



Procedure: Damp and Mould Procedure

Approved by: Wider Leadership Group

Date 2025

Approved:

Frequency of review: 3 years

1. PURPOSE

- 1.1 The purpose of this procedure has been developed to ensure BHA complies with current legislation, regulatory expectations, and good practice.
- 1.2 This procedure underpins BHA's Damp and Mould (D&M) policy and provides a framework and strategy to ensure D&M is managed.
- 1.3 We understand that D&M 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.
- 1.4 Managing and maintaining healthy homes has a positive impact not only for our tenants but also demonstrates how well our homes perform and if managed correctly, can reduce complaints and dissatisfaction.
- 1.5 Please refer to the Policy for Scope, Responsibilities, Data Protection, Legislative, and Regulatory Requirements, etc.

2. KEY STAFF RESPONSIBILITIES

2.1 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.

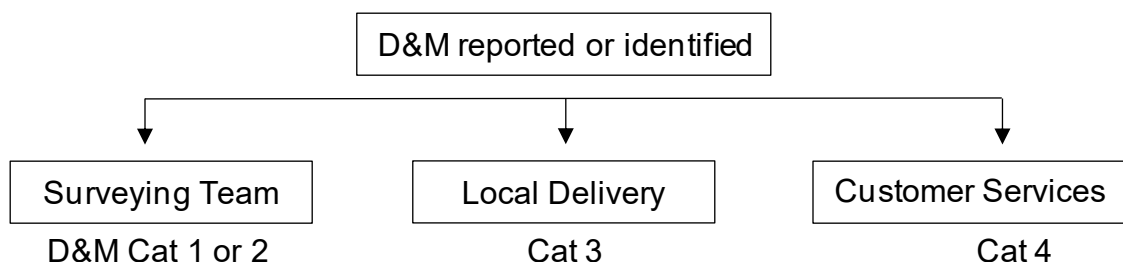
Staff

Ensure the policy and procedures are followed and any matters from tenants' relating to D&M are dealt with in a timely manner.

Key Staff Roles

| | |
|----------------------------------|---|
| Procedure Owner: Justin O'Connor | Revised by: Name of procedure reviewer Verified by: Leadership Group |
|----------------------------------|---|

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



All staff to have a general awareness of Awaab's law and the importance of ensuring our homes are free from damp and mould.

3. 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

4. RELATED DOCUMENTS

- Corporate Strategy
- Asset Management Strategy
- Responsive Repairs Policy & Procedure
- Complaints Policy
- Compensation Policy
- Tenancy Agreement
- RSH Regulatory Standards
- Housing Health and Safety Rating System 2006
- Empty Homes (Void) Lettable Standard
- Allocations Policy
- Mutual Exchange Policy
- Disposal policy
- Decarbonisation of Existing Homes plan

5. OVERVIEW

- 5.1 This process provides a framework for BHA to manage cases of (D&M) and updated digital processes to capture, record, resolve and monitor any reported cases.
- 5.2 The process will enable BHA to monitor any reported cases and identify concerns at individual home, or wider block or scheme levels to determine a more proactive approach of understanding and proactively managing the problem.
- 5.3 We will use our internal rating system for D&M as per appendix 2. The rating system will retain Cat 1 and Cat 2 related hazards from the Housing Health and Safety Rating system (HHSRS). It will also identify low level mould cases including minor remedial

works and cases to monitor and support tenants to manage mould and help prevent further escalation.

