

DAMPNESS AND CONDENSATION POLICY

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Policy approved by:	Operations Management Team
Review Date:	31/05/2023

EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	02
Lead officer:	Joe Keating

1 INTRODUCTION

1.1 Stockport Homes Group (SHG) aims to provide an ambient environment within its properties for customers to live in. SHG invest in capital programmes of work to continually improve the condition and thermal efficiencies of the stock. As properties become more thermally efficient it is important to manage moisture levels (humidity) within properties by adequately heating and ventilating to prevent condensation and mould.

1.2 This policy outlines SHG's approach to managing condensation, mould and dampness within properties.

2 STRATEGIC LINKS

2.1 This policy should be read in conjunction with the following documents;

- Damp and Condensation Procedure
- Disrepair Procedure
- Tenancy Agreement
- A Guide to dealing with mould and condensation
- Responsive repairs Policy
- Stockport Homes Lettable and Return Standards Booklet.
- Landlord & Tenant Act 1985
- Homes Act 2018
- Defective Premises Act 1972

3 KEY FEATURES OF THE POLICY

3.1 This policy ensures that tenants who experience, condensation, mould or dampness within their properties, are treated in a fair and consistent way, and that the correct remedial action is taken in each instance. This includes actual repairs, but may also include providing detailed guidance, advice or support (such as energy advice, tenancy support etc) to anyone who experiences such issues in their home.

3.2 SHG shall provide a simple and clear process/procedure to enable reports of condensation or damp to be reported to SHG by tenants and for them to be correctly assessed by SHG.

3.3 SHG shall evaluate these requests promptly and will provide advice and guidance to tenants to help to resolve the problem

3.4 SHG will provide a response to the tenant which may include:

- Arranging for a surveyor to visit and carry out a survey to establish the likely cause of the dampness
- Raising remedial works or arranging improvements, which may include the installation of mechanical ventilation systems if none are already fitted.
- Discussing the symptoms with the tenant over the telephone and providing guidance and advice leaflets for them to read and follow.
- Providing a free hygrometer to help the tenant understand, monitor and control the level of moisture (humidity) within their property.
- In extreme circumstances SHG may arrange for mould affected areas to be cleaned and sterilised with a fungicidal application. This is a one visit only gesture which would then need to be repeated as necessary by the tenant.

4 EQUALITY IMPACT ASSESSMENT

4.1 An equality Impact Assessment Screening form has been completed which has determined that a full Equality Impact Assessment is not required for this policy.

5 OWNERSHIP MONITORING AND REVIEW

5.1 The policy is owned by the Operations Directorate and will be monitored by the Operations Management Team.

5.2 The policy will be reviewed in line with the Operations Management Policy Review Group schedule to ensure that the policy reflects current legislation and practice.