



CHESTERFIELD
BOROUGH COUNCIL

Housing Service Damp, Mould and Condensation Policy

Owner: Head of Housing Assets

Date: May 2025 (Approved by Cabinet 20th May 2025)

Review by: May 2028

1: Introduction, purpose and scope

- 1.1 Damp, mould and condensation (DMC) has the potential to have a substantially negative impact on the tenant and/or their family's physical and/or mental health – particularly those prone to a range of respiratory problems – and represents an impediment to the peaceful enjoyment of the tenancy unless properly addressed by CBC as a landlord.
- 1.2 This policy, in conjunction with the DMC Management Plan, is designed to provide clear direction for CBC as an employer and staff in the application and management of duties for undertaking effective measures for the control of Damp, Mould and Condensation.
- 1.3 This Policy applies to tenanted properties of CBC and properties managed by its subsidiaries where there is a clear responsibility to perform the duties and role of Landlord for the purpose of damp related repairs.

2. Legal duties and regulatory requirements

- 2.1 CBC seeks to comply with all current and relevant statutory obligations, including the following where applicable:
 - The Housing Act 2004
 - Social Housing (Regulation) Act 2023
 - Landlord and Tenant Act 1985
 - The Environmental Protection Act 1990
 - Homes (Fitness for Human Habitation) Act 2018
 - Construction Design Management Regulations 2015
 - Awaab's Law
- 2.2 CBC takes the view that delivery of the commitments within this policy ensures that the requirements of other legislation, such as the Health and Safety at Work etc. Act 1974 and Landlord Tenant Act 1985 will also be met.
- 2.3 The following documents are used as reference to support this Policy:
 - CBC's Corporate Health and Safety Policy
 - Regulator of Social Housing Consumer Standards
 - Decent Homes Standard
 - Governance Guidance – 'Understanding and addressing the health risks of damp and mould in the home'

- Minimum Level of Energy Efficiency Standard
- Housing Health and Safety Rating System

3. Roles and responsibilities

- 3.1 The Chief Executive is responsible for providing assurance to the Council that the policy is adhered to.
- 3.2 The Cabinet Member for Housing, as chair of the Housing Advisory Board, is responsible for ensuring performance on housing safety and compliance is reported to tenants and Members as appropriate.
- 3.3 The Service Director – Housing is responsible for ensuring that sufficient resources are provided for ongoing delivery of the Policy and that staff have the appropriate competencies and qualifications, and for setting budgets that are sufficient to meet compliance requirements.
- 3.4 The Head of Housing Assets is responsible for overseeing the implementation of this Policy.
- 3.5 The Housing Compliance and Safety Manager is responsible for monitoring and performance management to ensure compliance with legislation, and for ensuring that relevant employees have the necessary qualifications and training to undertake their roles in respect of electrical safety.
- 3.6 It is the responsibility of all employees and those working on our behalf to ensure that their work is conducted in line with this policy and any related procedures.

4. Our commitments

- We will ensure that our tenants are aware of how to report any problems with DMC, and what to expect when reported.
- We will set clear targets for inspecting DMC and will prioritise those households with children and vulnerable adults.
- Our assessment will consider the extent of DMC in the home and the profile of the household to ensure the needs of children and vulnerable tenants are factored in when deciding on the priority for works to be carried out.
- We will investigate all reports of DMC and will inform tenants of the findings at the time of the visit, including identifying the possible causes of damp, recommending

- effective solutions, all necessary remedial works, and the estimated timescales to complete the works.
- We will focus on working in partnership with tenants ensuring that a safe and healthy environment is provided.
- In addition to those instances and occurrences of DMC reported by tenants, CBC will proactively identify and manage DMC issues within its Housing Stock by the regular and routine operation of formal Stock Condition Surveys (SCSs) and the gathering (and sharing) of information relating to property condition with both other Sections/Teams within CBC and External, Third-Party organisation (provided that Data Confidentiality requirements are met). This is in the interests, ultimately, of minimising the need for tenants to have to resort to potential legal action claims under applicable legislation.
- We will maintain accurate records for each home, ensuring that records for all inspections, moisture readings and works (both planned and completed) are recorded on our information systems.
- Tenants will be given comprehensive advice and guidance.
- We will undertake any repairs identified that could be contributing to DMC forming and ensure permanent remedial measures i.e., ventilation or insulation are completed where deemed necessary.
- We will take all reasonable steps in planning and completing remedial works with the tenant, but if access is refused, we will consider taking appropriate action, which may include legal action, to ensure we can access the home to remedy issues.
- We will contact tenants via email, telephone or visit at six months after the initial treatment to ensure that the initial treatment has been successful and carry out further works if required.
- We will ensure that our expectations of tenants are clearly communicated in regards to keeping their homes clean and in good condition, reporting repairs when required and providing access to ensure that our homes remain safe.

