

Damp Treatment Policy

1. What this policy is about

- 1.1 We recognise that damp and mould can significantly affect the quality of life for our customers, the integrity of their homes and if left untreated, can result in serious health implications.
- 1.2 This policy outlines our clear and consistent approach to effectively deal with condensation, damp and mould including identification, reporting and effective treatment.
- 1.3 We treat all cases of damp and mould with empathy and adopt a proactive approach to identify unreported cases. By fostering a collaborative approach with our customers, we strive to maintain high living standards to promote a healthy community for everyone.

2. Our approach

Our approach to Damp Treatment is set out within the following categories:

[What is Damp & Mould](#)

[Identifying, Reporting and Treating Damp & Mould](#)

[Proactive Identification of cases](#)

[Empty Homes](#)

[No Access](#)

[Disrepair Claims](#)

[Additional customer support](#)

Further information can be found in our Damp Treatment Management Plan.

What is Damp & Mould

- 2.1 Damp refers to an excess of moisture in a property. Excess moisture can cause the growth of mould on surfaces, such as walls and ceilings, window frames and tiles, and can spread to furniture and clothing.
- 2.2 There can be many causes of damp and mould growth. Condensation is the most common cause, but it can also be caused by problems with the property, including leaking pipes or gutters, damaged roof tiles, or rising or penetrating damp through brickwork.

A decorative footer graphic consisting of a collection of colorful geometric shapes including circles, squares, diamonds, and triangles in shades of yellow, orange, blue, and teal.

This policy applies from 13 September 2024
This policy applies to: Livv Housing Group,
Livv Homes, Livv Maintenance

2.3 All forms of damp and mould, however minor give rise to unsatisfactory living conditions and we will undertake any form of remedial work required to prevent the conditions in which it can continue to arise. We will also work with our customers to share advice and guidance on how they can prevent its recurrence, where this is due to condensation.

2.4 Further information on damp, mould and condensation can be found on our website: <https://livvhousinggroup.com/your-home/home-safety/damp-mould/>

Identifying, Reporting and Treating Damp & Mould

2.5 We aim to make reporting damp and mould cases as simple and accessible as possible by offering our customers the ability to report through:

- Free phone reporting service - 0800 561 0007
- In writing
- Email
- 24-hour website
- Social media, Facebook etc.

2.6 Within 14 days of receiving a report of damp and mould, we will carry out our initial survey to understand the cause of the issue and remedial action required. We will ensure the surveyor carrying out the investigation holds the right skill set to make a determination, advise our customer and/or raise the required remedial works.

2.7 Upon completion of our initial investigation, we will provide a written summary of our findings to the customer within 48 hours which will include:

- Details of who carried out the investigation.
- Details of any follow-up investigations needed.
- Whether a hazard was found.
- Whether the hazard will pose a significant risk to the customers health and safety.
- Next steps.
- Anticipated timeline for repair and a schedule of works.

2.8 Where we identify a hazard that poses a risk, our summary will also state the temporary repairs needed to make the property safe until it can be permanently rectified, which may include temporarily relocating the customer where necessary (if satisfactory temporary repairs cannot be completed).

2.9 We will also document what works are needed to permanently rectify the hazard, together with a timescale for completing the works. If for any reason we are unable to provide our summary report within 48 hours we will inform our customer when they can expect to receive our full schedule of works.

2.10 Remedial works will be scheduled with our customer in alignment with our Repairs Policy with consideration to the nature of the issue, the assessment of risk, scope and complexity of works:



- Immediate Danger (12 hours)
- Emergency Repairs (24 hours)
- Urgent Repairs (7 days)
- Routine Repairs (28 days)

2.11 Further information can be found in our Repairs Policy and Damp Treatment Management Plan.

Proactive Identification of cases

2.12 We aim to be proactive in identifying occurrences of damp and mould that have not been reported, with all customer facing teams being provided guidance on how to identify and report cases.

2.13 Our colleagues are our eyes and ears in our customer's homes. If any member of our team identifies damp and mould in a customer's home that has not been reported, we expect them to proactively raise this.

2.14 Further information can be found in our Damp Treatment Management Plan.

Empty Homes

2.15 When a property becomes empty, prior to refurbishment works, a damp & mould asset survey will be carried out. This will be to ensure that risks of future damp and mould reports are mitigated before a new customer moves into the property.

2.16 The Head of Performance will ensure all records of surveys are retained along with empty homes works records and actions identified from the survey are undertaken within the scope of empty homes work and are completed prior to re-letting.

No Access

2.17 In the event of a failed access attempt for damp and mould associated surveys or repairs, we will continue to engage with customers to ensure the necessary agreed resolutions are completed. We will ensure no less than three attempts to gain access are made with evidence retained of each attempt. If we fail to gain access, we will write to our customer and ask them to contact us again when they are ready. If we have evidence which shows the survey or repair presents a serious risk to our customers, the case will be passed to the Property Access team who will follow our property access process.

Disrepair Claims

2.18 In the event there is an active legal claim from a customer, we will regardless, continue to progress the completion of any works identified as a result of damp and mould (or any property repair) at the earliest opportunity, in line with the guidance outlined above.



Additional customer support

- 2.19 If any colleague identifies a concern that a customer may need additional support or as a result of conditions in the home may be vulnerable, they should raise a 'Concern' relating to the customer. This will then be escalated to the relevant team to identify what support can be provided.

3. Responsibilities

- 3.1 All colleagues are responsible for carrying out their work in line with this policy and associated procedures. The Director of Assets is responsible for overall implementation of this policy. Specific responsibilities are set out below:

Role	Responsibility
Customer Services Committee	<ul style="list-style-type: none">• Responsible for the final sign off for this policy.• Monitor performance against this policy
Executive Director Property	<ul style="list-style-type: none">• To ensure there are adequate resources in place to fulfil our duties as a landlord.• To report on compliance with our statutory and regulatory obligations relating to damp and mould to the Executive Directors Team and the common Board as appropriate.• Act as nominated Health & Safety Lead under the Social Housing (Regulation) Act 2023.
Director of Assets	<ul style="list-style-type: none">• Operational implementation of the policy.• The ongoing delivery and monitoring of its objectives.
Head of Assets	<ul style="list-style-type: none">• Operational oversight of delivery of the policy commitments.
Head of Performance	<ul style="list-style-type: none">• Operational oversight of delivery of empty homes.
Managers (as defined in the policy)	<ul style="list-style-type: none">• Responsible for operational delivery of the commitments assigned within the policy.
All colleagues	<ul style="list-style-type: none">• To maintain an awareness of the objectives of the policy and to report and / or escalate issues relating to damp and mould as defined in the policy.

4. Monitoring and review

- 4.1 We will review this policy every 3 years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.



Control framework

Compliance

This policy supports compliance with:

- Awaab’s Law Consultation Guidance
- Consumer Standards - Safety and Quality / Neighbourhoods and Community (1 April 2024)
- Housing Act 2004
- Landlord and Tenants Act 1985

Document control	
Version	1.0
Policy applies from	13 September 2024
Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance
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Responsible Executive Director	Executive Director – Property
Policy author	Director of Assets Head of Compliance & Legal
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Environmental Impact Assessment	N/A
Circulation	Intranet; Livv Housing Group website

Version control		
Version	Date of Review	Summary of changes made
1.0	September 2024	New policy.

