EPIC Damp, Mould and Condensation Policy – Easy Read Guide

This guide explains the main points of the Damp, Mould and Condensation Policy in clear and simple language.

What this policy covers

- The policy applies to damp, mould and condensation issues in EPIC homes and communal areas.
- It explains what EPIC will do and what tenants are expected to do.

EPIC's commitments

- Provide safe, healthy and comfortable homes.
- Investigate reports of damp, mould and condensation.
- Fix the cause of problems where possible, not just the visible signs.
- Treat tenants fairly and keep them informed.

Reporting a problem

- Report damp, mould, condensation or faulty fans, windows or heating systems as soon as possible.
- EPIC offers different ways to report repairs and ask for help.

Tenant responsibilities

- Report problems promptly.
- Allow access for inspections and repairs.
- Follow advice provided to help manage condensation and mould.

Response times

- Emergency hazards will be made safe within 24 hours.
- Significant hazards will normally be investigated within 10 working days.

- Any urgent safety work will be completed quickly, with further works completed as soon as possible.

How EPIC manages damp and mould

- EPIC will inspect homes to identify the cause of the problem.
- Contractors with suitable training and experience carry out works.
- Tenants will be kept updated on progress.

Preventing future problems

- Routine surveys check for damp and mould risks.
- Empty homes will have damp and mould issues addressed before new tenants move in.
- EPIC may improve ventilation, insulation or monitoring equipment where required.

Support for tenants

- Extra support may be available for vulnerable tenants.
- EPIC will work with tenants to find practical solutions if home conditions or personal circumstances affect repairs.
- Moving to more suitable accommodation may be discussed where appropriate.

Equality and fairness

- EPIC is committed to treating everyone fairly and without discrimination.

Further help

- If you are worried about damp, mould or condensation, contact EPIC as soon as possible so support and repairs can be arranged.