Damp & Mould Management Policy

Name	Reason for change	Date
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Approval process for current version

Presented to	Date	Outcome
CMT	n/a	
Services Committee	7 March 2023	Approved
Poplar Board	n/a	

1. Introduction

1.1. Poplar HARCA has a responsibility to ensure that all homes are safe, maintained to a high standard, and free from damp. Damp and mould can have a serious impact on the health and well-being of our residents, and cause damage to homes.

1.2. Poplar HARCA is committed to safeguarding the health, safety and wellbeing of everybody living, working or visiting our buildings, and to protecting our property.

1.3. This policy sets out how Poplar HARCA will address the issue of damp, mould and condensation in residents' homes and our communal areas.

1.4. Our staff and contractors will work together with our residents to deliver this policy.

2. Definitions and causes

Mould	A common microscopic fungus that grows in damp, poorly ventilated places.
Damp	Excess moisture that cannot escape from the structure of a building.
Condensation	Excess moisture caused when humid air makes contact with a cold surface such as a wall. Condensation is the most common cause of mould.
Penetrating damp	Excess moisture caused by water moving from the outside of a building to the inside because of a problem (gap, crack etc) with the structure.
Water leak	Excess moisture caused by water leaking from faulty pipework.
Rising damp	Excess moisture caused by water rising from the ground into the home.

3. Regulatory standards, legislation and codes of practice

3.1. Poplar HARCA's mould management approach, works and activities must comply with:

Regulator	• Regulatory framework and consumer standards (Home Standard) set out by the Regulator for Social Housing
Legislation	• The Homes (Fitness for Human Habitation) Act 2018 • Landlord and Tenant Act 1985 • Housing Act 2004 – Housing Health & Safety Rating • Defective Premises Act 1972 • Environmental Protection Act 1990 • Decent Homes Standard 2006 • Equality Act 2010 • Homes Standard, Regulator of Social Housing 2015 • Pre-Action Protocol for Housing Conditions Claims 2021
Codes of practice & guidance	• Housing Health and Safety Rating System
This policy also operates in the context of:	• Health & Safety at Work Act 1974 • The Management of Health & Safety at Work Regulations 1999 • The Workplace (Health Safety & Welfare) Regulations 1992 • Dangerous Substances and Explosive Atmospheres Regulations 2002 • Equality Act 2010

4. Responsibilities

4.1. Poplar HARCA is required to:

- provide dry, warm, healthy and safe homes which are free from any hazards.
- comply with legislative, regulatory and contractual (including tenancy and lease) obligations.
- ensure that homes remain in a good state of repair
- diagnose the cause of damp and mould in a timely and effective way
- ensure works are carried out promptly and in line with the organisation's Repair Policy
- treat residents reporting damp and mould with empathy and respect

4.2. Poplar HARCA tenants must:

- report any issues of damp and mould within the home promptly
- report any repairs or defects to the home or communal areas promptly
- provide access to their homes to carry out inspections and repairs
- listen to and implement advice and solutions offered by Poplar HARCA

4.3. Poplar HARCA leaseholders must:

- report any repairs or defects to communal areas promptly

5. Delivery

5.1. Poplar HARCA has a zero-tolerance approach to damp and mould.

5.2. Data is used to identify homes at greater risk of developing mould and to find proactive solutions.

5.3. When a report is received Poplar HARCA will:

- **never** blame residents for the mould
- remove mould, regardless of what has caused it
- identify and address the root cause of the problem, including doing repairs to heating and ventilation systems
- monitor to make sure that the right action has been taken
- follow-up to make sure mould has not reappeared
- if mould does reappear, take further action and monitor until the problem is resolved
- train staff and contractors on how to respond and what remedies are available

5.4. Communicate effectively and regularly with residents

5.5. A robust escalation process is in place and regularly reviewed.

5.6. Repairs are delivered by Poplar HARCA's contractors in line with its Repair Policy.

5.7. Tenant feedback is reviewed and incorporated into service improvements.

5.8. Poplar HARCA provides clear, engaging information about damp and mould prevention.

5.9. Poplar HARCA provides additional support, assistance and signposting for residents with particular needs, including overcrowded and fuel poor households.

6. Record keeping

6.1. Every report of damp, mould or condensation is recorded on Poplar HARCA's core housing management system, along with survey inspections and works orders.

6.2. Open case files are reviewed quarterly, and more frequently when required.

7. Performance monitoring and reporting

7.1. There is a robust procedure in place for monitoring damp, mould and condensation.

7.2. Key performance indicator (KPI) measures are in place and reported to senior management, other relevant staff, resident committees and the Board.

8. Roles and responsibilities

Poplar Board	Overall governance responsibility for ensuring that the organisation is compliant with regulatory standards, legislation and codes of practice.
Director of Technical Resources	Strategic responsibility for the management of damp and mould and for ensuring that compliance is achieved and maintained.
Assistant Director of Asset Management	Responsible for the implementation of the Damp and Mould Management Policy.

Head of Repairs	Responsible for the overall day to day delivery of survey inspections and repairs. Monitoring of performance and compliance.
Repairs Manager	Responsible for scheduling and planning survey inspections and repairs.
Surveyors	Responsible for surveying and investigating the causes of damp and mould. Specifying remedial works and solutions.
Competent Contractors	Responsible for the operational delivery of work to remove and eliminate mould and damp.

9. Policy review

9.1. Policies are reviewed every 3 years or sooner if they no longer reflect best practice.

10. Appendix 1: Impact assessment

How does the policy/procedure/strategy contribute to Poplar HARCA's aims?	The policy is a statement of our intention to meet all statutory obligations associated with providing safe homes which meet the Decent Homes standard.
Which group(s) of people benefit from the policy/procedure/strategy? **If any group could be disadvantaged, what is the mitigation or justification?**	All groups benefit from this policy in terms of providing homes that are safe, maintained to a high standard, and free from damp. Ensuring the health & safety and wellbeing of our residents. It is also beneficial for residents, staff and the Board to be aware of Poplar HARCA's statutory obligation.
How have residents been involved in developing the policy/procedure/strategy? **If they have not been involved, why not?**	The policy is a statement of our intention to meet all statutory obligations. Residents will be actively involved and educated on how to combat damp, condensation and mould within their home.
How will the policy/procedure/strategy be monitored and measured? (e.g. performance indicators?)	Performance and compliance will be regularly reviewed and reported to senior management, other relevant staff, resident committees and the Board.
If any, what are the Value for Money implications?	The policy is a statement of our intention to meet all statutory obligations. Keeping our homes safe, maintained to a high standard, and free from damp will reduce repair costs, complaints, compensation and disrepair claims.
Will personal data be collected, stored, used or shared?	Yes, personal information will be shared with contractors and consultants (e.g., name, address,

If yes, a privacy impact assessment must be carried out.	contact details) in order to allow them to carry out survey inspections and required works.