



# Damp and Mould Policy

## 1 Purpose

This policy sets out our approach to damp and mould in MTVH properties. MTVH's vision is that everyone should have a home and the chance to live well. To support this, one of the objectives in our Property Strategy is to ensure our residents have Warm, Safe and Dry Homes.

In line with the Housing Ombudsman's recommendation, MTVH is adopting a zero-tolerance approach to damp and mould interventions and we are embedding a culture that does not impose blame on the resident. We will move away from using terms like 'lifestyle' when referring to a resident's circumstance, which may result from limited choices.

## 2 Scope

**2.1** This policy covers how MTVH and our residents are able to jointly control, manage and eradicate damp and this includes:

- All housing properties that are tenanted and communal. It also includes emergency / temporary accommodation.
- Identifying the types of damp: rising, penetrating and condensation damp, including internal leaks.
- Identifying MTVH's responsibilities for dealing with damp and condensation.
- Identifying residents' responsibilities for dealing with damp and condensation.
- Offering guidance, advice and assistance throughout the process to all residents living in MTVH properties.

## 3 Our Approach

### 3.1 Clear process and training

To support the consistent application of this policy, we provide clear procedures for colleagues to follow when damp and/or mould are identified in our properties. Our procedures identify clear responsibilities and how our teams work together to identify solutions and additional support available.

We are arranging bespoke training and refresher courses for MTVH colleagues who have responsibility for diagnosis of the causes of damp and mould. We combine this with accurate specifications for remedial work, so our colleagues can be clear on the steps being taken to address the issue.

### 3.2 Resident Service

We will work with our residents to identify issues of damp and mould they are experiencing and to understand the impact it is having on their daily lives. We aim to embed a resident centred approach with our colleagues, ensuring that the resident voice is heard and that we work with our residents to resolve issues to their satisfaction. We understand that resolving the causes of damp and mould can sometimes be complex, and we will always be clear on the timescales of each solution we propose.



In addition to addressing the damp and mould in the property itself, we will also consider the effect on residents and their families. Our colleagues will ask questions and listen to residents to help identify further wellbeing, financial and other opportunities to minimise the impact of damp and mould.

### **3.3 Funding**

To support our zero-tolerance approach, we have funds available within our reactive repairs budget to address remedial works that are identified to deal with the causes of damp and mould.

Where we identify solutions, which are not property related, we will work with our residents through our Assessment and Support Service. This team can assist residents in identifying and gaining access to any additional external funding.

### **3.4 Planned works**

When damp and mould is caused by an issue which needs to be addressed as major works to a property, and significant capital investment is identified, we will consider these works as part of our future planned works programmes. The type of work referred could include but not be limited to: Roof renewal, internal or external wall insulation, upgrade of heating provision. We will take into account the effect of the damp and mould on residents to support prioritisation of these works and will always keep residents updated on progress.

### **3.5 Follow up**

We will continue to monitor the effectiveness of works carried out to address damp and mould with each resident over a 12-month period to determine that any works and advice given have been effective and fully resolved the issues. We will have mechanisms in place to monitor that each resident has been contacted and is happy to close the issues that were raised.

## **4 Background legislation**

### **Landlord and Resident Act 1985, Section 11 – Repairs and Maintenance**

We are responsible for:

- Maintaining the structure and exterior of the property, keeping it in good repair including drains gutters and external pipes.
- Keeping installations for the supply of water, gas, electricity and sanitation in good repair and proper working order or keeping installations for space heating and water heating in good repair and proper working order.

### **Housing Act 2004 – Housing Health and Safety Rating System**

Damp and Mould Growth - Includes threats to physical and mental health from:

- House dust mites.
- Mould or fungal growth.

Both are caused by dampness and/or high humidity.

### **Homes (Fitness for Human Habitation) Act 2018**

The Act creates a new implied term that the premises are fit for human habitation at the start of the tenancy and will remain fit throughout the term.



## 5 Our commitment to Equality, Diversity and Inclusion

In implementing this policy MTVH will not discriminate against any colleague, resident, or stakeholder on the grounds of their sex, sexual orientation, gender reassignment status, ethnic origin, age, religious belief, disability, marital status, and pregnancy/maternity.

## 6 Key Policy Information

Policy Owner	Director of Property
Author	Head of Client and Contract Management
Approved by	Property SLT
Effective from	April 2022
Approach to review	This Policy & associated Procedures will be reviewed if legislation, regulatory changes or operational need requires. Any amendments will be appropriately consulted on and signed off before being clearly communicated to residents and colleagues.
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