- 5.4 All of the Operations Directorate will receive training on D&M to coincide with this procedure. Due to the complexities of D&M, BHA will take a zero tolerance approach to ensure the safety of its tenants. This will ensure that we take the safety of our tenants first which may require urgent mould eradication or in some instances, providing temporary accommodation to carry out the required remedial works.
- 5.5 We will be mindful of poorer performing homes such as those listed within our disposal policy or with common D&M issues impacted by the structure of the building and have wider plans to review these homes and ensure they do not degrade to an unacceptable condition.
- 5.6 Our Decarbonisation of Existing homes plan sets out our strategy for improving the energy efficiency of poorer performing homes. This will focus on improving consistency of the installing measures that help to prevent heat loss. We will be mindful of the rising cost of energy and the number of households in fuel poverty that can exacerbate D&M. We will record the details of homes struggling to pay their fuel bills as a potential higher risk of D&M and monitor trends.
- 5.7 Empowering staff is a key aspect when engaging with tenants, offering support and tackling D&M cases. Whether a tenant has reported an issue or from an unrelated staff visit, we will enable staff to record this information digitally and have a process for any reported cases.
- 5.8 Prior to letting homes and mutual exchanges, we will ensure the property has been physically checked for D&M and any history of high level damp and mould has been considered to ensure that we are satisfied that there are no inherent D&M issues before proceeding.

6. Tenant Consideration

- 6.1 We will consider the individual circumstances of the household, including any vulnerabilities that can increase the risk. It may not always be suitable to temporarily relocate move at an early stage where major works are required and we will work with tenants to agree on the best solution depending on the circumstances and ensure we have a clear record of what has been agreed.
- 6.2 We will also make reasonable adjustments to service delivery as appropriate whereby the circumstances specific to the tenant/s require a different approach.
- 6.3 We will be fair to tenants and be clear on the remedial works required. Where technical faults exist, we will resolve in a timely manner. In some cases, where there is not a technical solution, we will help to support the resident in providing effective and supporting advice or signposting for additional support.
- 6.4 There are several scenarios that should not be considered when assessing category 1 to 3 D&M cases. These general activities within home include:
 - drying clothes indoors

- opening windows and trickle vents
- keeping lids on pans whilst cooking

Further limitations to tenants' behaviours can be impacted by affordability and although this can be a contributing factor for D&M, we need to take into consideration the circumstances caused by:

- extractor fan usage and noise
- affordability to heat the home
- overcrowding
- hoarding

In these instances, support and advice should be provided. Additional assistance may be required to help resolve these issues and should be supported by Local Delivery teams.

7. Reporting and Monitoring

7.1 Capturing D&M data forms a critical part of the management for all cases and helps to provide a wider picture that informs a more proactive approach. We will use information from complaints, third party claims, stock condition surveys and repairs data to inform wider strategy decisions.

7.2 Our process for identifying, reporting, recording and the monitoring of D&M has been set out in our processes in appendix 2. In summary, the oversight of D&M cases are managed as follows:

| Category | Presence | BBS Internal Classification | HHSRS Categorisation |
|----------|-------------|-----------------------------|----------------------|
| 1 | Very severe | Unsatisfactory | 1 |
| 2 | Severe | Potentially Unsatisfactory | 2 |
| 3 | Moderate | Potentially Unsatisfactory | NA |
| 4 | Slight | Satisfactory | NA |
| NA | None | Satisfactory | NA |

7.3 The data will be captured using Power bi reporting software to calculate the number of cases throughout our homes using our internal classification rating system. This will vary with the number of identified or reported cases and we will be able to monitor trends with the aim of reducing the risks down to categories 4 and not applicable (NA). NA reflects the property being surveyed or inspected and free from D&M.

7.4 The Power Bi will also be used to monitor progress of any D&M related repair works.

7.5 We will offer and use smart thermostats to households which would benefit, or with known D&M issues to help us and the tenant best understand the risks and potential causes. The Surveying team will take ownership for any high

risk homes with support from Local Delivery teams. We are aware that severe cases can be exacerbated due to the 'cost of living' crisis with tenants unable to heat their home. In these instances, we will offer supporting information and cross reference any vulnerabilities within the household which may escalate the risk prioritisation.

Statutory timeframes

7.6 Compliance with Awaab's law legislation requires specific timescales to be achieved relating to:

1. If a social landlord becomes aware of a matter or circumstance in a social home that may be a hazard within scope, they must investigate within **10 working days** to ascertain if there is such a hazard.
2. The social landlord must produce a written summary of the findings of the investigation (in most cases) and provide this to residents within **3 working days** of the investigation concluding.
3. If the investigation finds that a hazard presents a significant risk of harm to the health or safety of a resident, the social landlord must, in most circumstances, within **5 working days** of the investigation concluding, make the property safe (using temporary measures if necessary) and begin any further required works. The social landlord must satisfactorily complete repair works within a reasonable time period.
4. In an emergency situation, the social landlord must investigate and action any emergency repairs as soon as reasonably practicable and, in any event, **within 24 hours**.

