



DAMP & MOULD POLICY

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1. Policy Statement

- 1.1** Eastlight Community Homes (hereafter ‘Eastlight’) is committed to ensuring our residents live in healthy homes that are free from damp and mould.
- 1.2** This Policy sets the framework to ensure Eastlight meets its legal, statutory and regulatory requirements under UK legislative and regulatory obligations in regard to damp and mould, including but not limited to:
- The Housing Act 2004 and the associated Health and Safety Rating System (HHSRS);
 - The Environmental Protection Act 1990;
 - The Landlord and Tenant Act 1985;
 - Homes (Fitness for Human Habitation) Act 2018;
 - The Decent Homes Standard (DHS) Updated 2016; and
 - Defective Premises Act 1972.
- 1.3** This Policy will support Eastlight in identifying residents living with damp and mould, in the effective remediation of the cause of mould, and ensuring our processes are robust in systematically defining the underlying causes.
- 1.4** We will never assume condensation is the cause of damp and mould.

2. Scope

- 2.1** This Policy, in principle, applies to all properties and communal areas owned and managed by Eastlight.
- 2.2** This document should be read in conjunction with Eastlight’s Repairs Policy, Asbestos Policy, Complaints & Resolutions Policy, Compensation Policy, Letting Standards, Disposal Policy and Allocations & Lettings Policy.

3. Exclusions

- 3.1** Exclusions are referred to non-habital rooms, such as outbuildings, porches and sheds.
- 3.2** Exclusions also include remedial works to properties where this is not Eastlight’s responsibility under the terms of the lease.

4. Our Commitment

- 4.1** We will undertake investigations to effectively diagnose the cause of damp correctly and deliver effective solutions, dealing with the cause of the damp, not just the symptom.
- 4.2** We will work in partnership with our residents to listen and understand their individual concerns and issues within their home.
- 4.3** Where we understand that residents are at an increased risk from damp and mould, due to health or age-related vulnerabilities, we will provide additional support and prioritise their case.
- 4.4** We will investigate all reports of damp and mould within ten working days, where 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.
- 4.5** Where cases are not resolved at the first visit, we will assign a single point of contact (usually a Customer Liaison Officer) to support the resident throughout the next stages of the process and execute an aftercare plan.
- 4.6** We will work in partnership 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.
- 4.7** 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.
- 4.8** We will use complete annual reviews of 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; and
 - Repeat cases of damp, mould and/or leaks.
- 4.9** We will ensure residents have access to and/or are provided with comprehensive guidance on damp and mould.
- 4.10** 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.

5. Governance

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

6. Equality Impact Assessment

- 6.1 An assessment of each of the nine protected characteristics has been completed, and general awareness throughout Eastlight is covered through our training and Equality, Diversity & Inclusion (EDI) learning programme.
- 6.2 We know that residents living with a disability who are pregnant, or young or elderly persons, are more likely impacted by living with damp and mould. Our Policy has been shaped to ensure we expedite our services where required, and that we move residents into temporary accommodation where needed.
- 6.3 Residents with certain vulnerabilities or whose first language is not English may struggle to report damp and mould. We annually review our data with our residents and proactively contact those who we have not been in contact with us.
- 6.4 Different religious observances may increase the likelihood of damp and mould in a home; our service has been shaped to ensure that we attend all cases to clean away mould within a maximum of ten working days, in all cases. We must ensure our communication is clear and culturally sensitive.
- 6.5 In delivering this Policy, and throughout all our customer services, we must ensure we talk to the resident at the first point of contact to understand their individuality, and flex and adapt our service delivery in line with those requirements.

Eastlight Community Homes

Eastlight House, Charter Way

Braintree

Essex

CM77 8FG

0330 128 0330

www.eastlighthomes.co.uk

[customer.services@](mailto:customer.services@eastlighthomes.co.uk)

eastlighthomes.co.uk

 [eastlighthomes](https://www.facebook.com/eastlighthomes)

 [eastlighthomes](https://www.instagram.com/eastlighthomes)

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