

Damp, Condensation and Mould Management Policy

The safety of our customers and colleagues is key to us at Grand Union.

This policy explains how Grand Union deals with damp, condensation, and mould in our homes. All objectives will help us to comply with the Home Standard set by the Regulator of Social Housing.

Policy objectives

All of the objectives we've set will help us make sure all our homes are repaired, maintained, or improved so that every customer has a safe place to live.

They will also help us regularly collect information about the condition of our homes, along with Housing Health and Safety Rating System (HHSRS) data.

We've split each objective into two sections to make it easier to understand. These are what we'll do and what that means for you, the customer.

Supporting customers

What we'll do	What this means for you
Always treat customers in a fair and consistent way that considers their individual needs, tailoring our response accordingly.	We will make sure what we look at is what's best for you. We'll then work out how best to sort your issues.
Ensure that customers have access to comprehensive advice and guidance on managing and controlling these issues.	We'll put useful information about these issues on our website. These will include hints and tips. If you don't have internet access, we'll post information to you.
Always communicate effectively in relation to the delivery of our repairs service and provide a range of options for customers to report repairs.	We'll be clear about what we do with repairs. We also have a few ways you can report repairs. We'll make sure you know what these all are and how to do them.
Offer environmental sensors and accompanying mobile app to customers who report issues of damp, condensation, or mould.	We'll install a sensor in your home that tracks the moisture levels. This helps us see when issues might be starting. A mobile app helps you track this too.

Identify adaptations required to support customers with serious underlying health conditions.	We'll work with our Accessibility team to see if we can make any changes to your home that could help you.
Working with customers to ensure their home environment is healthy and safe.	We will explain what you can do to manage condensation in your home.
Make reasonable attempts to access the property to inspect and carry out the works.	If you aren't in when we visit, we'll try another two times. We'll make sure we let you know when we're coming beforehand.
Work with other teams to provide additional support identified when carrying out inspections or works.	We will refer you to other teams who may be able to support you. For example, our Financial Wellbeing team could help with paying energy bills.
Provide decoration vouchers or support if needed after work associated with damp and mould has been completed.	We will give you vouchers to buy paint if it's needed after we've treated issues in your home. If you're unable to decorate the room yourself, we will look to see if we can help with this.

Investigation and repairs

What we'll do	What this means for you
Investigate all reports of damp, condensation, or mould and give them a high priority.	We'll always look into any issues after you tell us about them. And we'll do this as quick as we can. We will stay in touch with you during your repairs, to ensure that you know when they are taking place, and if there are any issues.
Do all we reasonably can to remove or manage issues of damp, mould and condensation.	We will look at all possible ways to sort your issues.
Complete repair works and other measures in line with our Responsive Repairs Policy. We'll tailor this based on the severity and urgency of the problem, how complicated the solution is, and what work needs to be done.	We'll look at how big the problem is in your home. We'll also see how complicated it might be to fix it. This will help us work out how and when we will come to fix it.

Ensure that the fabric of our homes is protected from deterioration and damage resulting from damp, condensation, and mould.	If there's been an issue in a home, we'll fix it so that the building itself isn't left worse off.
Check in with customers within six months of any damp, condensation and mould being reported to make sure issues are sorted.	We will call or email you to check we've fixed your issues. We will do this within six months of you reporting the issue.

Compliance and data

What we'll do	What this means for you
Comply with our statutory and regulatory responsibilities and contractual requirements.	We'll do everything we should be to keep you and your homes safe and issue free.
Develop new data quality and insight measures. These will help us identify potential risks to our properties in order to avoid damp, condensation, and mould problems before they happen.	We will use information to help us look for possible risks. This could include checking building types to see if they are more likely to get issues than others.

Timescales

What we'll do	Timescale
Inspection/mould wash application (first if required)	Within 14 days of customer reporting
Inspection/mould wash application (second if required)	Within 48 hours of first application
Property Manager to contact customer to ensure mould wash effective.	30 days after last application.
Remedial repairs to be completed	Within 21 days of customer reporting

Other related legislation

- Housing Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- The Health and Safety at Work Act 1974
- Landlord And Tenant Act 1985 (Section 11)
- Housing Act 2004 - Housing Health and Safety Recording System
- Defective Premises Act 1972 (Section 4)
- Home Standard – Inc. Decent Homes Standard
- Equality Act 2010

Other related Policies

- Disability and Adaptations Assistance Policy
- Responsive Repairs Policy
- Decant Policy
- Allocations Policy
- Complaints Policy
- Equality Diversity and Customer Care Policy
- Health and Safety Policy (Compliance)

Monitoring

This policy will be reviewed in accordance with the policy review programme.

Customer consultation

We've used customer feedback to create this policy. This was done on Voice via a survey. It also went to our Customer Experience Committee in May 2023. Following this feedback, it was reviewed again to make it easier to understand. The final policy will include a summary of this feedback.

Equality impact assessment carried out: Initial screen

Person responsible for review:	Director of Property Services
Supported by:	Head of Property Operations
Ratified by:	Customer Experience Committee
Date policy reviewed:	November 2023
Date of next review:	April 2025