

Grainger Plc
& Grainger Trust
Damp Mould and Condensation Policy
(DMC)

December 2024

1. Introduction & Statement of Intent

- 1.1 This policy sets out our approach to protecting our residents and homes from damp, mould, and condensation (DMC) .
- 1.2 This policy has been produced to support statutory requirements and reflect good practice as expected by the Regulator of Social Housing and the Housing Ombudsman Service. Where regulatory and statutory expectations change this policy will be reviewed accordingly.
- 1.3 There are many causes of damp, mould, and condensation in our homes. It can be distressing and impact residents' physical and/or mental health and wellbeing. A damp home can pose a serious risk to health and safety and lead to longer term structural problems. Working with residents we take a proactive approach to prevent and address damp and mould in our homes.
- 1.4 At Grainger, we will take a property and people focused approach to dealing damp and mould dealing with each report on a case-by-case basis, ensuring our customers are treated in a fair and consistent way. Dealing with damp and mould requires a balance of ventilation, insulation, and heating to prevent water vapour condensing on cold surfaces where mould can develop.
- 1.5 We will inspect and carry out required works to improve ventilation and insulation, proactively monitoring remedial works to ensure issues resolved and work with residents to support them to maintain ventilation and heat their home appropriately.
- 1.6 Grainger will ensure that a comprehensive and customer centered approach will be taken to the management of DMC conditions, considering personal circumstances, working with partners to manage the issues, including provision of guidance and advice.
- 1.7 Where required we will ensure that our customers are appropriately rehoused on a temporary or permanent basis depending individual circumstances.
- 1.8 We complete regular cyclical stock condition surveys of our homes to produce data to inform investment programmes and therefore take proactive action to prevent damp and mould in our homes.
- 1.9 All reports of DMC will be recorded and monitored to ensure that works undertaken are successful, and to monitor trends and themes in the reporting of DMC to improve service delivery to our customers.
- 1.10 DMC will be categorised using the Housing Health and Safety Rating System Guidance which highlights Damp and Mould Growth as a physiological profile of a H&S hazard in a dwelling. Hazards are categorised into two categories with graded bandings of severity:
 - Serious Hazard – CATEGORY 1 which scores a rating which falls into a band A to C
 - Hazard – CATEGORY 2 which scores a rating which falls into a band D through to J
- 1.11 All Grainger supply chain partners who visit and work in our homes have been instructed that they are required to inform Grainger of any problem discovered linked to DMC so that this can be recorded and investigated.

2. Scope

- 2.1 This policy applies to all homes owned and managed by Grainger, including our For-Profit Registered Provider Grainger Trust, where we have responsibility for repairs and maintenance.
- 2.2 Leaseholders and shared owners are responsible for their own property as per individual lease agreements.
- 2.3 If the issue is in a communal area or is a structural building defect, Grainger will act according to its responsibility in line with the corresponding lease.

3. Definitions - Types of Damp

The types of damp covered by the policy includes Rising Damp, Penetrating Damp, Traumatic Damp, Damp caused by Condensation

4. Landlord Responsibilities

- 4.1 We will investigate all reports of damp, mould and condensation within residents' homes. We will carry out and complete remedial repairs and improvements to resolve the issues and act in accordance with our obligations as landlord.
- 4.2 We will work with residents to help them reduce condensation in their homes.
- 4.3 We will categorise the level of risk based upon HHSRS guidelines and categories used by the Regulator for Social Housing.
- 4.4 We carry out effective investigations within appropriate timescales to ensure repairs and improvements to eradicate damp and control mould and condensation, working with residents to ensure that they are treated in a fair and consistent manner and that their homes are safe.

Timescales for resolution will be:

- Resident Reports DMC – matter logged
- Visit booked to inspect issue, clean down issue - within **3 working days issued as an urgent RM job**
- Report back to resident on issue and suggested resolution – within **14 working days issued as a routine RM job**
- Further works to be booked in with resident within - within **7 working days issued as an urgent RM job**
- Works and follow on works scheduled - in timescales agreed with tenant but anticipated to be no more than **15 working days (routine RM job) where practicable for major works reasonable time frame to be agreed with customer and contractor**
- The resident will be kept informed during the works to manage expectations and the DMC will be updated at every stage of journey include every resident contact made
- Follow up calls to resident **1 month and follow up again in 3 months** to understand if remedial works have been successful

- For reports of DMC directly through our partner contractor a supporting process has been agreed. Ultimately Grainger as the landlord will own and require oversight of all reports of DMC to ensure actions are being undertaken and meeting the expected timeframes
- 4.5 For those properties identified as Category 1 cases under the HHSRS guidelines or where a vulnerable resident's health may be affected, we will provide support and assistance, through an action plan that puts the resident at the centre of our response:
- An action plan will be prepared and agreed with the household and include advice, post repair support on home care and maintenance and monitoring to ensure the damp and mould has been eradicated.
 - This approach may include referrals to Housing Services, Financial Well-being, and other stakeholders as appropriate.

