



St George Housing

DAMP AND MOULD POLICY

November 2024

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1. INTRODUCTION

- 1.1 St This policy outlines St George Housing's (SGH) commitment to preventing, identifying, and addressing damp and mould in our properties promptly, in line with the **Regulator of Social Housing Consumer Standards**, the **Social Housing (Regulation) Act 2023**, and other relevant legislation, including **Awaab's Law**.

2. POLICY STATEMENT

2.1 SGH commits to:

- Complying with **Awaab's Law** and related regulations when enacted, ensuring health hazards like damp and mould are remedied within legally mandated timeframes.
- Meeting all requirements of the **Safety and Quality Standard** under the Consumer Standards.
- Following best practices as recommended in sector consultations and guidance.

- 2.1 We pledge fair and respectful treatment to all tenants, understanding and addressing diverse needs, including those related to equality strands and additional support requirements.

3. LEGAL FRAMEWORK

3.1 The legal framework that underpins the policy has taken into account the following legislation, regulation and codes of practice.

- Housing Act 1996
- Equality Act 2010
- Social Housing (Regulation) Act 2023

3.2 This policy complies with Regulator of Social Housing (RSH) Standards

4. SCOPE AND OBJECTIVES

4.1 This policy applies to all residents of SGH. The objective of this policy is to set out our approach to promoting residents' engagement by ensuring enhanced customer satisfaction, fostering tenant involvement, and addressing complaints effectively.

5. PRINCIPLES

5.1 SGH adopts the following principles to manage damp and mould:

- **Zero Tolerance:** Damp and mould are treated as serious health hazards requiring immediate attention.
- **Tenant-Centric Approach:** Tenants will be supported throughout the process, with clear communication and timely updates.
- **Prevention First:** Regular inspections and maintenance to prevent damp and mould.

- **Rapid Response:** Prompt action to rectify reported cases of damp and mould, including emergency interventions where required.

5.2 Staff and Contractors

5.3 All SGH staff and contractors are trained to:

- Identify damp and mould during inspections or maintenance visits.
- Report and escalate issues promptly.
- Engage respectfully and effectively with tenants to resolve issues.

6. PROCEDURES

6.1 Reporting and Initial Response

6.2 **Tenant Reporting:** Upon receipt of a report, SGH will:

- Acknowledge the complaint within **1 working day**.
- Arrange an inspection within **5 working days**.

6.3 **Emergency Cases:** Cases posing an immediate health risk will be treated as emergencies and addressed within **24 hours**.

6.4 Inspection

- A property survey will be conducted to identify the cause of damp and mould
- Findings will be documented, and tenants will receive a written summary of the inspection.

6.5 Remedial Action

- Immediate action will be taken to address the root cause, such as repairs, ventilation improvements, or addressing leaks.
- Temporary measures (e.g., dehumidifiers) may be provided to reduce the immediate impact.

6.6 Timescales

6.7 SGH will comply with timeframes set by **Awaab's Law** when enacted. Until then:

- **Category 1 Hazards:** Remedied within **28 days**.
- **Category 2 Hazards:** Addressed within **6 weeks**, unless circumstances require a longer timeframe, which will be communicated to tenants.

6.8 Post-Remediation

- Follow-up inspections will be conducted to ensure the issue is resolved.
- Feedback will be sought from tenants to evaluate satisfaction with the process.

7. PREVENTION MEASURES

7.1 SGH will:

- Conduct regular **stock condition surveys**.
- Maintain adequate ventilation and heating systems in all properties.
- Provide tenants with information on preventing damp and mould (e.g., condensation management).

8. RESPONSIBILITIES

8.1 Named Health and Safety Lead

- **Monty Kareem**, SGH's Health and Safety Lead, is responsible for overseeing compliance with this policy.
- Tenants can contact him directly at support@stgeorgehousing.co.uk.

