



Damp and Mould Policy

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1. Introduction

- 1.1. EPIC is committed to delivering proactive management of damp and mould in our properties, maintaining them to a standard which adds value to the homes and their surroundings, whilst providing homes that are comfortable and safe for our customers to live in.
- 1.2. This Damp and Mould Policy should be read in conjunction with EPIC's Asset Management Strategy, Repairs Policy and other policies and procedures for key asset management topics.

2. Statement of Intent

2.1. EPIC intends to:

- ensure EPIC work together with our customers to provide a safe, healthy, secure, and comfortable home;
- provide an effective investigation when damp & mould is reported;
- follow up inspections to implement all reasonable remedial repair solutions and improvements to eradicate damp including, managing, and controlling condensation;
- ensure that customer facing staff have access to comprehensive advice and guidance on managing and controlling damp and mould, so they feel confident to discuss with tenants;
- ensure that tenants are informed of their role in managing damp and mould in their homes and are provided with comprehensive advice and guidance on how to manage when required;
- ensure that the fabric of our property is protected from deterioration and damage resulting from damp and mould;
- ensure that tenants are treated in a fair and consistent way;
- monitor the performance of the damp and mould service to seek continuous improvement;
- support the delivery of EPIC's Corporate Plan; and
- comply with all relevant, statutory, and regulatory obligations.

2.2. To ensure we provide the above, EPIC will follow their Damp and Mould procedure and have measures in place to monitor and provide:

- guidance, advice and assistance throughout the process to all customers in dealing with damp and mould, including support with condensation; and
- proactive methods in identifying and mitigating risk of damp and mould in our homes.

3. Scope

- 3.1. This policy covers the damp and mould prevention and management service to all properties and communal areas owned and/or managed by EPIC.
- 3.2. The policy sets out the obligations of EPIC and of the rights and obligations of its customers.
- 3.3. The policy outlines the priority process for all damp and mould identifications.

4. Responsibilities

4.1. The Board

- reviews reports and/or performance indicators to assure itself that the measures detailed in the AMS are met.
- ensures legal requirements are met.

4.2. The Chief Executive

- ensures that resources are made available to allow for the appropriate management of this damp and mould policy.
- is accountable for the proper implementation of this policy.
- ensures that their responsibilities as the duty holder under the policy is managed to ensure full compliance.

4.3. The Executive Management Team

- ensures that operational activities are compliant.
- ensures that statutory duties are discharged and meets monthly to review progress and review operational risk to the policy.
- approves changes to the Damp and Mould Policy.
- approves changes to the Damp and Mould Procedure.
- ensures landlord compliance and relevant monitoring within this policy.
- sets out audit requirements to ensure this policy is compliant.

4.4. The Director of Asset Management and Building Safety

- will work closely with the operational repairs and voids team to implement this policy.
- ensures that legal obligations and policy measures are being adhered to and in line with budget.
- ensures that a comprehensive Damp and Mould Policy and procedural documents are in place to ensure safe working practices across all sections of the company.
- takes responsibility for compliance with this Policy.
- implements a policy review.

- ensures that financial accounting expenditure relating to damp and mould issues are monitored and included in future budget forecasts at Board meetings, so all Board Members are kept advised.

4.5. The Repairs and Void Manager

- is responsible for the overall implementation and regular review of this policy, ensuring its objectives are achieved.
- leads on the writing, implementation, monitoring and review of the damp and mould policy and associated policies and procedures.
- is responsible for the compliance and performance indicator reporting to the Director of Assets & Building Safety, Board, and the Chief Executive.
- ensures that any compliance and/or H&S related issues are brought to the attention of the Director of Assets & Building Safety and provides regular updates on service delivery against budget.
- develops and implements operational procedures to deliver the policy objectives.
- embeds the policy through staff training, learning and development.
- monitors the overall effectiveness of the policy in terms of cost, quality and time.
- reports to the management team on the operational effectiveness of the policy.
- ensures that there are adequate checks and controls in place to ensure that this policy is enacted effectively.
- reports to the Executive Team on the policy and procedural compliance and contractor performance.

4.6. All EPIC employees and external stakeholders (including contractors)

- are responsible for ensuring an understanding and adherence to this policy.
- report any issue that requires repairs or maintenance whilst visiting any EPIC property.
- be proactive in support and advice for damp and mould issues.

