



PLYMOUTH COMMUNITY HOMES DAMP, MOULD AND CONDENSATION POLICY

Version:	3
Lead Directorate:	Homes and Communities
EIA completed:	Yes
Approved by:	Audit and Risk Committee
Effective Date:	April 2024
Review Date:	April 2027

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1. Purpose

1.1 The purpose of this policy is to outline how Plymouth Community Homes (PCH) will manage and resolve reports of damp, mould, and condensation in our homes. This policy also sets out how PCH will take steps to reduce the likelihood of damp, mould and condensation occurring and effectively resolve instances when they do occur to ensure that our residents are safe and healthy in their homes. Throughout this policy D&M will be used as an all-encompassing reference.

1.2 The D&M Management Plan will provide PCHs' operational approach and set out how the commitments made in this policy will be implemented and monitored. The D&M Management Plan will also set out detailed procedures on how we will respond to and resolve reported. The procedures set out in the D&M Management Plan are enforceable through this policy.

2. Introduction

2.1 PCH recognises that it has a duty of care towards employees, residents, contractors, visitors, and others who may be at risk from hazards arising from D&M in premises managed and controlled by the organisation.

2.2 This policy supports PCH to ensure that our obligations as a landlord, tenant management organisation and employer are being met, and seeks to provide assurance that we are committed to provide safe homes to our residents.

3. Policy Statement

3.1 PCH is committed in so far as reasonably practicable to ensuring the health, safety, and welfare of persons at its premises. A reasonably foreseeable risk from D&M exists in PCH owned and managed properties. PCH accepts that it is the legal Duty Holder for its premises, and has a responsibility to protect its residents, employees, those who work in PCH premises and others from risks arising from D&M.

3.2 The Regulator of Social Housing and Home Standard requires Registered Providers to meet all applicable statutory requirements for the health and safety of residents in their homes, including effectively resolving causes of D&M.

3.3 Our principal duties are to ensure that properties are free from defects causing water penetration from leaks, internal or external, and to have an effective and timely repairs service that responds when issues are identified.

3.4 To meet our landlord duties and ensure the safety of our homes will comply with duties outlined in Social Housing (Regulations) Act 2023 and the Housing Act 2004 by following the guidance set out in the housing health and safety rating system (HHSRS) and the Decent Home Standard. To comply with the duties and standards in these statutes PCH will:

- Ensure that residents are treated in a fair and consistent way.
- Focus on working in partnership with residents ensuring that a safe and healthy internal environment is provided.
- Undertake effective investigations, risk assessments where D&M is reported.
- Implement all reasonable remedial repair solutions and improvements to eradicate D&M.
- Respond in a timely manner where D&M issues are reported and comply with legislative response times where applicable.
- Ensure that residents have access to and/or are provided with comprehensive advice and guidance on managing and controlling D&M.
- Undertake stoke condition surveys and property inspections to identify D&M issues.
- Comply with all statutory and regulatory requirements and work in line with best practice relating to the provision of this service.
- Maximise the available budgets to deal with D&M problems.
- Ensure that the fabric of our property is protected from deterioration and damage resulting from damp and condensation.
- Proactively tackle/manage the causes of D&M through robust procedures, analysis, and service delivery.
- Ensure that staff understand the causes and possible remedies of D&M through an effective training and awareness programme.
- Enhance the understanding of our stock in relation to damp and mould and have proactive programmes for managing this issue.
- Ensure that our retrofit programmes have a consideration of the impact of D&M.

4. Related Documents

- Housing Regulator – Consumer Standards
- Social Housing (Regulation) Act 2023
- Housing Regulator – Governance and Financial Viability Standard
- Landlord & Tenant Act 1985 (as amended)
- Decent Home Standard
- Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- Housing Act 2004
- Defective Premises Act 1972
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Homes (Fitness for Human Habitation) Act 2018
- Housing Health and Safety Rating System 2006

5. Scope of Policy

5.1 This policy applies to all PCH staff, contractors, and others carrying out works in PCH premises.

5.2 The policy applies to all buildings owned or occupied by PCH and its subsidiary companies. This policy applies to the following location: -

- Rented properties including garages.
- Communal areas
- Offices and storage facilities

5.3 Leaseholders and shared owners are responsible for keeping their homes in good repair. Where necessary lease agreements will be checked to determine where responsibility lies.

