



Damp & Mould Policy

Title: Damp and Mould Policy		Version 1.1	
Authorised by	Paul Phillips	Date Authorised	August 2023
Annual Check	August 2024	Next Full Review Date	August 2025

Damp and Mould Policy

1. PURPOSE

This policy is to define how damp and mould is identified, diagnosed, and responded to in Nacro premises, where Nacro employee, service users and volunteers have a presence.

It includes arrangements for the effective recording and monitoring of reported cases of damp and mould.

The Policy has been created to support Nacro to comply with legislation and regulatory standards required of a Registered provider of social housing.

2. SCOPE

This policy covers:

- All Directorates
- All premises owned or managed/controlled by Nacro

3. RISK

Damp and mould is one of 29 hazards assessed under the Housing Health and Safety Rating System (HHSRS). Damp and mould have the potential to impact on our service user's and employees and volunteers' health. This could be exacerbated if the individual is very young or of any age with respiratory conditions.

Nacro is a registered provider of social housing and consequently, the Housing Regulator is clear that we have a responsibility to respond to our service users reports of damp and mould, and to proactively monitor our housing stock for risks of the occurrence of damp and mould.

Failure to appropriately respond to damp and mould could lead to a regulatory notice issued by the Regulator of Social Housing. Failure to address the risks of damp and mould to tenants may also lead to disrepair claims made against Nacro.

4. EQUALITY AND DIVERSITY

The equality impact assessment highlights the enhanced risk that exposure to damp and mould presents to children and those with respiratory illnesses. Therefore, they

would benefit from improvements in how Nacro manage damp and mould. They also need additional protection from damp and mould. This policy has been adapted to address the additional risk those groups face.

5. GDPR/CONFIDENTIALITY

Statement about how we will protect data when applying this policy and its procedures.

6. CONSULTATION

Consulted parties were:

- Property maintenance team
- Quality and safeguarding team
- Health and Safety Manager
- Housing Management team

7. LEGAL

Decent Homes Standard: Section 4.6 notes that as part of the decent home standard, homes should provide 'a reasonable degree of thermal comfort'.

Housing Health and Safety Rating System (HHSRS): Highlights the risk to human health which damp and mould present and requires landlords to take steps to address it.

Landlord and Tenant Act 1985: This Act imposes on landlords an obligation to carry out basic repairs, covering the structure and exterior of the property and installations for the supply of water, gas, and electricity, and for sanitation and space heating and heating water. There is also an implied covenant to maintain the property in good order.

Social Housing (Regulation) Act on 20 July 2023: This act imposes obligations on landlords to respond within strict time limits to address hazards such as damp and mould and gives the regulator great powers and sanctions against failing landlords.

Defective Premises Act 1972: Section 4 of this Act places a duty on landlords to take reasonable care to ensure that anyone who might be expected to be affected by defects in a property is reasonably safe from injury or damage to their property.

Environmental Protection Act 1990: This legislation means a landlord may become liable for damages and compensation to customers and their families who suffer

because of failure to maintain properties so as not to be prejudicial to health or a nuisance.

8. DEFINITIONS

Damp and mould in a property are generally caused by a fault with the building (i.e., Nacro's responsibility) or how the building is used by the occupier (i.e., the tenant's responsibility).

Condensation: Some damp is caused by condensation. This can lead to a growth in mould that appears as a cloud of little black dots. Condensation occurs when moist air comes into contact with a colder surface like a wall, window, mirror etc. The air can't hold the moisture and tiny drops of water appear. It also occurs in places the air is still, like the corners of rooms, behind furniture or inside wardrobes.

Damp

- Rising damp: 'Rising damp' is due to a defective (or non-existent) damp course. This will leave a 'tide mark' about 1m above the floor. Fixing rising damp is a job for a qualified builder. Newly built homes can sometimes feel damp because the water used during construction (in cement, plaster etc) is still drying out
- Penetrating damp: 'Penetrating damp' is caused by moisture entering the house through leaking pipes, a damaged roof, blocked gutters, gaps around window frames and cracked or defective rendering and brickwork. All these problems can be remedied.

Mould: Black mould is usually accompanied by a distinctive odour and is greenish black in colour. It is one of the most toxic moulds that can be found in homes as it produces toxins called mycotoxins, which can cause health problems in humans.

9. THE POLICY

1.0. Preventative work:

- 1.1. Nacro housing operational staff and the maintenance helpdesk team will support tenants to prevent damp and mould by providing information on damp and mould avoidance and responses to minor issues.
- 1.2. Nacro will train all staff working with service users in their homes on the signs of damp and mould to allow for early recognition of any issues.
- 1.3. Housing Management Workers and Housing Support Workers will check properties for signs of damp and mould during their monthly health and

safety check. If they discover damp and mould, they must record this in the monthly check documents and report it to the property services team.

2.0. When issues arise:

2.1. Reports of damp and mould must be reported to the maintenance helpdesk, in line with all other maintenance and repair requests.

2.2. When submitting reports, Housing Management Workers and Housing Support Workers should include information about the property occupants and their vulnerability to issues of damp and mould. This includes children and those with respiratory illnesses.

2.3. When reports of damp and mould are received, the property services team will undertake a check the reported information on the property occupants, to understand if any children or adults particularly vulnerable to the impact of damp and mould live in the property. The presence of children or particularly vulnerable adults should factor into the maintenance helpdesk's decision on the severity of the issues, and therefore the urgency of remedial action.

2.4. Nacro's property team will be responsible for processing all the requests to remedy damp and mould problems in its managed properties. This will be arranged through the maintenance helpdesk and inspections undertaken by the Building Surveyors. The exception is Totton College which has its own maintenance arrangements.

2.5. Using the description and photos provided, the Maintenance Helpdesk will triage damp and mould cases and determine a severity. If the severity is unclear, advice can be sought from National Property Maintenance Manager.

2.6. A surveyor should inspect every property where rising damp and possible penetrative damp is identified. Following a completed report, the Maintenance Helpdesk will issue work orders to either the responsible landlord or Nacro's contractors, as per the lease or management agreement.

3.0. Post-work monitoring

3.1. The Maintenance Helpdesk team will monitor all cases of damp and mould, including for a period after the issue is resolved to ensure it does not reoccur.

3.2. Following completed work by the contractor, the Surveyor's will visit all properties where damp and mould issues were classified as 'sever'.

3.3. If receiving repeated reports of damp and mould, the Maintenance Helpdesk will escalate the cases to the National Maintenance Manager. The National Maintenance Manager will assess the properties history and despatch the relevant surveyor to undertake an inspection of the property to identify any

underlying issues which may be leading to a repeated issues with damp and mould.

4.0. Reporting

Nacro's performance in managing and alleviating damp and mould will be reported to the Board of Trustees on a quarterly basis.

10. PROCEDURES LINKED TO THIS POLICY

- Repairs and Maintenance Policy
- Damp and Mould Procedure

11. REVIEW

This policy will be reviewed by the Head of Property Services either every two years, or at the change of legislation or statutory guidance, whichever is first.

12. POLICY/PROCEDURES/GUIDANCE HISTORY

Reference number	To be given by Co.Sec.	Effective from	
Author		Approved by	
Version number		Date for review	
Privacy Impact assessment		Equality Impact assessment	

Revision History

Version	Date	Editor	Summary of Changes
1.1	16/02/2024	Gemma Goacher	Enhance the regulatory risks and wellbeing concerns.