4.7. Tenants

- are responsible for understanding their commitment within their tenancy with regards to damp and mould in their property.
- should report any evidence of damp or mould, including faulty equipment that would affect the management of damp in the home: fans, windows and/or heating systems.
- should allow access for inspections and works.
- follows all advice and guidance provided on managing damp and mould in their home.

5. Managing Damp and Mould

- 5.1. EPIC does not employ direct labour to remedy damp and mould, we rely on a network of contractors to deliver our service.
- 5.2. EPIC has systems and procedures in place which ensure contractors involved in the damp and mould process are trained and have the necessary skills and experience to specify, complete necessary works, manage and monitor service delivery.
- 5.3. EPIC will ensure there is a good line of communication between us, the contractor and our tenants regarding damp and mould in our homes. We will effectively manage expectations for the completion of a repair and ensure tenants are kept up to date on the progress.
- 5.4. EPIC will comply directly and engage with contractors to ensure they comply with all relevant legislation in the delivery of our damp and mould service.
- 5.5. Properties that are empty shall, during the void period, have all damp and mould issues completed, including providing ventilation and fans as required.
- 5.6. EPIC will diagnose the cause of damp and deliver effective solutions based on the ethos of dealing with the cause of the damp, not just the symptom, and wherever possible fixing first time.
- 5.7. Insulate the customers' homes in accordance with Decent Homes Standard.
- 5.8. Take responsibility for maintaining customers' homes to avoid penetrating and rising damp and for carrying out remedial action if these problems occur.
- 5.9. Undertake reasonable improvement works required to assist in the management and control of condensation dampness. This may include but is not limited to:
 - ventilation system installation;
 - improved indoor air movement and quality best practices;
 - make good internal surfaces following any repairs work carried out ensuring that surfaces are prepared to a condition ready for the customer to redecorate;
 - promote and provide general advice and guidance on how to minimise damp and condensation, particularly when there are no apparent causes relating to design or construction;

- ensure that all employees have an awareness of the policy and receive adequate training to enable them to report issues of damp and mould to support our customers; and
- ensure that technical staff are trained and competent in the diagnosis of damp, and mould issues.

5.10. EPIC will first consider whether the source of the damp and mould is a design, construction or maintenance issue which we can eliminate through work to the home. Where this is not the case additional support and advice will be provided to the customer on managing and controlling the occurrences of condensation damp. This support will be provided through the provision of advice and guidance literature and by working with our customers.

5.11. If it is unsafe for the occupants to remain in the property while the works are carried out, alternative accommodation arrangements will be made. The customer will be supported through this process to find suitable accommodation.

6. Supporting our Tenants

6.1. There will be occasions where EPIC may have constraints on carrying out remedial works to the property. This could be due to the existing structure of the property or even the property design. Where this is the case EPIC will find a pragmatic approach to find a suitable solution.

6.2. Where conditions within a home, for example, overcrowding, hoarding of personal belongings, excessive furniture for the size of home are influencing health and wellbeing of the occupants or are preventing inspections or repairs works being carried out, we will provide support and assistance to review the customer's options that may include moving to more appropriate or alternative suitable accommodation.

6.3. EPIC will provide customers with advice and assistance. We recognise that some of our customers may need help when it comes to meeting their repair responsibilities. We may, entirely at our discretion, provide a service in addition to the statutory and contractual responsibilities, to assist our customers who may need support to meet the conditions of their tenancy. Each request will be considered on a case-by-case basis.

7. Damp and Mould Reporting

The key elements of reporting damp and mould issues include:

- Prompt, correct and accurate diagnosis of the damp and mould issue with work specified on orders wherever possible.
- Damp and Mould prioritised as specified in the damp and mould procedure and target timescales met.
- A range of reporting methods to enable tenants to easily request repairs and have access to trained staff, either by phone or email.
- Communicating effectively where complex jobs are likely to take more time.
- Agree a mutually convenient appointment to attend and do the work.
- Appointments for inspection will be made where possible at point of contact; these will be undertaken by suitably qualified personnel.
- If, on attending an appointment, there is no-access to the property, the no-access procedure is followed.
- EPIC will post-inspect a minimum of 90% of all works exceeding £1,000 in value and 5% of routine works (post-inspections can be completed as a desktop exercise as detailed in the repairs procedure document).

