

Policy

TITLE	Management of Mould and Damp Policy		
Policy ref:	YH019P	Approval date	February 2025
Owner	Customer Operations Director	Planned review date	February 2028
Approved by	Executive Committee		

Version	Purpose/change	Author	Date
1.0	New Policy	Jonathan Vitta Head of Health, Safety and Environment	February 2023
2.0	Insertion of reference to new government guidance and its requirements, including reporting of data relating to the prevalence of damp and mould, response times, recurrence of damp and mould, tenant satisfaction and complaints to the Customer Committee on a quarterly basis. The accompanying SOP has been updated to reference traumatic damp in the definitions, and the need for re-inspection at least 6 weeks after remedial works have been carried out to ensure the issue has been fixed.	Jonathan Vitta Head of Health, Safety and Environment	September 2023
3.0	Reflects organisational structure changes and the SOP references a risk assessment and timescales to carry out and complete remedial work. Policy owner changed from Director of Legal & Compliance to Customer Operations Director. Added reference to Landlord and Tenant Act and Process Maps.	Jonathan Vitta Head of Health, Safety and Environment	January 2025

1 Background	It is known that all buildings hold the potential for damp and mould developing, often due to factors such as condensation, water seepage due to a damaged water system, or through ingress of rainwater via overflowing downpipes. Abbeyfield acknowledges the risk that damp and mould can have on individuals' health and wellbeing. Abbeyfield is committed to reducing the risk of damp and mould occurring and, through this policy and its associated procedure, will put in place suitable measures to ensure that any instances of damp and mould are controlled and managed effectively.
2 Objectives	The objective of this policy is to provide a framework for managing and controlling the causes of damp and mould within Abbeyfield. It also provides a procedure and guidance detailing how Abbeyfield will comply with relevant regulatory requirements, housing standards and provides clearly defined roles, responsibilities, and escalation procedures in the event of a complaint or

	evidence of significant damp or mould development that is identified within our property portfolio.
3 Scope	All residents, employees (including agency workers and temporary staff), visitors, volunteers, and contractors who may be present in communal and non-communal areas of Abbeyfield properties.
4 Policy	4.1 Policy Statement Abbeyfield will fulfil its duties under relevant legislation, associated codes of practice, and guidance (as listed in section 7) ensuring, so far as is reasonably practicable, the safety of all persons on our premises by effectively managing the risk resulting from damp and mould. This will be achieved by appropriate management and maintenance of our properties, ensuring they are in a safe condition and implementing safe methods of working and effective monitoring systems to prevent the risk of exposure. In summary, Abbeyfield will ensure that: • Through effective investment planning, Abbeyfield properties meet the minimum standards (decent homes, CQC) as per the Housing Act (2004) and the Health and Social Care Act (2008) (Regulated Activities) Regulations (2014); • Timely repairs are carried out, where appropriate, to prevent the onset of damp and mould; • Upon reports of damp and mould at our properties, suitable inspections are carried out, acted upon, and remediated accordingly as per the Management of Mould and Damp SOP; • Proactive inspections through existing inspection regimes are carried out to identify any areas of concern and escalated accordingly as per the Management of Mould and Damp SOP; • Complaints relating to mould and damp are investigated and responded to, as per the Complaints, Compliments and Concerns Policy; • Through the organisational Environmental Sustainability strategy, the energy efficiency of our properties will continue to be improved to achieve an EPC rating of C and above by 2030; • Funding opportunities to improve the condition of our properties in relation to decent homes standards are actively sought out; • Residents who are identified as vulnerable are assisted to seek and apply for additional funding streams, where appropriate; and • Residents and their families have access to and/or are provided with advice and guidance on managing and controlling condensation, damp, and mould in their homes. 4.2 Roles and Responsibilities

