

Damp, Mould & Condensation (DMC) Policy

1. Summary

- 1.1. Condensation Damp is the most common type of damp and is thought to affect almost 1 in 5 homes in the UK. Untreated, condensation can lead to the growth of black mould on walls and ceilings which, aside from looking unsightly, can cause health problems including:
 - 1.1.1. Headaches
 - 1.1.2. Fatigue
 - 1.1.3. Depression
 - 1.1.4. Sneezing
 - 1.1.5. Skin rashes
- 1.2. Spores from black mould are an allergen and can cause major health problems for asthmatics, and other respiratory diseases.
- 1.3. There are two main factors that can cause dampness to occur in properties:
 - 1.3.1. The property failing, this can be due to water ingress, the property being poorly insulated, having an inadequate and expensive heating system. Lack of ventilation.
 - 1.3.2. The circumstances that Tenants are in that influences the way they live in their home. The drying of washing indoors, the use of tumble dryers that are not vented, overcrowding, people unable to afford to heat their homes adequately, and living in fuel poverty.
- 1.4. Properties that are poorly insulated along with high energy costs can prevent the adequate heating of many homes during winter, leading to increased condensation and dampness.
- 1.5. SHAL tenants can fall into fuel poverty which increases the likelihood of them living in a home which suffers from damp and mould. As well as physical ill

health, living in a home that is damp and mouldy, can cause depression and anxiety.

- 1.6. Damp and Mould related health outcomes can affect people regardless of age or health, though elderly people and children are most at risk.
- 1.7. This Policy will set out SHAL's commitment to prevent and eradicate Damp and Mould within its Tenant's homes and communal areas, and SHAL's Offices, to take all reasonable steps to prevent exposure of Mould spores to its Tenants, employees, Contractors, and visitors, by adhering to the latest legislation, contained in the following documents:
 - 1.7.1. Housing Act 2004
 - 1.7.2. Housing Health and Safety Rating System Damp and Mould Growth
 - 1.7.3. Homes (Fitness for Habitation Act) 2018
 - 1.7.4. Decent Homes Standard

2. Objectives

- 2.1. The key objective of the Damp and Mould policy is to ensure we provide and maintain, dry, warm, safe and healthy homes for our tenants, that are well insulated, energy efficient, well ventilated and affordable to heat.

3. Details

- 3.1. To ensure that SHAL's homes are safe, warm, dry, and affordable to heat SHAL will adhere to a set of actions to identify whether it is the property at fault or the circumstances of the tenants which is causing dampness.
- 3.2. Ensure each property has a valid EPC, which is a minimum of C rating (though this is to be used as a guide and does not guarantee that the property is not susceptible to dampness and mould or that the property is affordable to heat).
- 3.3. Use the information from EPC's, real life experience from Tenant's, SHAL's Maintenance and Housing Teams, to identify poor insulation levels, poor performing heating systems, doors, and windows, and Tenants living in poor conditions.

- 3.4. Obtaining and using data of SHAL’s housing stock, and the archetypes of properties that are more likely to suffer from damp and mould.
- 3.5. Shal has developed a points based weighted system that identifies Tenant’s that are at risk of not being able to heat their homes, which enables us to monitor and offer support and advice at an early stage. Points are attributed on a rising scale from 1 being lowest risk to 10 being the highest using the following criteria.
 - 3.5.1. Tenant’s receiving Benefits
 - 3.5.2. Rent Account
 - 3.5.3. Income and Deprivation Indices
 - 3.5.4. EPC ratings
- 3.6. We run the Data every two months and regularly update Tenant’s information.
- 3.7. Collect and update information about SHAL’s stock to ensure maintenance is targeted and appropriate, and to have sufficient funds available to ensure the fabric of the property is sound, the property is weatherproof, external walls and roofs are well insulated, and ensure adequate ventilation is present; extractor fans to all kitchens and bathrooms and trickle vents to all windows.
- 3.8. SHAL will have a programme of Energy Efficiency work in place to ensure its homes are as economical as possible for its Tenant’s to keep warm, and for SHAL to meet its obligations regarding Government targets for carbon reduction, and to achieve a minimum of C Epc ratings to all of its homes.
- 3.9. SHAL will continue to pursue Government and external funding to enable SHAL to carry as much energy efficiency work as possible, as quickly as possible.
- 3.10. SHAL will seek a minimum of EPC rating B to all its new build developments, properties SHAL purchases through section 106 and Shared Ownership.
- 3.11. SHAL will have a New Build specification in place that has above building regulation standard insulation levels, renewable heating systems, and Photovoltaic Panels.
- 3.12. SHAL will ensure sufficient budget is provided for energy efficiency work and all work required to treat and prevent dampness.

- 3.13. If the property is not found to be the cause of the dampness causing mould to form, tenants are to be given advice regarding the causes of condensation and mould
- 3.14. Tenants will be advised to make changes to the circumstances that are contributing to the dampness which will help reduce the production of condensation, causing mould.
- 3.15. SHAL will Inform both tenants and staff about the health risks of living in damp and mouldy homes.
- 3.16. SHAL’s Housing and Maintenance staff will receive training to understand the causes of damp and mould and to be able to give advice and information to enable SHAL’s Tenant’s to understand the causes and remedies.
- 3.17. Cases of serious Damp and Mould will be recorded and monitored by the Health and Safety Committee.
- 3.18. Shal will send out Texts to all of its Tenants asking if they have or have past experience of DMC in their home and to reply with yes or no. upon receipt of this information Shal will contact the Tenant to investigate.
- 3.19. Shal’s maintenance Team and Servicing contractors will ask the tenant if they have any DMC in their home and will record the answer on digital service sheets and job sheets.
- 3.20. Shal will work to an agreed timescale for response to a report of DMC.

4. Outcomes

- 4.1. The performance with regard to the managing of serious Damp and Mould will be monitored by the monthly Health and Safety meetings.
- 4.2. The Health and Safety Committee will from time to time carry out periodic checks to ensure this policy is being adhered to and that complaints from Tenants regarding Damp and Mould are, being managed appropriately.
- 4.3. The Health and Safety Committee will monitor the progress of Shal’s Energy Efficiency programme.

5. Consultation

Current version	Date agreed/reviewed	Review due	Owner	Pages
1.0	2023-06	2025-06	MM	Page 4 of 6

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 SHAL is registered in England and Wales as a Community Benefit Society and an exempt charity (number 27772R).

5.1. SHAL will publish this policy on its website and social media platforms and will be reviewed at SHAL’s Community Chats forum.

6. Equality and Diversity

6.1. SHAL will take account of the circumstances and characteristics of the people who live in its homes in its management of Damp and Mould when arranging and carrying out inspections, Energy Efficiency work and when giving energy efficiency, and lifestyle advice.

7. Value for Money

7.1. SHAL seeks to ensure that Health and Safety is managed by adhering to the principles of sensible risk management which ensures that employees, tenants, the public, contractors and suppliers and our properties are properly protected, ensuring that everyone understands what they can do to mitigate and manage risk and how to act responsibly in order to do so.

7.2. SHAL will continue to pursue all avenues of funding and will collaborate with other local organisations, procurement groups and Local Authorities to ensure value for money.

8. Owner

8.1. Maintenance Manager

9. Version and Revisions

9.1. This policy will be reviewed every 2 year(s)

9.2. Revisions

New version	Date	Revision details
1	June 2023	Recording of finding of Shal’s maintenance Team and Servicing Contractors Introduction of monitoring of Time taken to respond from Tenant reporting DMC to its conclusion.