



North Devon Homes

Damp, Mould and Condensation Policy

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1. Purpose

North Devon Homes (NDH) is committed to providing its customers with homes that are safe, comfortable, and well maintained. As such it recognises the health risks associated with damp, mould and condensation in the home.

Arrangements will be made therefore to ensure, so far as is reasonably practicable, that customers, employees, and others (clients, contractors and public) who use NDH premises are not at risk from exposure to damp, mould and condensation.

Our key aim is to ensure that we provide and maintain homes that are dry, warm and healthy for our customers and that we ensure that the fabric of our properties is protected from deterioration and damage resulting from damp and mould.

North Devon Homes will also support customers with advice and guidance on how to maintain their homes to keep them free from damp, mould and condensation.

These arrangements take account of current legislative requirements, best practice and other guidance.

2. Principles

The following principles will apply to this policy:

- It will be open, fair and transparent
- It will reflect the current standards of operation and will be reviewed whenever industry standards, legislation or guidelines change
- It will promote fairness and consistency in the approach to dealing with damp, mould and condensation
- It will be positively promoted with regard to informing the company's, staff, customers and board members views and behaviour
- It will be realistic, achievable and provide value for money
- It will support corporate objectives and service standards.

3. Review

We will review this policy at least once every three years or immediately following any relevant change to government policy, regulation, or legislation. This will ensure that it continues to operate within best practice, achieve measurable results, and achieve continuous service improvement.

The Head of Asset Management will be responsible for ensuring that policy reviews are undertaken, that appropriate consultation takes place and that revisions are reported to the Executive Team for its approval.

4. Responsibilities

The Executive Team will approve this policy under delegated authority from the Board. The Head of Asset Management is responsible for ensuring that this policy is communicated and implemented.

Procedures will be developed and maintained by the Head of Asset Management in line with this policy to provide further guidance to the delivery of this policy.

The Head of Asset Management is responsible for ensuring that staff training is provided, and that staff understand the wider issues surrounding this policy, its applications and the procedure.

As a landlord, NDH has the responsibility to ensure that the thermal envelope of each home:

- Has suitable heating.
- Is free from penetrating or rising damp
- Has adequate ventilation

If all of the above conditions are satisfactory and a property is still presenting damp, mould and condensation then we will work with the customer in partnership to resolve issues and improve the internal environment factors that may contribute, for example, improving heating and ventilation and reducing the moisture in the air.

It is the customers responsibility to follow any reasonable advice and guidance provided, to maintain their home as set out in their tenancy agreement and to provide timely and accurate feedback about how interventions are impacting upon their home to support resolution.

5. Scope

This policy sets out the responsibilities and obligations placed upon North Devon Homes for the control of damp, mould and condensation in our social, affordable and market rented properties.

6. Policy Statement

North Devon Homes owns circa 3300 properties, with build dates ranging from 1920 up until the current year. As a landlord NDH wants and is required to maintain and update these properties.

Procedural arrangements have been developed to support this policy and to ensure that any customer reporting damp, mould and condensation in their home is treated in a fair and consistent way. These will be maintained by the Head of Asset Management.

We will investigate all reports of damp and condensation as set out in our damp, mould and condensation procedure and carry out any required remedial actions in accordance with our responsibilities. Whilst we try to get to the root cause of problems quickly, this may be an iterative process until we establish the underlying reasons for the problem. We will also work through the most cost-effective means of solving the issue and monitor the response to this. Working in partnership with customers is most likely to bring the quickest solution and we will endeavor to establish and communicate a plan that supports this.

We will use technology that is appropriate such as remote monitoring, thermography etc. to support any investigation into the causes of damp, mould, and condensation.

Where the mould that has formed is found to be extensive and cannot be controlled by the customer, we will offer a mould wash. However, we will also advise, support and communicate on how a customer can maintain this and wipe down any mould that may subsequently form to keep the property in good condition in accordance with their tenancy agreement.

We will also promote and provide advice and guidance on how to reduce the likelihood of / manage damp, mould and condensation. Our communication with the customer will clearly specify the follow-up actions that we will take as well as the specific guidance that has been provided to them and any agreement that has been reached.

Customers reporting that damp, mould and condensation is affecting their health will be advised to seek medical advice, whilst we continue to work through the damp, mould and condensation process.

For all reports of damp, mould and condensation, we will follow up with further inspections to monitor how the issue has been impacted by the remedial action plan.

North Devon Homes is responsible for maintaining properties so that there are no issues in relation to penetrating damp. We will also undertake reasonable improvement works to assist in the management and control of condensation damp, for example providing or improving extract ventilation and repairing or maintaining insulation.

We will ensure that front line staff, including our contractors, are aware of the issues with damp, mould and condensation and know the danger and how to report this for follow-up monitoring and action.

We will review the data that we hold and collect about cases including surveys raised and complaints to identify homes that are more likely to be at risk. We will use this information to be proactive in how we contact customers to check, monitor or understand if there are any issues.

Through our patch or frontline team meetings we will monitor properties where there are significant issues, particularly where a cross-team working approach is required or would be helpful in terms of tenancy support and repairs.

In addition, we will also continue to carry out home condition surveys with a competent member of the asset management team for at least 20% of our stock annually.

We will routinely assess properties when void to ensure that they are let with adequate ventilation, insulation and heating systems. In addition, we will assess the fabric of the property particularly where there is evidence of previous damp, mould and condensation in the property.

Our allocations policy will consider the number of occupants that is optimal for a property, in the knowledge that overcrowding can be a factor in damp, mould and condensation issues.

We will also recognise that fuel poverty contributes towards an environment that can promote the formation of condensation and

mould; North Devon Homes has made resources available to provide assessment and support, including financial support, benefit checks and advice on heating homes.

7. Consultation

The following have been consulted in developing the policy:

Date	Consultation methodology	Challenge / impact / result
16/02/2023	Review meeting with involved customer group	Customers challenged that the policy lacked text in relation to customer responsibility in managing condensation. Amendments were made and signed off by the Group

8. Equality Impact Assessment

This policy will be applied fairly and consistently to all customers of North Devon Homes and in compliance with the Single Equality Act 2010 which recognises the “protected characteristics” as gender, transgender, race, marital status, pregnancy and maternity, ethnic origin, nationality, disability, sexuality, age, religion and belief.

We recognise that Black, Asian and Minority Ethnic people are, because of structural inequalities in our society, more likely to live in homes with damp, mould or condensation issues than their white British counterparts and our policy aims to work in partnership with customers to resolve these issues whenever and wherever they arise in our customers’ homes. As part of our wider approach, we will train staff and require our contractors to be aware of and proactive in addressing these issues.

We undertake to produce this document or parts of it on request in other languages or formats such as large print to ensure that everyone is able to access the policy.

Language Line provides all corporate translation services and they may be contacted on 0800 169 2879.

We are committed to the principles of fairness and respect at North Devon Homes and, therefore, seek to embed statutory guidance and policy relating to equality and diversity into all activities.

Next review date:	Responsible Officer
Every three years	Head of Asset Management
June 2026	
	Related Documents
	Damp and Condensation Procedure