



WCHG Damp and Mould Policy

Date of approval	30th January 2023
Responsible director	Paul Butterworth Executive Director of Assets
Policy monitoring body	Customer Experience Committee
Resident input into policy date	Data led research to assess scale and propensity of cases, and sector benchmarking
Date for policy review	January 2026
Linked strategies/policies	Asset Management Strategy Repairs and Maintenance Policy Empty Homes Policy
Statutory and Legal Framework	<p>This policy takes account of all legislative and regulatory requirements relevant to Registered Providers.</p> <p>Particular attention has been paid to The Charter for Social Housing Residents: Social Housing White Paper, The Homes (Fitness for Human Habitation) Act 2018, and the Housing Health and Safety Rating System.</p>
Version/date	Final V1.3 – 30th January 2023

WCHG Damp and Mould Policy

1. Background


- 1.1. We understand that the presence of damp and mould can seriously impact the health and wellbeing of customers when it is present in their home. This policy outlines the zero-tolerance approach that Wythenshawe Community Housing Group (WCHG) take to damp and mould.
- 1.2. We want to ensure that customers live in homes that are free from hazards. We will use data about our properties, effective identification and reporting of damp and mould issues, and deliver appropriate remedial action and treatment to provide homes that are safe.
- 1.3. This policy supports the delivery of the WCHG Corporate plan and the Great place strategic theme. It also aligns to our Customer First programme, and our commitment to focus on supporting customers.
- 1.4. We have developed this policy in line with best practice that is emerging across the housing sector in this area, and it meets the requirements of the Housing Ombudsman and the Social Housing Regulator.

2. Scope


- 2.1. The service provided under this policy is available for customers who rent their home under a tenancy agreement, or occupy under licence. For leasehold customers we will meet all responsibilities set out in the lease.
- 2.2. All communal areas are also covered by this policy.
- 2.3. The provision of advice and guidance about damp and mould is included within the scope of this policy.


3. Zero Tolerance Approach to Damp and Mould

- 3.1. We recognise the distress customers experience when damp and mould is present in their home. We will treat customers who report these issues to us with empathy and respect, and will not prejudge the cause or reason for damp and mould problems.
- 3.2. We will work in partnership with customers to understand, reduce and resolve damp and mould issues in their home.
- 3.3. We will communicate clearly and effectively, about the action we will take, and any actions we advise customers can take to tackle damp and mould.
- 3.4. We will train colleagues who visit customers at home, to identify the range of potential causes of, and solutions to damp and mould issues, so that they can advise customers and report issues appropriately.

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- 3.5. We will take responsibility for inspecting and diagnosing the cause of damp and mould in a customer's home, within 10 working days of it being reported to us by any party.
 - 3.6. Where mould is present we will remove it and when appropriate provide a follow up mould prevention treatment.
 - 3.7. We will undertake any remedial repair work identified as necessary to alleviate the cause of damp and mould in our properties, in line with our Repairs and Maintenance Policy.
 - 3.8. We will ensure the appropriate levels of ventilation are provided in our properties to reduce the likelihood of damp and mould occurring.
 - 3.9. We will always work with customers to arrange access appointments that are convenient and appropriate when we need to carry out work to address damp and mould. If customers refuse to provide access, we will consider taking legal action to gain entry when all other efforts have failed.
 - 3.10. When intrusive building work is necessary to address complex cases, and/or there is serious and significant risk to the health and safety of customers or members of the household, we may require customers to move out of their home on a temporary or permanent basis. All such cases will be dealt with on an individual and risk assessed basis, and customers will be fully supported throughout this process.
 - 3.11. We will use property data to proactively identify and improve homes that have a high likelihood of suffering from damp and mould problems, in line with our Asset Management Strategy, and also when properties become vacant in line with our Empty Homes Policy.
 - 3.12. We will provide all customers who report damp and mould with a follow up check within 12 months of us responding to the case.

4. Support for Customers

- 4.1. We will provide information for customers on our website and in other formats on request, to raise awareness about the different causes of damp and mould. This will include advice about the steps that can be taken within the home to reduce the likelihood of problems occurring and what can be done to tackle them.
 - 4.2. We will support customers to access all the income they are entitled to in order to help ensure they can afford to heat their homes.
 - 4.3. When customers are living in overcrowded conditions we will help them to explore the re-housing options that are open to them.
 - 4.4. We will listen to customers and make reasonable adjustments to meet individual needs and preferences when we respond to reports of damp and mould, for example, meeting specific access requirements. Customers can request a reasonable adjustment at any point during the service delivery process.
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- 4.5. Customers who are dissatisfied with our response to reports of damp and mould within their home can make a complaint through the WCHG Complaints procedure. Details of how to make a complaint are available on our website.

5. Monitoring and Review

- 5.1. We gather a range of performance and customer satisfaction data to monitor and measure the quality of service delivery.
 - 5.2. Customers are invited to hold us accountable for our performance and guide the development of priorities, particularly through the Great Places customer panel, the Scrutiny Group, and the Customer Experience Committee.
 - 5.3. We publish data about our approach to mould and damp on our website. This will include the Tenant Satisfaction measures and data about the complaints we have received from customers and the learning we implemented as a result.
 - 5.4. We will review this policy every 3 years.
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