

Who this policy is for

This policy is for all residents of Wyedean Housing Association.

Introduction

We understand that a well-maintained and safe home gives people the space and security they need to live well. We do all we can to maintain our homes to a high standard. This includes acting quickly to prevent and treat damp and mould to reduce the risk of harm to our residents' health.

We:

- have a zero-tolerance approach to damp and mould
- carry out a regular inspection and maintenance programme to help prevent damp and mould
- act quickly to treat and prevent further damp and mould where it does occur
- advise residents on how to prevent and limit damp and condensation
- work with other registered housing providers, environmental health and energy advice agencies to share and adopt best practice

How we respond to reports of damp and mould

We aim to respond to reports of damp and mould within 3 working days.

We'll visit the property to assess the extent and cause of the damp and mould. We'll agree with the resident what needs to be done to resolve it and advise them on how they can prevent damp and mould in the future.

If we need to carry out any work to repair damage caused by the damp and mould, or to prevent it from happening again, we'll aim to raise an order for this within 10 working days of our first visit.

We record all instances of damp and mould and monitor how quickly we resolve them. We also look for trends in why the damp and mould is appearing that might help us prevent it happening in the future.

Training

We provide induction and refresher training for all our staff and contractors to make sure they understand:

- the impact damp and mould can have on people's health
- the impact damp and mould can have on homes
- our procedures to prevent and treat damp and mould

Disrepair claims and complaints

Residents can give us feedback on our service through our Complaints, Comments and Compliments policy. This includes complaints about how we've carried out repairs to damage caused by damp and mould or alterations to help prevent damp and mould.