8. Pre-Inspection

8.1. A 'pre-inspection' is to be considered by the contractor and/or EPIC Officer, as detailed in the damp and mould procedure if any of the following scenarios apply:

- All priority 1 cases. Where damp and/or mould is not considered minor and could potentially be a risk to health, the contractor will inform EPIC and this will be treated as an expedited priority, and an inspection completed within 24 hours where access is possible.
- All priority 2 cases. Where damp and/or mould is not likely to be solely condensation related or it cannot be determined what it is related to, the contractor will refer this to EPIC to conduct a damp and mould inspection within 5 working days where access is possible.

8.2. Any reports or documents generated should be filed according to the procedure.

9. Damp and Mould Priorities

9.1. Table 1 – Damp and Mould Priorities

Priority	Type of Repair	Target KPI within Category	Attendance time	Completion or reclassification time
1	Expedited Damp and Mould Repair	100%	24 hours	24 hours
2	Inspection Damp and Mould Repair	98%	7 days	15 days
3	Standard Repair	98%	15 days	28 days

10. Training, Awareness and Competence

10.1. EPIC will ensure that staff who are accountable for the management of damp and mould receive the relevant information, instruction, and training to become competent in the positions they hold.

10.2. EPIC will provide the necessary equipment to carry out their duties safely.

10.3. EPIC will carry out its duties to our employees in the following way:

- At induction stage for new employees.
- For all employees being exposed to new or increased risks because of being transferred or given a change of responsibilities.
- Introduction of new work equipment or a change to equipment already in use.
- The introduction of new technology.
- The introduction of a new or revised system of work.
- During refresher training.

10.4. All training needs will be structured in such a way as to assess the resulting levels of competency at the point of delivery.

10.5. Repairs and Void Manager responsible for the day-to-day operational delivery of repairs, void works, servicing and maintenance will be required to have a good working knowledge on the management of damp and mould in occupied buildings.

10.6. They will also be expected to proactively maintain their Continued Professional Development to keep up to date and abreast of relevant industry and legislative changes.

11. Performance Monitoring

11.1. EPIC will record and monitor a range of financial and performance indicators to assess and improve the performance of managing damp and mould in our homes. These will include:

- Government return performance indicators as defined in TSM.
- EPIC corporate performance indicators for Board and ET.
- Contractual performance indicators.

11.2. EPIC will use a variety of methods to engage with our customers regarding the quality of managing damp and mould and commit to using a listening and learning approach to continually improve the service we offer.

12. Data Validation

12.1. EPIC will keep confidential all information gathered through the damp and mould works process and will fulfil the requirements of the relevant legislation.

13. Equality and Diversity Implications

13.1. EPIC is committed to ensuring and promoting equality of opportunity for all. We are opposed to discrimination on any grounds, including race, religion, gender, marital status, sexual orientation, disability, age, or any unjustifiable criteria.

13.2. We are committed to developing a culture that values people from all sections of society and the contribution which everyone can make. We will ensure our approach to accessing properties is considerate to people's individual needs and commit to adhere to the Equality Act 2010.

13.3. EPIC recognises that some people experience disadvantage due to their socio-economic circumstances and will strive to ensure no person or groups of persons is treated with injustice due to their personal circumstances.

13.4. EPIC will also ensure that all services and actions are delivered within the context of current Human Rights legislation and will make sure the central principles of the Human Rights Act (1998) will be adhered to.

14. Monitoring and Review

14.1. This policy will be reviewed every 3 years. A review may be conducted earlier if there are significant changes to either legislation or EPIC's operating practices.

15. Associated Documents

- Corporate Plan
- Asset Management strategy
- Repairs policy and procedure
- Damp and Mould procedure
- Disrepair policy and procedure
- Customer Home Alterations policy
- Compensation policy
- Equality, Diversity, and Inclusion policy
- Violence and Aggression policy
- Safeguarding policy
- Data protection policy
- Complaints policy

16. Version Control

Date of Review	Reviewer	Version No.	Change Summary	Date of next Review	Approved by
April 2023	J Mitchell	1.0	New Policy	April 2026	ET