

Grainger plc Damp Mould and Condensation Policy

July 2025

1. **Introduction & Statement of Intent**

This policy sets out our approach to identify, manage and respond to any incidences of damp, mould, and condensation (DMC) in our customers' homes.

This policy has been produced to provide guidance on how we reflect good practice, and support statutory requirements 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.

There are many potential causes of damp, mould, and condensation. It can in the very worst cases be distressing and impact customers' physical and/or mental health and wellbeing. Working with customers we take a proactive approach to inspect, prevent and address any damp, mould or condensation reported as found in our homes.

Dealing with DMC requires a balance of ventilation, insulation, and heating to prevent water vapour condensing on cold surfaces where mould can develop. We will inspect, agree and carry out required works to improve ventilation and insulation, proactively monitoring any remedial works to ensure issues are resolved. An essential part of this policy is to ensure we work with customers to support them to maintain conditions in their homes that will prevent DMC.

Grainger will ensure that a comprehensive and customer centred approach will be taken to the management of DMC, considering personal circumstances, where necessary we will work with partners to manage the issues, including provision of guidance and advice. The method for logging and managing DMC will be the same for customers, supply chain partners and Grainger colleagues to ensure consistency.

We complete a regular cyclical of inspections and/or stock condition surveys of our homes to inform planned investment and maintenance programmes to prevent DMC in our homes.

All reports of DMC will be recorded, assessed and monitored with regular inspection reports provided to our customers through to satisfactory resolution. We monitor trends and themes in the reporting of DMC to continually improve service delivery to our customers.

DMC will be categorised using the Housing Health and Safety Rating System Guidance (HHSRS). Hazards are categorised into 3 Severity based categories each with graded bandings of severity:

- CATEGORY 1 - Emergency Hazards with high customer impact or a significant risk of health or safety to the customer or property
- CATEGORY 2 – Significant Hazards that have urgent repairs or defects with the potential to adversely impact a customer's right to quiet and peaceful enjoyment of their rental home
- CATEGORY 3 - Minor Repairs with identified repairs/advice - which can be easily addressed with minor repairs and/or improved ventilation.

All Grainger supply chain partners who visit and work in our homes are required to report to Grainger any likely cases of DMC discovered, so that this can be recorded, investigated and proactively addressed as quickly as possible. This policy will be shared with supply chain partners, and they will be asked to abide by it.

2. **Scope**

This policy applies to all homes owned and managed by Grainger, including all PRS and our For-Profit Registered Provider Grainger Trust, where we have responsibility for repairs and maintenance which will be expressly contained within the terms of the tenancy and/or implied by the law.

Leaseholders and shared owners are responsible for their own property as their individual lease agreements.

If the issue is in a shared communal area or is a structural building defect, Grainger will act according to its responsibility in line with the corresponding lease.

3. **Definitions – Type of Damp**

The types of damp covered by the policy includes Rising Damp, Penetrating Damp, Traumatic Damp (caused by sudden event i.e. flooding), Damp caused by Condensation

4. **Landlord Responsibilities**

We will investigate all customer reports of DMC within their homes within the timescales set out below. We will carry out and complete remedial repairs and improvements to resolve the issues and act in accordance with our obligations as landlord.

We will work with customers to help them reduce condensation in their homes.

We will categorise the level of risk based upon HHSRS guidelines and categories used by the Regulator for Social Housing.

All reports of DMC will be triaged, recorded and categorised based on the severity categories and the impact on the customer.

CATEGORY 1 - Emergency Hazards with high customer impact or a significant risk of health or safety to the customer or property should be within 24 hours of the report, this includes any relevant emergency repairs.

Where a case has been logged and the assessment identifies a potential need, subject to relevant Department or Director approval, we will act quickly to decant the household on a temporary basis to suitable alternative accommodation such as but not limited to an alternative Grainger owned property, or hotel accommodation whilst the hazard is resolved. If the DMC cannot be resolved, we will work with the household and any relevant statutory authorities to determine alternative housing options.

For those properties with DMC identified as Category 1 cases under the HHSRS guidelines or where a vulnerable customer health may be affected, we will provide support and assistance, through an action plan that puts the customers need at the centre of our response. This approach may include referrals to Housing Services, Financial Well-being, and/or other stakeholders as appropriate.

CATEGORY 2 - Significant Hazards that have urgent repairs or defects with the potential to adversely impact a customer's right to quiet and peaceful enjoyment of their rental home

CATEGORY 3 - Minor Repairs with identified repairs or advice which can be easily addressed with minor works and/or improved ventilation.

For both these categories we will:

Arrange a visit and investigate the hazard within 10 working days of being made aware of the problem.