If the property cannot be made safe within the specified timescales for Awaab's Law, then the social landlord must offer to arrange for the residents to stay in suitable alternative accommodation, at the social landlord's expense, until required repairs are completed.

8. Review

- 8.1 This procedure will be subject to ongoing review in the light of experience, changes in legislation, group policy and meeting the needs of our stakeholders.
- 8.2 This process has been updated in line with Awaab's law legislation.

Appendix A -Damp and Mould classification

The Housing, Health and Safety Rating System (HHSRS) is a risk assessment primarily used by Local Authorities to identify hazards and take the appropriate enforcement action. Broadland Housing's internal assessment for damp and mould uses a streamlined approach which focuses on assessing the home and taking the most appropriate action in the most efficient way as is reasonably practicable based on the merits of each individual case.

The table details the assessment methodology for damp and mould in BHA homes.

| Category | Presence of Damp / Mould | Definition | Assessment | BBS Internal Classification | HHSRS Categorisation |
|----------|--------------------------|---|--|-----------------------------|----------------------|
| 1 | Very severe | Excessive D&M has an extreme impact on the occupants and can cause serious harm or death. Major works are required to resolve the issue and should not be occupied until such time | <ul style="list-style-type: none"> The property is uninhabitable, occupants required to move out temporarily or permanently until works completed. | Unsatisfactory | 1 |
| 2 | Severe | Major D&M has a serious impact on the occupants and can cause respiratory problems for the occupants if not treated urgently. An assessment is required to determine whether the works can be done in occupation against the timescales for completion. The works should be completed in occupation unless vulnerabilities within the household exist such as respiratory problems or works that will cause major disruption. | <ul style="list-style-type: none"> The property is suffering from rising damp and will require major works to remediate the defect. The property has a major leak and will require major works to remediate the defect. The property is suffering from penetrating damp and requires major works to remediate the defect. The property is habitable, however, if the occupants have respiratory illnesses maybe required to move out temporarily or permanently until works completed. | Potentially Unsatisfactory | 2 |
| 3 | Moderate | Moderate levels of damp and, or mould could cause the occupants respiratory problems if not treated within a reasonable timescale. These works can be completed in occupation. Minor repairs or improvements will resolve the issue. | <ul style="list-style-type: none"> The property has an unforeseen plumbing leak requiring urgent repair and remedial works. The property is suffering from penetrating damp i.e., a roof leak and requires urgent repair and remedial works. The property is suffering from a lack of insulation, ventilation and requires improvement. <p>The property has poor insulation and or ventilation contributing to condensation and requires improvements and remedial works.</p> <ul style="list-style-type: none"> Mechanical system requires repair i.e., extractor fan or heating component. | Potentially Unsatisfactory | NA |
| 4 | Slight | Minor mildew or mould present in isolated areas or rooms within the property. | <ul style="list-style-type: none"> The property has adequate insulation and ventilation. Slight or very minor visible evidence of mould. There are signs of manageable condensation on the windows and sills. There is minor mould or mildew that can be treated around the reveal of windows. Walls, ceilings, tiles or sealant has minor mould or mildew that can be easily treated by the tenant. Advisory and support measures required and consider escalation to cat 3 as reasonable adjustment. | Satisfactory | NA |

