

Paragon Asra Housing Limited

# Damp and Mould Policy

November 2022

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<b>Department</b>	Property Services
<b>Approved by</b>	SMT
<b>Next review date</b>	November 2025

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**Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.**

**We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.**

## AUDIT LOG

Date of Change	Who updated	Details of the change

## **1 Introduction and Objectives**

- 1.1 Paragon Asra Housing Limited (PA Housing) is committed to maintaining its homes to a high standard which adds value to the homes and their surroundings. Maintaining high quality, secure homes can improve the lives of our customers and achieve high levels of customer satisfaction. Our homes give people the space and security to create meaningful lives and the foundation to build the best possible life.
- 1.2 This policy has been written to ensure that wherever possible, residents are not adversely affected by the causes of damp and mould and drives forward an agenda of proactive action to tackle/manage the causes of damp and mould.
- 1.3 This policy and associated procedure will take into account recommendations made in the Housing Ombudsman Service Report – *Spotlight on: Damp and Mould – Oct 2021*.

## **2. Key Points of Policy**

2.1 The key points of this policy are the following:-

- Ensure that customers are treated in a fair and consistent way.
- Focus on working in partnership with customers ensuring that a safe and healthy internal environment is provided.
- Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp including, managing and controlling condensation.
- Ensure that customers have access to and/or are provided with comprehensive advice and guidance on managing and controlling damp and condensation.
- Comply with all statutory and regulatory requirements and with best practice relating to the provision of this service.
- Maximise the available budgets to deal with damp and condensation problems.
- Ensure that the fabric of our property is protected from deterioration and damage resulting from damp and condensation.
- Proactively tackle/manage the causes of damp and mould through robust procedures, analysis and service delivery.
- Enhance the living conditions of our residents.
- Enhance the service provided to residents in managing this area of work.
- Enhance the understanding of our stock in relation to damp and mould and have proactive programmes for managing this issue.
- Ensure that our retrofit programmes have a consideration of the impact of damp and mould.
- Reduce the risk of expensive legal disrepair claims.
- Reduce the risk of reputational damage.

## **3. Key activities taken to manage risk**

- Effective Inspection and diagnosis
- Provision and use of appropriate equipment to both investigate and remedy
- Logging of and management of cases
- Training of staff and use of qualified contractors
- Planned programmes of work

- Educational and informative information provided to customers and other stakeholders
- Liaising with other Registered Providers, Environmental Health and Energy Advice Agencies to seek, share and adopt best practice.
- Appropriate budgets in place to prevent and tackle damp and mould issues.

#### **4. Data**

- 4.1 Data will be managed within PA Housing I.T. systems, Northgate and Keystone. Intelligence led planned programmes will be formed using historical repairs data, Energy performance information and know areas of fuel poverty.
- 4.2 Responsibility for work will be identified via property ownership records.

#### **5. Training**

- 5.1 Induction and refresher training will be provided for all staff and contractors to make sure that they are aware of this policy. All managers will receive specific training to provide the skills and knowledge to comply with the policy and associated procedures.
- 5.2 We will ensure that all of our staff, and contractors have training to raise awareness of and create a good understanding of damp and mould issues, their impact and are aware of the internal processes in place to remedy.

#### **6. Monitoring and Reporting**

- 6.1 Actions taken and impact as a result of this policy and its procedures will be reported to the organisation via the Assistant Director of Property Services and Repairs and the Head of Repairs.

#### **7. Equality analysis**

- 7.1 PA Housing is committed to a policy of fair and equal treatment for all customers, employees and applicants, regardless of religion, sexual orientation, age, class, racial origin, sex, disability or marital status. This policy has been subject to an equality analysis.

#### **8. Legislation and regulation**

- 8.1 PA Housing will meet all of its obligations established by statute and contract. They are detailed below:-
- Housing Act 1985, 2004
  - Decent Homes Standard
  - Housing Health and Safety Rating System (HHSRS)

- Defective Premises Act 1972
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Landlord and Tenant Act 1985
- Tenancy Agreement (agreed between PA Housing and it's tenant)
- Equality Act 2010

**9. Linked Policies**

- Maintenance Policy
- Asset strategy
- Complaints • Corporate Plan
- Health and Safety
- Resident Involvement strategy