5. Data Management

5.1 We will:

- Maintain an accurate and up-to-date database of all properties.
- Maintain current and up to date records of remedial works for the entire portfolio, which will detail all types of jobs associated with Damp Inspections and any repairs relating to Damp, Mould and Condensation . These records will include (i) Address and Risk Profile of the property, (ii) Detail of the Work Item required, (iii) Priority and Target Completion Date/s, (iv) Person Responsible, (v) Date of when

the Work was Completed and (vi) Who it was Signed-Off by and (vii) Evidence of Completion.

- Maintain a live tracker of all Damp cases.
- Hold monitoring data from Damp Inspections such as recorded temperature and humidity.

5.2 The approach to data control will be documented in the Management Plan.

6. Performance reporting and assurance

6.1 Performance monitoring and reporting is critical for CBC to always ensure compliance with the Regulations. To facilitate this there are various methods and frequencies for which reports must be made available to a range of strategic personnel including Executive and Service Directors as well as key operational staff. Performance reports take the shape of detailed monthly performance reports for Housing Property Services and the Housing Compliance and Safety Team as well as a summary report for the Strategic Housing Board.

6.2 The following Key Performance Indicators (KPIs) are reported to the Housing Strategic Board at monthly meetings:

- Total volume of repair jobs issued within the reporting period, involving damp and/or mould and completion within target timescales
- Overall compliance % across the stock without damp, mould and condensation

6.3 Reports are also presented to the Housing Advisory Board, shared with the Regulator of Social Housing, and published on the Council's website.

6.4 Monitoring, progress and actions agreed and discussed are resolved through joint liaison meetings between Housing Assets, Housing Management and Housing Property Services teams at monthly Landlord Compliance Meetings.

6.5 The following quality assurance activity is undertaken and reported in line with the DMC Management Plan:

- Internal checking independent of the operational teams to provide additional assurance around the accuracy of data and reporting.

- Internal audit to provide independent assurance on the operation and effectiveness of controls. Frequency agreed as part of the Internal Audit Programme and reported to the Standard and Audits Committee.
- Works based quality assurance to evaluate the quality of work delivered are carried out by both Housing Property Services and the Housing Assets Team and discussed at monthly progress meetings.
- Additional quality assurance is undertaken by external, independent organisations as and when required, as set out in the DMC Management Plan.

7. Incidents

- 7.1 CBC is responsible for Health and Safety performance and reporting, and any RIDDOR incident will be dealt with in accordance with CBC's policies and procedures including reporting to the Health and Safety Committee. A full investigation will be undertaken by the Project Safety Team and if necessary the Policy and Management Plan will be revised to take account of any lessons learned.

8. Equality and diversity

- 8.1 This Policy will be implemented in accordance with CBC's Equality and Diversity Policy.
- 8.2 Particular consideration will be given to vulnerable tenants where there is likelihood that the work has not been undertaken due to a tenant's medical condition, general wellbeing, or involves situations of domestic abuse or harassment. Furthermore, we will be sensitive to the specific needs of older tenants, those with a disability and other vulnerabilities. We will seek to ensure such circumstances are considered when applying this Policy whilst always being mindful of the risks associated with ensuring compliance.

9. Review

- 9.1 We will undertake a review of this Policy every three years, and whenever there are any relevant changes to legislation, regulatory requirements, case law or good practice that would impact on this policy or in light of any required service improvements identified through internal audits, service reviews, learning from complaints or regulatory judgements.