual Exchange Policy • Disposal policy • Decarbonisation of Existing Homes
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EQUALITY IMPACT ASSESSMENT:

As this policy would be implemented in a consistent manner in all cases, there would be no disadvantage to any group. Therefore, there is no need for a full EIA.

DATA PROTECTION

This policy (and associated procedures) does not involve the use of any personal data and so a Privacy Impact Assessment (PIA) has not been undertaken.

IMPORTANT PRINCIPLES:

We will keep accurate records on our housing management system, BBS. This includes initial reports, ongoing communications and how we will resolve the issue.

We will make it easy for reports of damp and mould to be reported to us. we can be contacted via our usual contact routes.

We will in the first instance attend the resident's home to treat the mould, whilst identifying and remedial repairs and issue advice if relevant. We will also reinspect any treatment to ensure these measures have worked and identify any additional requirements where applicable.

Where there are serious cases of damp and mould constituting a category 1 or 2 HHSRS hazard, we will support and work with the tenants where alternative temporary or permanent alternative accommodation is required.

We will have a variety of material, including advice and tips on how to prevent damp and mould and make this available on digital and hard copy formats.