Procedure Owner: Justin O'Connor

Revised by: Name of procedure reviewer

Verified by: Leadership Group

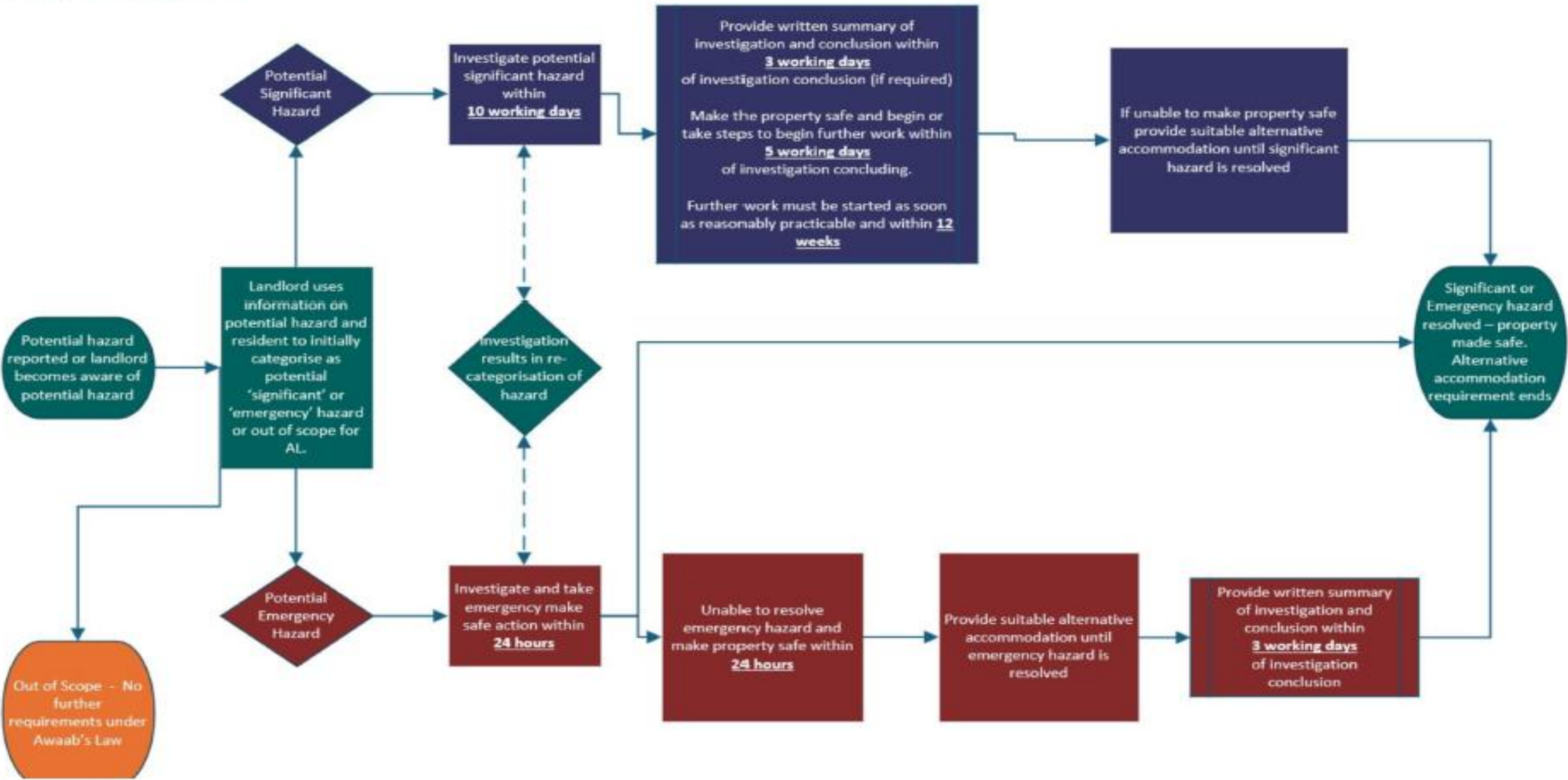
| | | | | | |
|----|------|---|---|--------------|----|
| NA | None | No visible presence of D&M throughout the home. | <ul style="list-style-type: none">No D&M has been identified as present within the homey. | Satisfactory | NA |
|----|------|---|---|--------------|----|

| BBS condition classification | |
|------------------------------|--|
| Satisfactory | <ul style="list-style-type: none">Advisory and support measures only, where applicable. |
| Potentially Unsatisfactory | <ul style="list-style-type: none">Remedial works and preventative actions required.Mould treatment required whereby the occupants are likely to remain in the property whilst remedial works completed. |
| Unsatisfactory | <ul style="list-style-type: none">Remedial works and preventative actions required.Mould treatment required throughout duration prior to the occupants being moved out temporarily or permanently. |

