

Housing Services

Damp and Mould Policy

1 Why has the council introduced this policy?

East Devon District Council is committed to maintaining its homes to a high standard which adds value to the homes and their surroundings. Maintaining high quality secure homes can improve the lives of our customers and achieve high levels of customer satisfaction.

This policy has been written to ensure that wherever possible tenants are not adversely affected by the causes of damp and mould and drives forward an agenda of proactive action to manage cases of damp and mould.

2 Policy Aim

To prevent and manage damp and mould within our stock to ensure our tenants live in warm and healthy homes.

We will ;

- Ensure we treat tenants reporting damp and mould in their property with respect and empathy and that we treat each case in a fair and consistent way.
- Comply with the findings of the Housing Ombudsman Spotlight report on damp and mould as far as reasonably practical.
- Always take a proactive approach through robust procedures, analysis and service delivery to reports of damp and mould..
- Always comply with statutory requirements and build on good practice wherever possible.
- Work in partnership with our tenants to resolve issues of damp and mould in their home, and advise and support them to reduce condensation and excess moisture within the home environment.

- Ensure that tenants are provided with regular updates in relation to damp and mould issues reported in their home.
- Use technology and data collection to provide feedback and advice to tenants.
- Ensure the fabric of our properties are protected from deterioration and damage resulting from damp and mould.
- Know our stock and the type of properties that are more likely to suffer from damp and mould and deal with these properties in an effective and efficient manner.
- Ensure that our planned and retrofit programmes have a consideration of the impact of damp and mould.
- Reduce the risk of expensive legal disrepair claims
- Reduce the risk of reputational damage.

3 Our Commitments

On report of a damp and mould issue in a property:

- We will undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp, including managing and controlling condensation in line with our Damp and Mould procedure.
- If the outcome of the inspection shows that condensation is causing the problem, we will liaise with the tenant/s to provide support and advice in regards to heating and ventilating their home. If fuel poverty is identified as a factor then we will offer support through Estate Management, Mobile Support Officers and/or our Financial Resilience team.
- Where damp is found to be present, we will carry out repair works to areas that are affected in accordance with our Damp and Mould procedure.
- Where extensive works are required, we may take a decision that decanting tenants from their property is necessary whilst works are undertaken.
- Review any cases of damp and mould periodically after any works have taken place to ensure it is eradicated from the property and the issues fully resolved.

4 Our Responsibilities

East Devon District Council is responsible for maintaining the property to avoid penetrating and rising damp.

The Council is responsible for carrying out remedial action if these issues do occur.

East Devon District Council is responsible for maintaining the property in accordance with current building regulations and legislation.

To ensure that wherever possible tenants are not adversely affected by the causes of damp and mould.

Actions taken and impact as a result of this policy and its procedures will be regularly reported to the Housing Review Board and the Portfolio Holder.

5 Tenant Responsibilities

Tenants will need to claim for any damage to personal belongings caused by damp or mould through their own personal contents insurance.

Tenants are required to maintain their property in accordance with their Tenancy Agreement.

6 Customer Complaints

Any tenants who are not satisfied with our approach in assessing and managing their damp and mould concerns can make a formal complaint using the Council's corporate complaints procedure.

7 Training for Officers and Contractors

We will ensure that all our staff and contractors have training to raise awareness and have a good understanding of this policy and the diagnosis and treatment of damp and mould.

All managers and staff will receive specific training to provide the skills and knowledge to comply with the policy and associated procedures.

8 Appendices and other relevant information

Damp and Mould procedure to be added here

9 Links related Policies/Strategies, Procedures and Legislation

Responsive Repairs Policy
Resident involvement Strategy
Decant Policy
Complaints Policy
Health and Safety policy

Legislation

Housing Act 2004
Homes (Fit for Human Habitation) Act 2018
Landlord and Tenant Act (section 11 – Repairs and Maintenance) 1985
Decent Home Standard
Environmental Protection Act 1990

10 Data Protection

b) The collection and use of tenant's personal data will not exceed that agreed to in their tenancy agreement

If selecting option c) – please provide a summary of additional personal data required and how this will be obtained and used below.

Click or tap here to enter text.

The [EDDC Data Protection Policy](#) provides further information on how we store and use personal information.

The following privacy notice(s) provide further information on how we will use tenant's personal data, how it is gathered, and how long we will retain this information, and what rights tenants have in relation to this.

Property and Assets - Completion of programmed, servicing and cyclical works

Housing Services - Enforcing conditions of tenancy agreement

Choose an item.

Choose an item.

Choose an item.

Choose an item.

All our privacy notices can be found on the EDDC website (<https://eastdevon.gov.uk/access-to-information/data-protection/privacy-notices/>)

11 Policy consultation

Housing Review Board

12 Policy review

Property and Asset Manager

Review date June 2023