



# **DAMP & MOULD POLICY**

# Contents

<b>1.</b>	Introduction	3
<b>2.</b>	Think Customer	3
<b>3.</b>	Scope	4
<b>4.</b>	Statutory & Regulatory Requirements	4
<b>5.</b>	Our Commitment	5
<b>6.</b>	Governance	6
<b>7.</b>	Equality Impact Assessment	6

# 1. Introduction

- 1.1** Eastlight Community Homes (hereafter ‘Eastlight’) is committed to ensuring residents live in healthy homes that are free from damp and mould.
- 1.2** This Policy will help Eastlight to identify residents living with damp and mould, to effectively remediate the cause of mould, and ensure processes are robust in systematically defining the underlying causes.
- 1.3** We will never assume condensation is the cause of damp and mould.

# 2. Think Customer

- 2.1** At Eastlight, we exist to provide the best possible homes and services for our residents.
- 2.2** Our ‘Think Customer’ approach aims to guide and support colleagues whenever they make decisions that affect our residents, directly or indirectly.
- 2.3** ‘Think Customer’ ensures our people fully consider how residents will experience and be impacted by the service we provide. Before acting, our people are required to think about:
  - The short and long-term effects of their actions
  - The residents’ individual needs and preferences
  - Whether their communication is clear, respectful and appropriate
  - If they can draw on any past insights or experiences to help them when making tough decisions
  - Whether they, themselves, would be happy with the service being provided.
- 2.4** The ‘Think Customer’ model is designed to complement and work alongside all Eastlight policies and procedures, including this Damp & Mould Policy.

## 3. Scope

- 3.1** This Policy applies to all properties and communal areas owned and managed by Eastlight. However, it excludes remedial works to properties where this is not Eastlight's responsibility under the terms of the lease.
- 3.2** Non-habitable rooms, such as outbuildings, porches and sheds are excluded from this scope.
- 3.3** This Damp & Mould Policy should be read in conjunction with Eastlight's Repairs Policy, Complaints & Resolutions Policy and Compensation Policy.

## 4. Statutory & Regulatory Requirements

- 4.1** This Policy is designed to ensure Eastlight meets its obligations under the following statutory and regulatory requirements regarding damp and mould, including but not limited to:
  - The Housing Act 2004 and the associated Housing Health & Safety Rating System (HHSRS)
  - Social Housing (Regulation) Act 2023
  - The Environmental Protection Act 1990
  - The Landlord & Tenant Act 1985
  - Homes (Fitness for Human Habitation) Act 2018
  - The Decent Homes Standard (DHS) Updated 2016
  - Defective Premises Act 1972.

## 5. Our Commitment

- 5.1 We will undertake investigations to effectively diagnose the cause of damp correctly and deliver effective solutions, dealing with the cause of damp, not just the symptom.
- 5.2 We will work in partnership with residents to listen and understand their individual concerns and issues within their home.
- 5.3 Where we understand that residents are at an increased risk from damp and mould, due to health or age-related concerns, we will provide additional support and prioritise their case.
- 5.4 We will investigate all reports of damp and mould within **14 calendar days**. We will clean away the mould, take damp meter readings of the walls and floor, humidity readings of habitable rooms, and check there is appropriate external ventilation in both bathrooms and kitchens.
- 5.5 Where a case has not been resolved on the first visit, we will assign a single point of contact (usually a Customer Liaison Officer) to support residents throughout the next stages of the process and execute an aftercare plan.
- 5.6 We will work across our Home Solutions, Asset Management and Housing teams to provide support to residents where internal conditions are having an adverse impact on their health and wellbeing (for example, overcrowding and fuel poverty).
- 5.7 We will follow Eastlight's No Access Process in all cases where we have been notified of damp and mould and have not been able to gain access.
- 5.8 We will use our data to deliver a proactive service where we identify systematic issues with:
  - Property types or estates
  - Customer groups
  - Residents who have not interacted with Eastlight for more than two years and may not have been able to report cases of damp and mould
  - Repeat cases of damp, mould and/or leaks.
- 5.9 We will ensure residents have access to and are provided with comprehensive guidance on damp and mould.
- 5.10 We will ensure our people and contractors are trained to the appropriate level, with awareness for all and specialist training for those delivering our front-line services.

## 6. Governance

- 6.1 We will provide monthly performance oversight to the Executive Management Team.
- 6.2 We will provide quarterly performance oversight to our Customer Influence Committee and Development & Asset Management Committee.

## 7. Equality Impact Assessment

- 7.1 An Equality Impact Assessment (EIA) has been carried out. As a result, actions have been put in place to mitigate any negative impacts.

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