Where the household is identified as being vulnerable or the damp issue is deemed a high risk, we will act quickly to decant the household on a temporary basis whilst the hazard is resolved. If the damp issue cannot be resolved, we will work with the household and statutory authorities where relevant to determine alternative housing options.

- 4.6 Where hoarding is preventing sufficient air circulation, we will work with the resident to agree an action plan seeking specialist support where relevant.
- 4.7 We have a duty to protect our residents and properties. We will take prompt legal action for inspections and repairs where residents refuse to provide access.
- 4.8 For voids, we will inspect all rooms for damp, mould, and condensation. If identified, it will be managed and rectified as part of the void works.
- 4.9 For Grainger Trust customers who are undertaking Mutual Exchange swaps as part of the checks prior to the exchange taking place the property will be inspected for DMC. Where found works will be undertaken in a timeframe agreed with the incoming customer and depending on the severity of the DMC found.
- 4.10 We will attempt to contact customers to ensure the matter has been resolved. Proactive monitoring will take place at 1 month and 3 months following the works. Where after 2 calls there has been no response from the customer an email will be sent giving X working days for the customer to contact Grainger before the task is fully closed and archived.
- 4.11 We will take a proactive approach, using data collected and insights to support and inform decisions and strategies to tackle damp and mould, including using our stock condition programme to assess the presence of damp and mould.
- 4.12 We will keep accurate records for each case of damp and mould to support prompt resolution and provide quality data to inform future investment programmes.
- 4.13 We will ensure that we proactively engage with our residents to ensure they have a clear awareness of the risks of DMC, how reduce this risk and that they have a clear pathway to report issues or concerns

5. Customer Responsibilities

5.1 Customers will be encouraged to:

- Report condensation, damp rising and penetrating damp, and faulty equipment to us as soon as possible.
- Regularly check for signs of mould.
- Allow access for stock condition inspections or to remedial works to be completed. On occasions where the inspection and remedial repairs are prevented, we will seek legal action to remove the risk.
- Take the advice given and adopt reasonable steps to reduce moisture levels within the home.

5.2 Leaseholders and Shared Owners will be expected to manage and maintain their properties including damp and condensation in accordance with their lease agreement.

5.3 We will carry out damp, mould and condensation remedial works to leasehold or Shared Ownership properties such as within communal areas as stipulated by the lease. Noting that this cost may be recharged.

6. Training

We will ensure that all our colleagues and contractors have appropriate training to support the implementation of this policy. We will also offer awareness training for residents.

7. Communications

We will work proactively in the communities we delivery housing to ensure that materials and information regarding damp and mould are accessible and easy to understand for all residents.

8. Contents Insurance

We encourage residents to take out household contents insurance to cover all personal belongings.

9. Monitoring & Review

9.1 This policy will be reviewed every three years or sooner if there is a change to legislation, good practice, or other learning.

9.2 There will be regular monthly reporting and KPI shared with internal Grainger Operations Boards, and Grainger Trust Board to ensure that DMC is being proactively managed, that there is adequate assurance and oversight and to ensure that there is an ethos of continuous improvement.

9.3 A monthly report will be provided by the RM contractor which will provide a breakdown on:

- Volume of works raised linked to DMC
- Breakdown of Grainger PLC and Grainger Trust workstream
- Percentage of works raised which are in line with the SLA timeframes as detailed in clause 4.4, noting KPI target is 100%

- Detail on the jobs closed and days to complete
- Narrative on the types of DMC being found and the root cause
- Narrative on themes being found
- Breakdown of priority or category 1 escalation raised with the client in the period
- Detail on the number of monitoring calls to be made – 1 month call and 3 month call.
- Detail on the number of monitoring calls where DMC manifested again
- Detail on the number of monitoring calls closed with no contact

10. Legislation & Regulation

This policy was developed given due consideration to the following legislation, associated documents, policies and procedures:

- Environmental Protection Act 1990
- Health and Safety and related legislation
- Housing Act 1988, 1996, 1998, 2004
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Building Regulations
- Social Housing (Regulation) Act 2023
- Ministry of Housing Communities & Local Government Guidance - “Understanding and addressing the health risks of damp and mould in the home”
- Housing Health and Safety Rating System (HHSRS) 2006

11. Equality and Diversity

We recognise that there could be support, language or comprehension issues for a minority of Customers and that these could contribute to the comprehension of this policy and associated messages. We will work closely with Customers to overcome these barriers and provide appropriate coaching, training and support as required.

12. Review

The Damp, Mould and Condensation Policy will be reviewed every 3 years or earlier in response to regulatory or legislative changes.

Document Owner and Approval

The Data Protection Owner is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of Data Protection.

A current version of this document is available to all members of staff on the corporate intranet.

Document History

Policy Owner	Director of BTR
Date of last review	19 December 2024
Date of next review	19 December 2027
Version control	Version 1

Appendix 1: Damp Mould and Condensation Process Map