	Abbeyfield holds the responsibility as landlord for ensuring that, so far as is reasonably practicable, its members of staff, residents, volunteers, or members of the public are not adversely affected by damp and mould within buildings which are owned, managed, or controlled by The Abbeyfield Living Society. These duties are delegated as follows: 4.2.1 The Chief Executive Officer (CEO) is responsible for: • Ensuring that this policy and associated procedural documents are effectively implemented; • Ensuring there are sufficient resources available to allow Abbeyfield to comply fully with this policy and associated procedure; • Reviewing the performance of direct reports with respect to the implementation and management of this policy and associated procedure; and • Informing the Executive Team and, where necessary, the Board of Trustees of any suspected major breaches of compliance relating to the management of mould and damp within Abbeyfield. 4.2.2 The Customer Operations Director is responsible for: • Ensuring that this policy and its associated procedure are effectively implemented within their area of responsibility; • Ensuring that there are sufficient resources available to comply fully with this policy and its associated procedure; and • Informing the Corporate Services Director and, where necessary, the Chief Executive Officer of any suspected major breaches of compliance relating to the management of mould and damp within Abbeyfield. 4.2.3 The Head of Property Services is responsible for: • Regularly reviewing the performance of their team in the conduct of their duties with respect to mould and damp management; • Ensuring that suitable arrangements are in place for the management of any foreseeable incidents involving mould and damp; • Ensuring that appropriate staff training is available within their area of responsibility; • The selection and management of suitably competent consultants and contractors to support the implementation of this policy and its associated procedure; • That effective repairs are carried out as per the corporate KPI requirements as set out as per the Management of Mould and Damp SOP;
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	• Ensuring there are a suitable and sufficient inspection arrangements in place where mould and damp is suspected or confirmed, and that these inspections include other areas of the building (including resident dwellings) to accurately determine the extent of the problem; • Ensuring that appropriate action is taken and recorded with respect to all recommendations from inspection reports (be that from internal colleagues or third party contractors); • Ensuring suitable contractors are engaged to carry out any remedial work; • Providing support to the operational team in the application of this policy and its associated procedure; • Assessing current asset condition data and allocating sufficient financial resource to ensure adequate management of mould and damp at any “at risk” or sites where mould and damp is present; • Informing the Customer Operations Director of any suspected major breaches of compliance relating to the management of mould and damp; and • Reporting quarterly data relating to mould and damp as part of the suite of KPIs presented to the Customer Committee. 4.2.4 The Property Managers are responsible for: • Ensuring that prompt inspections of Abbeyfield properties are conducted to establish the scope of works required to remediate existing mould or damp issues escalated by any means (e.g. audit findings, external inspection, complaint etc.); • Ensuring that reports of mould and damp from residents, staff members and/or others are effectively risk assessed to ensure that the effects of mould and damp exposure are minimised and that suitable and effective repairs are conducted in a timely manner as per Abbeyfield’s set remediation timescales; • The selection and management of suitably competent consultants and contractors to support the implementation of this policy, its associated procedure and guidance documents; • Ensuring this policy and associated procedures are effectively implemented within their area of responsibility; • Ensuring that the staff they are responsible for understand their responsibilities as highlighted within this policy; • Assisting the Head of Property Services to identify any properties that require investment to manage the damp and mould risk as part the ongoing asset investment programme; • Ensuring that the staff they are responsible for attending relevant training;
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	• Informing the Head of Property Services, Operational Directors, and the Health and Safety Team of any failures to meet the requirements set out in this policy and its associated procedure; • Effectively communicating with operational colleagues and, where appropriate, affected residents or relatives in relation to complaints concerning mould and damp; • Managing contractors' performance as per contractual agreements; and • Preparing KPI data including, but not limited to, cases of damp and mould, response times to survey and remediation, instances of reoccurring damp and mould cases, and tenant satisfaction. 4.2.5 Other members of the Property Team are responsible for: • Arranging for the completion of remedial works relating to mould and damp to in a timely manner as per the requirements set out in the Management of Mould and Damp SOP; • Effectively communicating with operational teams regarding any planned or reactive works that are required to mitigate any risks; • Escalating any contractor concerns to their relevant Property Manager in respect of the contractual arrangements, contractor performance and/or escalation of costs; and • Supporting operational colleagues in respect of advice, guidance and repair works in the management of mould and damp 4.2.6 The Head of Health, Safety and Environment is responsible for: • Providing support to operational and property colleagues in the application of this policy and its associated procedure, and to assist in or, where necessary, take the lead in investigating mould and damp related incidents; • Ensuring that this policy, its associated procedure, and guidance remain up to date; • Providing operational and property colleagues with suitable and timely advice in respect of mould and damp management; and • Designing and delivering Mould and Damp Awareness Training for staff members in Housing, on behalf of the organisation. 4.2.7 The Head of Customer Quality is responsible for: • Providing support to operational and property colleagues in the application of this policy and its associated procedure, and to assist in the investigation of mould and damp related incidents, where necessary;
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- Coordinating with organisational colleagues in regard to the management of mould and damp related complaints;
- Reporting numbers of mould and damp-related complaints to the Customer Committee on a quarterly basis; and
- Supporting with the development and updating of this policy and its associated procedure.