Appendix B –D&M process flow

Diagram 1 - Awaab's Law Process Flow

Note : Does not include, renewed and further Investigation timeframes



Appendix C – Surveying team D&M Process (Cat 1&2)

Appendix D – Local Delivery D&M Process (Cat 3)

Appendix E – Customer Services D&M Process (Cat 4)

Appendix F – Customer Services D&M diagnosis script (Cat 4)

| Customer Services | |
|---|---|
| Check | Action |
| Is this a new issue? | Yes – Escalate to diagnostic questions to determine next action. |
| | No – Escalate to LDT providing or signpost to historic info. |
| Have photos been obtained? | Yes – Ensure photos are captured within CRM. |
| | No – Ensure photos are obtained where possible to determine next action. |
| Has the issue been reported as a complaint? | Yes – Log the complaint to the Deputy Head or Assistant Asset Director. |
| Have you determined the cause of the issue? | Is the issue: <ul style="list-style-type: none">• Condensation related minor mould? = Leaflet / advice• Condensation related major mould? = LDT• Plumbing leak related damp = Raise an emergency repair |

| | |
|----------------------------------|--|
| Procedure Owner: Justin O'Connor | Revised by: Name of procedure reviewer |
| | Verified by: Leadership Group |

| | |
|---|--|
| | <ul style="list-style-type: none"> • Roofing leak = Raise an emergency /urgent repair • Low level damp on walls = Escalate to Surveying team assetteamenquiries@broadlandgroup.org • Unknown or insufficient information = Escalate to LDT • Major unexpected or unknown damp = Escalate to Surveying team assetteamenquiries@broadlandgroup.org |
| Has advice been provided i.e., the information leaflet has been sent out? | Yes - Record all relevant info on the CRM module including any photos. Identify and flag for a 3 month return call to tenant. No – Ensure sufficient information gathered to determine best next course of action . |
| Has the issue been resolved? (3 month check) | Yes – Record details of conversation on CRM and close off the enquiry. Include photos where possible. No – Escalate to LDT including any additional information and evidence for reason of escalation . |