Grainger will report back to the customer in writing with a summary of the findings within 3 working days from the investigation being completed.

A written summary report must include:

- If the investigation completed has identified a significant or emergency hazard including details of the hazard
- Details of the action required and the timeframe target for commencement and completion
- If minor works or no hazards are identified, this should also be advised in a written summary and the reasons why
- Details of how to get in touch with Grainger
- A written summary can be hand delivered, first class post or sent electronically

If further work is required, these should begin within 5 working days of the investigation concluding (making safe works). This will be treated as an urgent repair and maintenance job and agreed with our customer.

Where there are unavoidable delays and further/follow on works cannot take place within 5 working days of the investigation, concluding work should be done as soon as possible and physically started within 12 weeks

The customer will be kept informed during the works until completion of the DMC case, they will be kept updated throughout including providing information on how to keep safe during works.

Once the works are completed, follow up calls to the customer will be made after 1 month and if required a follow up again in 3 months to understand if remedial works have been successful. If we have no response from the customer to the 2 follow up calls, a final email will be sent before the case is fully closed as resolved.

For reports of DMC raised directly through our partner contractors, where a supporting process has been agreed, Grainger as the landlord will ultimately own and retain oversight of all cases and remedies of DMC, to ensure actions are being undertaken and meeting the expected timeframes set out in this policy.

Where the inspection of DMC identifies hoarding as a root cause, preventing sufficient air circulation, we will work with the customer to agree an action plan seeking specialist support where relevant.

Satisfactorily resolving all cases of DMC remains a key priority and duty to protect our customers and properties. We will take prompt legal action for inspections and repairs where customers refuse to provide access.

For void properties, we inspect all rooms for damp, mould, and condensation. If identified, it will be managed and rectified as part of the void works.

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 DMC is identified, works will be undertaken in a timeframe agreed with the incoming customer.

We keep accurate records for each case of DMC to support prompt resolution and provide quality data to inform future maintenance and investment programmes.

We continue to proactively engage with our customers to ensure they have a clear awareness of DMC, preventative measures they can take to reduce DMC as well as how to identify potential DMC and importantly that they have a clear pathway to report issues or raise any concerns.

5. Customer Responsibilities

Customers will be encouraged and enabled to:

- Report any incidences of DMC to us as soon as possible.
- Regularly check for signs of DMC using Grainger supported guides.
- Allow access for inspections or remedial works to be completed. On occasions where the inspection and remedial repairs are prevented, we will take all appropriate steps and ultimately seek legal action to remove the risk.
- Take the advice given and adopt reasonable steps to reduce moisture levels within their home.

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

For leasehold and/or Shared Ownership properties we will undertake DMC remedial works to shared communal areas in accordance with their lease agreement.

Grainger follows a two-stage complaints process:

6. Alternative Resolution Enforcement

Customers have the right to escalate to the Private Rented Sector Landlord Ombudsman if they believe Grainger are not addressing the issue in a timely manner. Grainger will provide clear guidance and information on how to access advice from the relevant redress scheme or Ombudsman.

7. Training

We will ensure that all our colleagues have appropriate training to support the implementation of this policy. We will also offer awareness training for customers and will request that contractors train their own employees to a competent standard in line with this Policy.

8. Communications

We will ensure that all guidance and information regarding DMC are accessible and easy to understand for all customers.

9. Contents Insurance

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

10. Monitoring and Review

This Policy will be reviewed every three years or sooner if there is a change to legislation, good practice, or other learning. Where required, Grainger will consult with local authorities, and relevant stakeholders and customers on application of these measures and consult for future policy updates.

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

A Monthly report by both Grainger and the partnering contractor will provide a breakdown on:

- Volume of works raised linked to DMC by category and by PRS/Grainger Trust
- Percentage of works raised which are in line with the SLA timeframes
- 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
- Detail on the number of monitoring calls made
- Detail on the number of monitoring calls where DMC was reported previously
- Detail on the number of monitoring calls closed

We have set up an internal Audit and Review Panel that will monitor DMC Policy and process compliance. This Panel will also have oversight of all the DMC cases and review the themes/learnings and outcomes to provide recommendations for continuous improvements. This panel will also incorporate all requirements of the new Renters Rights Bill.

11. Legislation and 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
- Renters Rights Bill and Awaab's Law
- Awaab's Law: Draft Guidance for social landlords (June 2025)

12. 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 understanding 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.

Document Owner and Approval

The Director of Build to Rent is the owner of this document and is responsible for ensuring that this procedure is reviewed.

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

Document History

Policy Owner	Director of Operations and Asset Management
Date of last review	15 July 2025
Date of next review	15 July 2026
Version control	Version 7