

STATEMENT OF INTENT

Saffron Group is committed to maintaining its homes to a high standard which adds value to the homes and their surroundings. Maintaining high quality, secure homes can improve the lives of our customers and achieve high levels of customer satisfaction. Our homes give people the space and security to create meaningful lives and the foundation to build the best possible life.

1. PURPOSE

- 1.1 This policy has been written to ensure that wherever possible, residents are not adversely affected by the causes of damp and mould and drives forward an agenda of proactive action to tackle/manage the causes of damp and mould.
- 1.2 This policy and associated procedure will take into account recommendations made in the Housing Ombudsman Service Report – Spotlight on: Damp and Mould – Oct 2021.

2. ELEMENTS OF THE POLICY

The key points of the Damp and Mould Policy are:

- To ensure that Saffron tenants are treated in a fair and consistent way.
- Focus on working in partnership with tenants to ensure that a safe and healthy internal environment is provided.
- Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp including, managing and controlling condensation.
- Ensure that customers have access to and/or are provided with comprehensive advice and guidance on managing and controlling damp and condensation.
- Comply with all statutory and regulatory requirements and with best practice relating to the provision of this service.
- Maximise the available budgets to deal with damp and condensation problems.
- Ensure that the fabric of our properties is protected from deterioration and damage resulting from damp and condensation.
- Proactively tackle/manage the causes of damp and mould through robust procedures, analysis and service delivery.
- Enhance the living conditions of our residents.
- Enhance the service provided to residents in managing this area of work.
- Enhance the understanding of our stock in relation to damp and mould and have proactive programmes for managing this issue.
- Ensure that our retrofit programmes have a consideration of the impact of damp and mould.
- Reduce the risk of expensive legal disrepair claims.
- Reduce the risk of reputational damage.

3. KEY ACTIVITIES TAKEN TO MANAGE RISK

- Effective Inspection and diagnosis
- Provision and use of appropriate equipment to both investigate and remedy
- Logging of and management of cases
- Training of staff and use of qualified contractors
- Planned programmes of work

3.1 Educational and informative information provided to customers and other stakeholders

- Liaising with other Registered Providers, Environmental Health and Energy Advice Agencies to seek, share and adopt best practice.
- Appropriate budgets in place to prevent and tackle damp and mould issues.

4. DATA

4.1 Data will be managed within Saffron Group I.T. system, C365.

4.2 Intelligence led planned programmes will be formed using historical repairs data, Energy performance information and know areas of fuel poverty.

5. TRAINING

5.1 Induction and refresher training will be provided for all staff and contractors to make sure that they are aware of this policy. All managers will receive specific training to provide the skills and knowledge to comply with the policy and associated procedures.

5.2 We will ensure that all of our staff, and contractors have training to raise awareness of and create a good understanding of damp and mould issues, their impact and are aware of the internal processes in place to remedy.

6. MONITORING AND REPORTING

6.1 Actions taken and impact as a result of this policy and its procedures will be reported to the organisation via the Director of Safety and Repairs and the Responsive Maintenance Manager.

7. EQUALITY ANALYSIS

7.1 Saffron Group is committed to a policy of fair and equal treatment for all customers, employees and applicants, regardless of religion, sexual orientation, age, class, racial origin, sex, disability or marital status. This policy has been subject to an equality analysis.

8. LEGISLATION AND REGULATION

8.1 Saffron Group will meet all of its obligations established by statute and contract. They are detailed below:-

- Housing Act 1985, 2004
- Decent Homes Standard
- Housing Health and Safety Rating System (HHSRS)

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- Defective Premises Act 1972
 - Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
 - Landlord and Tenant Act 1985
 - Tenancy Agreement (agreed between Saffron Group and it's tenant)
 - Equality Act 2010

9. LINKED POLICIES

- Repairs and Maintenance Policy
- Improvements Policy
- Asbestos Management Policy
- Health and Safety Policy
- Complaints Policy
- Tenancy Policy

10. METHODS FOR CONTINUOUS IMPROVEMENT

- 10.1 In order to ensure we continually improve our service we will regularly ask for feedback from our tenants and stakeholders. In addition, we will seek best practice for each Improvement area and ensure we keep up to date with current legislation and Building Regulations.
- 10.2 Performance against budget and target timescales will be reported directly to the Senior Leadership Team, Board and Service Quality Committee on a regular basis.

11. TENANT INVOLVEMENT

- 11.1 Saffron will promote the provision of improvements to its properties. This will include measurable service standards including consultation with tenant and stakeholders through the Service Quality Committee.

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Board/Committee	Board
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