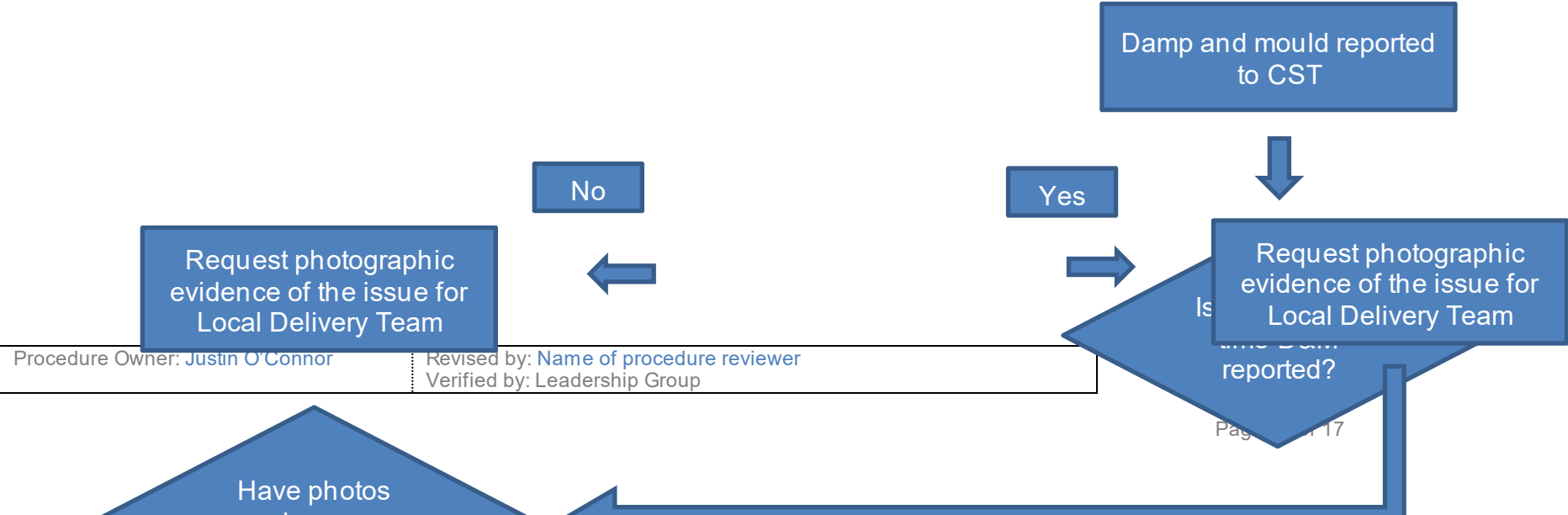
| Local Area and Technical Delivery Teams | |
|--|--|
| Check | Action |
| Is a follow up call or inspection required to determine next actions? | Yes – Arrange for most suitable LDT member to contact tenant and visit where appropriate. No – Arrange for the completion of works from information provided. |
| Are the remedial works required standard repairs completed using inhouse resources? | Yes – Schedule the relevant repairs and ensure you document clearly the scope of works required, and good quality before and after photos are completed against the job record. No – Provide summary or property details to LDT Surveyor which highlights the unsuccessful measures to date. assetteamenquiries@broadlandgroup.org |
| Have you completed a standard assessment proforma? | Yes – Identify what additional measures are required if any and schedule any works. No – Complete standard tick box assessment of existing heating, ventilation and cause of any high moisture levels in the home. |
| Do the works require specialist expertise such as damp proofing or major insulation works? | Yes – Escalate to LDT Surveyor including any additional information and evidence for reason of escalation. assetteamenquiries@broadlandgroup.org No – Schedule the relevant repairs and ensure you document clearly the scope of works required, and good quality before and after photos are completed against the job record. |
| Is a Switchee thermostat suitable to monitor moisture levels causing condensation/mould? | Yes – Schedule the install of a Switchee installation No – Where escalated, provide reason for Switchee refusal. |

| Surveying Team | |
|---|---|
| Check | Action |
| Have you visited the property and produced a survey report? | Yes – Ensure record held on property file within the document section of BBS. Update CRM record. No - Ensure appointment booked in with tenants within 10 working days. No – Survey to be completed within 10 working days and disrepair template completed. |
| Do you have a specification for the works? | Yes – Coordinate works with Technical Services or contractor obtaining quotation and raise purchase order for the works. No – Ensure specification, quotations provided and full scope of works including making good documented. (all quotations should be saved in the property file within the documents section of BBS). |