9. REPORTING REPAIRS

9.1 Tenants should report damp and mould issues through one of the following channels:

9.2 Call **01253 228944**, selecting **Option 1** for repairs.

9.3 Send a WhatsApp message to **07554 583155**.

10. TENANT ENGAGEMENT

10.1 Tenants will be informed of their rights under **Awaab's Law** once enacted.

10.2 SGH will regularly communicate its damp and mould policy through the **Tenant Handbook**, website updates, and newsletters.

10.3 Feedback from tenants will be incorporated into policy reviews.

11. MONITORING AND REVIEW

- Monitor damp and mould cases and responses through performance data.
- Monitor damp and mould cases and responses through performance data.
- Include damp and mould management as part of **Tenant Satisfaction Measures (TSMs)**.
- Review this policy annually or sooner if required by legislative changes.

12. COMPLAINTS

- Tenants dissatisfied with SGH's handling of a damp and mould issue can:
- Use the **SGH Complaints Procedure**, detailed in the Tenant Handbook.
- Escalate concerns to the **Housing Ombudsman** if necessary.

13. RELATED INTERNAL POLICIES

13.1 Repairs Policy

13.2 Tenant Handbook

13.3 Health and Safety Policy

13.4 SGH Allocations and Lettings Policy

14. LEGISLATION

15.1 This policy is underpinned by the following legislation:

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| Social Housing (Regulation) Act 2023 | Establishes updated consumer standards and regulatory oversight for housing providers. Introduced Awaab's Law , mandating landlords to address health hazards (including damp and mould) within specified timeframes once enacted. |
| Housing Act 2004 | Introduced the Housing Health and Safety Rating System (HHSRS) , which assesses health and safety risks in residential properties, including damp and mould. Requires landlords to address Category 1 hazards promptly. |
| Landlord and Tenant Act 1985 | Section 11 requires landlords to maintain the structure, exterior, and installations of their properties. Ensures landlords address disrepair, including issues leading to damp and mould. |
| Homes (Fitness for Human Habitation) Act 2018 | Requires homes to be fit for human habitation at the start and throughout the tenancy. Explicitly covers issues like damp and mould under fitness standards. |
| Environmental Protection Act 1990 | Section 82 allows tenants to take legal action if a property causes statutory nuisance due to damp and mould. |
| Defective Premises Act 1972 | Holds landlords accountable for ensuring homes are free from hazards that could cause harm to tenants, including damp and mould. |
| Equality Act 2010 | Requires landlords to make reasonable adjustments for disabled tenants, ensuring damp and mould are not exacerbating health conditions. |
| The Decent Homes Standard | Sets out criteria for housing quality, including ensuring homes are free from damp, condensation, and mould. |
| Health and Safety at Work etc. Act 1974 | Imposes duties on landlords and contractors to manage health and safety risks, including damp and mould hazards. |
| Regulatory Reform (Fire Safety) Order 2005 | Relevant to addressing damp and mould in communal areas that may increase fire risks (e.g., affecting electrical systems). |
| Data Protection Act 2018 (GDPR) | Governs the secure handling of tenant data when recording and managing damp and mould reports and actions. |

15. EQUALITY AND DIVERSITY ASSESSMENT

14.1 In writing this policy we have carried out assessment to ensure that we are considering, equality, diversity and inclusion. Our assessments did not have any impact of Equality and Diversity.

16. PRIVACY IMPACT ASSESSMENT

15.1 We have also carried out a privacy impact assessment as information regarding applicants is sensitive. However, responsible information sharing plays a key role in the letting of our homes. We follow information sharing protocols with local authorities and our partner where they in place.

15.2 To request copies of these assessments, please contact info@stgeorgehousing.co.uk

17. CONSULTATION

16.1 This policy will be reviewed in consultation with...e.g. (Residents, staff other key stakeholders)

18. REVIEW AND APPROVAL

17.1 This policy will be reviewed at least every two years or as required to take into account changes in legislation.

Responsible officer: Director of Operations

Policy Author: Director of Governance

Policy version: V1

Date of Board Approval: November 24

Date the next review is due: November 26