

Damp and Mould Policy

The purpose of this policy is to ensure that residents live in a healthy environment and have easy and accessible ways to report instances of damp and mould should they arise.

We will actively encourage residents to report condensation, mould and damp, as well as ensuring a consistent and excellent service in response to all reports of condensation, damp, and mould.

We will ensure that we have measures in place to proactively identify cases where damp and mould may be present and will not solely rely on reactive engagement.

This policy applies to all residential and commercial buildings owned and managed by United Welsh Group.

This policy will ensure that cases of damp, mould and condensation are proactively investigated and resolved.

Policy Statement

The policy aims to prevent and remediate situations which may lead to damp and mould formation. Any action taken and advice provided is done so empathetically and does not blame “lifestyle” for condensation, damp and mould.

We will provide advice and literature to residents on how to minimise internal condensation which may give rise to mould.

We will provide a range of channels designed to encourage residents to report instances of damp and mould to us. Our staff will also raise reports of such instances where they encounter it during their day to day work.

Through our regular programme of stock condition surveys we will proactively record instances of damp and mould where those surveys note those defects and will instruct our repairs and maintenance service provider to carry out remedial works.

Where the cause of condensation, mould and damp is uncertain or complex, our repairs and maintenance service provider will instruct a specialist Chartered Surveyor to investigate further to identify the cause.

We will use our housing asset and repairs data to identify homes at highest risk, as well as identifying condensation, mould and damp issues when carrying out property reviews.

A specific Damp and Mould contract will be used for those property repairs which report damp and mould as a factor, which will allow for detailed stage tracking, monitoring and reporting of these jobs through their lifecycle. This will be separate to the normal mechanisms for other routine repairs.

Our maintenance service provider will not close down damp and mould repairs until residents have confirmed to us that any remediation works undertaken have been successful.

Roles and responsibilities

- The United Welsh Board has overarching responsibility for monitoring compliance with this policy.
- The Group Chief Executive retains the overall responsibility for the implementation of this policy and ensuring that adequate resources are made available to enable the objectives of the policy to be met.
- The Head of Strategic Asset Management is responsible for the operational implementation of the policy and ensuring this policy is reviewed and kept up to date.
- Our Service Provider organises, manages, and delivers responsive repair and maintenance works which include those relating to damp and mould.

Equality and diversity

United Welsh aspires to embed equality, diversity and inclusion within all of our business activities to enable these principles to become part of our everyday processes.

We will work with residents to ensure that their specific needs are taken into consideration where this does not compromise health and safety to individuals and the wider community. The accompanying Equality Impact Assessment to this policy details the impacts we have identified which may affect those with protected characteristics and how we propose to mitigate those.

Data protection

We are committed to taking all relevant measures contained within the General Data Protection Regulations 2016 and Data Protection Act 2018 to ensure the confidentiality of data.

Legislation

- Health and Safety at Work etc. Act 1974;
- Landlord and Tenant Act 1985;
- Environmental Protection Act 1990
- Housing Act 2004
- Management of Health and Safety at Work Regulations 1999, as amended;
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013;
- Renting Homes (Wales) Act 2016;
- Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022.

Policy monitoring

Performance against this policy and conformance with the case management process will be reported monthly to the Executive Team with a summary report being provided to Board.

Issuing Team	Date issued	Next review	Document type
Assets	27th March 2025	27th March 2026	Key policy