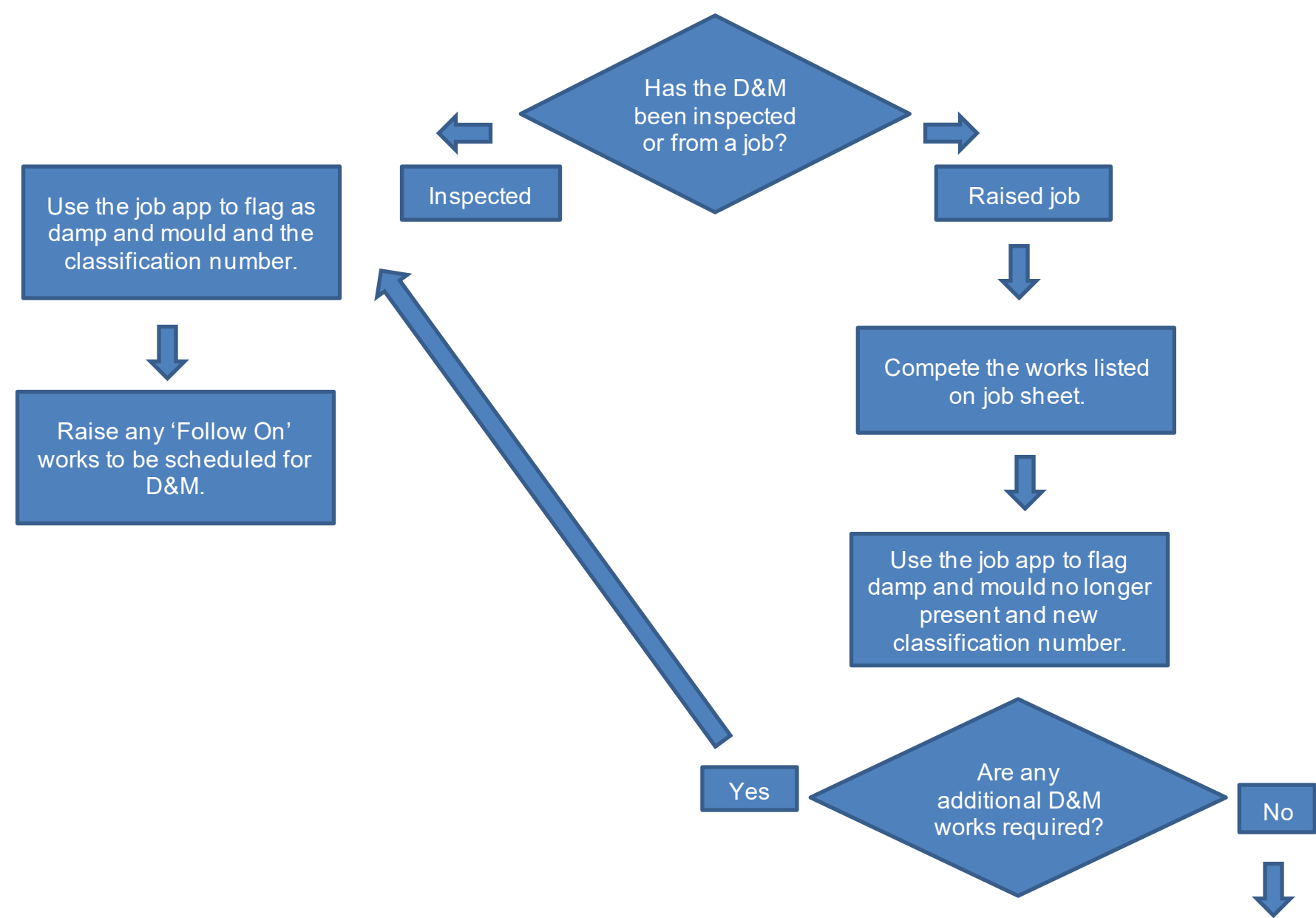
| | |
|--|---|
| Procedure Owner: Justin O'Connor | Revised by: Name of procedure reviewer Verified by: Leadership Group |
|--|---|

| | |
|---|---|
| Can the works be completed in occupation? | Yes – Agree dates with tenants contractor to carry out the works. |
| | No – Liaise with LDA Manager/ Team Leader to identify suitable alternative temporary accommodation until works complete. |
| Has a disrepair claim been received? | Yes – Ensure claim is logged on the Disrepair Claims Register (Business Incident Channel/Disrepair Claims). Claim to be sent directly to solicitors to ensure requested documents provided to solicitors within the requested timeframe. Survey to be completed within 5 working days and disrepair template completed and sent to solicitors. Ensure any works scheduled as a priority. |
| Have the works been completed? | Yes – Project manage works to completion including photographic evidence of completed works. Ensure CRM updated. |
| | No - Monitor works to completion ensuring works completed to specification and tenant kept updated. |
| Switchee monitoring | Check Switchee thermostat for high humidity low temperature risks and any subsequent actions required to minimise. |

Appendix 4 – Process Map: Customer Services



Appendix 5 – Process Map: Local Delivery and Technical Teams



NB: If access has not been gained, please ensure that a job card and photo of delivery are recorded against the job.