4.2.8 The Director of Care and Housing Operations is responsible for:

- Ensuring that this policy, its associated procedure, and guidance documents are effectively implemented within their area of responsibility;
- Ensuring that their staff understand their responsibilities identified in this policy;
- Ensuring that the staff they are responsible for attending any relevant training; and
- Informing the Head of Property Services, Health and Safety Team and, where necessary, Customer Operations Director, of any failures to meet the requirements set out within this policy and its associated procedures.

4.2.9 The Regional Operations Managers are responsible for:

- Ensuring that any internal health & safety inspections and, where required, void checks are carried out effectively and in a timely manner;
- Ensuring that any issues or concerns from these inspections are escalated as per Management of Mould and Damp SOP;
- Ensuring the staff they are responsible for understand their responsibilities identified in this policy;
- Ensuring that the staff they are responsible for attending any relevant training;
- Investigating and responding to any mould and damp related complaints within their business area as per the Complaints, Compliments and Concerns Policy;
- Informing the relevant Property Manager of any areas of concern regarding mould and damp in the properties they are responsible for;
- Informing the Director of Care and Housing and relevant colleagues in the Property Team of any failures to meet the requirements set out in this policy and its associated procedure; and
- Informing the Director of Care and Housing, relevant Property Manager, and Health and Safety Team of any incident relating to mould and damp as soon as possible, and to assist with the coordination any incident response.

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	4.2.10 Service Managers (including Care Home Managers, Operations Managers, and Sheltered Housing Managers) are responsible for: • Completing the required checks and inspections as identified in this policy and its associated procedure, as well as keeping suitable records to evidence these checks; • Reporting any concerns relating to damp and mould in the properties they are responsible for to their relevant Regional Operations Manager and Property Team, as per the Management of Mould and Damp SOP; • Working collaboratively with colleagues in the Property Team in respect of managing any site inspection and remedial works, locally and in conjunction with adequate external contractors; • Ensuring the properties they are responsible for comply with the requirements set out in this policy and its associated procedure; • Advising residents how to manage condensation and subsequent mould risk in their dwellings; and • Attending training as instructed, and ensuring the staff they are responsible for do the same.
5 Finance, Value for Money & Social Value	This policy ensures Abbeyfield are complying with relevant legislative requirements regarding mould and damp management. There are possible negative impacts on the organisation's finances by not following such requirements through uninsured fines, liability claims, and negative publicity.
6 Linked policies	Complaints, Compliments and Concerns Policy (LG006P) Health & Safety Policy (YH009P)
7 Relevant Legislation / Regulation	• Housing Act (2004) • The Landlord and Tenant Act (1985) • Health and Social Care Act 2008 (Regulated Activities) Regulations (2014) • Health and Safety at Work etc. Act (1974) • Management of Health and Safety at Work Regulations (1999)
9 Review	Every 3 years, subject to any regulatory or legislative updates.

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10 Procedure(s) 10.1	Management of Mould and Damp
11 Process Map(s) 11.1	N/A