5.4 We will undertake consultation as required with ‘variable service charge payers’, such as Leaseholders, on a works or contract specific basis where works costs allocated per property are over £250, or £100 per annum under a qualifying long-term agreement. Details and procedures are within the Leaseholder Section 20 Consultation Policy.

6. Roles and Responsibilities

6.1 Board Members

The Board has the overall governance responsibility for ensuring that PCH is compliant with regulatory standards, legislation, and codes of practice. The role of the Board includes:

- Establishing key H&S policies.
- Awareness of risks and risk controls in place.
- Agree performance targets and a performance monitoring framework.
- Ensuring availability of adequate resources and competencies for delivering policy commitments
- Ensuring appropriate reporting and auditing activity
- Hearing the voice of residents

6.2 Under this policy, PCH has identified the following appropriate persons within the organisation to manage this area of risk with the support of appointed specialist contractors.

6.3 Duty Holder

Duty Holder	Chief Executive
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The Chief Executive has ultimate responsibility for health and safety across the organisation and will nominate appropriately qualified and suitable experienced people to discharge the duties outlined in this policy.

6.4 Policy Management and Assurance

Responsible Person	Position:	Executive Director of Homes and Communities
	Responsibilities:	Overall responsibility for the implementation of this policy and ensuring that adequate resources are made available to enable the policy objectives to be met. To ensure that appropriately qualified and suitably experienced people are employed to implement this policy, that appropriate programmes of work are in place to discharge relevant duties
Deputy Responsible Person	Position:	Head of Repairs, Voids & Compliance
	Responsibilities:	Ensuring the D&M management plan is implemented, relevant, current, and practical. To ensure that all activity required for compliance with this policy is carried out. Provision of regular performance reports for the Board as part of the monitoring framework. Reviewing the management plan every 12 months with all relevant parties to ensure the systems outlined in the plan are working.
Appointed Competent Person	Positions:	
	Responsibilities:	Administer associated contracts and act as the first point of contact for D&M related queries. Ensure effective management of PCHs' D&M programme and log. Liaising between employees, contractors, and residents about matters pertaining to all D&M

7. Equality, Inclusion and Diversity Statement

7.1 PCH is committed to valuing and promoting equality and diversity and inclusion across our services. We recognise we have a duty to eliminate unfair treatment and discrimination in the services we provide and to promote and value respect in everything we do. We expect our staff to share these values and treat all residents with fairness and

respect. We also require our contractors and suppliers to mirror our values and comply with our policies in this respect and their own respective duties.

7.2 PCH will apply a zero-tolerance response to acts of discrimination.

7.3 PCH recognises that residents have different needs and may require a tailored and reasonable adjustment to our service to access our services or a property feature, either on a permanent or temporary basis.

7.4 PCH will ensure it meets its duties under the Equality Act 2010 to take into account the need to:

- Eliminate discrimination, harassment, and victimisation.
- Advance equality of opportunity.
- Foster good relations between different parts of the community.

7.5 All contractors employed by PCH or carrying out works on PCH owned or managed premises are required to adhere to the commitments we have made to valuing and promoting equality and diversity and inclusion across our services.

8. Communication

8.1 PCH staff managing contracts on behalf of PCH will ensure that appropriate Asbestos information is provided to contractors prior to commencement of works.

8.2 PCH will ensure effective emergency procedures are in place and that staff and contractors are clear on their responsibilities.

8.3 PCH will promote asbestos awareness through training and induction of relevant staff. The training will be designed to fit the needs and roles of the employees being trained.

8.4 To ensure that appropriate and suitable training is provided to staff, PCH will carry out training needs where appropriate.

8.5 PCH has adopted and is undertaking surveys in accordance with the Regulatory standard tenant satisfaction measures. These will be utilised to address any reports on outstanding works, issues or concerns that warrant further action or learning and will be shared with our contractors delivering services.

Document Control – Change History

Version	Date	Created/Amended By	Purpose
3	April 2024	Head of Repairs, Voids and Compliance	Policy revised to confirm compliance following an external audit review.