



## Damp and Mould policy compliance note

### Summary Statement

Part of our customer promise is to provide a safe place to live and deliver a reliable repairs service. Our [property management policy](#) sets robust standards of practice in regard to all aspects of property management. Policy compliance notes contain further detail on how we work in order to comply with the policy. This statement is a summary of our policy compliance note regarding damp and mould.

The compliance note covers how we deal with reports of damp and mould in our rented and supported properties. Responsibility for dealing with damp and mould in leasehold properties will depend on the individual agreements. We've ensured compliance with industry best practice and relevant laws and regulations.

We take a **zero-tolerance approach** to damp, mould, and condensation interventions. We know that no one chooses to live somewhere that is damp or mouldy, so we won't use customers' lifestyles as an excuse for not doing the right thing.

At the core of our approach are our guiding principles:

#### Principle one: Being proactive, we

- Ensure reporting is accessible to all customers to help us 'find our silence' and encourage customers to feel confident in making reports.
- Make the most of every opportunity to identify and address damp and mould issues. Whether we're there for routine repairs, a post-let inspection or any other reason, we'll make every contact count.
- Actively monitor ongoing cases to ensure we keep on top of the situation and the customer does not need to chase up.
- Use strategic planning to identify high risk areas and arrange estate sweeps.
- Undertake preventative measures and ensuring every property meets minimum standards such as the Decent Homes Standard.

#### Principle two: Working in partnership with customers, we

- Provide information on how to help minimise condensation and spot signs of damp or mould developing – available in a range of formats such as leaflets, face to face, over the phone, and our website.
- Avoid placing the onus solely on the customer, we investigate what aids we can put in place to help and offer a menu of options which are discussed with the customer.
- Consider each customer's needs and preferences when deciding on the right response such as vulnerable occupants, work/childcare commitments etc.
- Use opportunities to consult with customers and gain insight into their experiences as well as suggestions for improvement.

- Offer additional help such as financial inclusion advice, and tips on keeping homes warm and dry.

### Principle three: Providing a timely and reliable response, we

- Ensure processes support a risk-based approach so responses are timely and reflect the urgency of the issue.
- Act on surveyor recommendations in a timely manner.
- Ensure one team or individual has overall responsibility for ensuring repairs are resolved in line with our relevant procedures.
- If the matter results in a complaint, we deal with it in line with our complaints procedures.

### Principle four: Communicating effectively, we

- Regularly engage and communicate with customers - keeping customers updated on ongoing repairs, outcomes, survey inspection results, and other important information.
- Have processes for following up after repairs are completed to check for recurrence in case escalation is needed – frequency and method will be determined using a risk-based assessment.
- Promote a culture of communication and collaboration between colleagues in maintenance and service delivery, to monitor actions and accountabilities.
- Collaborate with customers to create a 'phrase bank' to help us ensure we strike the right tone.
- Access appropriate translation, interpretation, and other language services (such as Easy Read or Braille) to communicate effectively with customers, for whom language may be a barrier to receiving a good quality service that is responsive to their needs.

### Principle five: Continuously learning and improving, we

- Keep accurate and robust records by all colleagues, so our data shows an authentic and up to date picture of what we are dealing with.
- Report back on themes and trends of instances and treatment of damp and mould from analysing data to senior management.
- Identify gaps in colleagues' skills, then review and update training, processes, and procedures accordingly.
- Conduct Lessons Learned sessions on serious cases such as disrepair claims, involving the Serious Incidents Panel if necessary, to identify areas for improvement in line with Incident Management procedures.

### Further information and how to get in touch with us:

- Our website: [Reporting Damp and Mould](#)
- Our website: [Preventing condensation and mould](#)
- Customers can contact us in a number of ways:
  - Call our customer contact centre on 0345 141 4664
  - Use our online [Get in Touch](#) form
  - By email: [contactus@homegroup.org.uk](mailto:contactus@homegroup.org.uk)
  - Or by live chat on our website – look for the symbol below

