

Damp, Mould and Condensation Policy

We want to provide great homes and places that our customers can be proud of

1. Policy Aim

- 1.1 Our customer promise at Yorkshire Housing is to enable our customers to have homes and places they are proud of. In line with our ambition to deliver the best repairs service in the UK, we are committed to ensuring that all our homes are safe, healthy and free from damp, mould and condensation (DMC).

2. Roles and Responsibilities

- 2.1 The Executive Director – Customer Experience will have overall responsibility for the implementation of this policy.
- 2.2 The Director of Homes will ensure that the policy and associated procedures are embedded within the operational delivery and that all colleagues are aware of their responsibilities and are adequately trained to carry them out.
- 2.3 The Heads of Service are responsible for adequate resourcing and having effective processes in place to implement this policy.
- 2.4 The Senior Leadership team are responsible for ensuring that the policy and associated procedures are adhered to and that all colleagues are appropriately trained.
- 2.5 DMC specifications and contracts will be drafted in line with this policy to ensure that contactors, consultants, and partners understand and comply with the policy as set out.
- 2.6 Yorkshire Housing colleagues and customers will follow the policy guidelines and its approach to DMC.

- 2.7 Customers are responsible for all members of their household, visitors and pets to ensure they keeping their home clean, tidy and well maintained. Pets must be kept in a separate location from any YH colleague attending their home to complete works.
- 2.8 Customers have a responsibility to provide access for the completion of surveys, repairs and DMC remediation works.

3. What customers can expect from our DMC service

- 3.1 We are committed to delivering a high-quality, customer obsessed service that offers value for money and complies with the requirements of Awaab's Law.
- 3.2 Everyone involved in providing services, whether Yorkshire Housing staff or contractors will be professional, friendly, and offer advice where applicable to help you live free of DMC related issues.
- 3.3 Yorkshire Housing colleagues and our contractors will proactively look out for DMC issues during visits. If they can fix an issue on the spot, they will; otherwise, they'll report it for follow-up.
- 3.4 We'll attend appointments as promised and keep customers informed of any changes, such as delays. Communication will be clear and timely
- 3.5 We're also enhancing how we use data and introducing smart technology to take a more pre-emptive approach to prevent DMC issues before they arise.

4. Definitions in accordance to Awaab's Law

- 4.1 We will carry out works to our customer's homes, within the strict statutory timeframes set out within Awaab's law. We will make it clear when we don't have repair responsibility and offer help and support where possible.
- 4.2 **Assessment of Risk** – This will be based on your individual circumstances not general standards and the assessment will consider any vulnerabilities such as health conditions, age and time spent within the affected rooms.
- 4.3 **Emergency Hazards** – These pose an immediate life-threatening risk to health and safety. YH must make these situations safe and investigate the hazard within **24 hours**. If the hazard can't be made safe, then temporary accommodation will be offered
- 4.4 **Significant Hazards** – These pose a serious health risk but are not immediately life threatening. These must be investigated with **10 working days**
- 4.5 **Written Summary of the Case** – after any investigation, that can't be resolved and requires further works, a written summary must be provided to the customer within **3 working days**. The summary will explain, the hazard identified, what actions will be taken and estimated timelines.
- 4.6 **Commence works** – following an investigation all reasonable attempts to start work will be made within **5 working days**

- 4.7 **Record Keeping** – YH must keep a full audit trail of all the actions and steps we are taking to resolve the issue including, communication with the customer, inspection reports, delays / access issues to ensure that we've taken all reasonable steps to protect the customers' health and safety
- 4.8 **Rechargeable Repairs** – if damage to the property has been caused by any household member, visitor or pets this damage will be charged to the customer in line with the **Repairs Policy**.

5 Hours of Operation

- 5.1 To ensure we attend all emergency hazards We will provide an emergency responsive service, 365 days a year, 24 hours a day, 7 days a week.
- 5.2 All other repair categories outside of emergency hazards, these will take place during our core business operating hours, these are usually between 8 am and 4 pm weekdays, although we do operate limited services up to 6pm and on a weekend if and when required.
- 5.3 In accordance with Awaab's Law a working day is considered Monday to Friday.

6 Appointments

- 6.1 We will endeavour to attend emergency repairs within 4 hours to make the home safe, as this is not always possible, we will attend within 24 hours. We may need to carry out follow-on work following an emergency repair, these will fall in line with our routine timescales.
- 6.2 For all other visits we will aim to provide customers with an appointment to complete. We will always agree an appointment with the customer at a date and time to suit them. Ideally this will be at the first point of contact, where this isn't possible for whatever reason, YH will contact the customer within an agreed timescale, dependent on demand, to arrange this.
- 6.3 Unfortunately, sometimes our tradespeople's availability can change at short notice. We will always try to get another tradesperson to attend the agreed appointment but if for any reason we have to cancel an appointment we will notify the customer as soon as possible to apologise and re-arrange.
- 6.4 We understand that our customers commitments may change and they may have to rearrange their appointment. The customer must inform us as soon as reasonably practicable, so we can rearrange the appointment. Where a customer notifies us within 24 hours this will be included in the no access procedures.

7 Communication

- 7.1 Customers will be contacted by the YH colleague attending their property prior to their appointment. If works are being carried out to the external area of a property and we do not need access, we may not need to make an appointment.

- 7.2 Customers will be kept up to date with the status of their works, should there be any delays or changes to their appointment date and time. We aim to attend all our appointments, however, there may be times when we need to change these, such as due to severe weather and/or unsafe working conditions.
- 7.3 We will communicate with customers in their preferred way, where possible, if and when this has been shared with us.
- 7.4 If the repair is being carried out by one of our partner-contractors, the contractor is responsible for keeping the customer updated.

8 Diversity and inclusion implications

- 8.1 Making sure that our policies are inclusive and ensuring fair treatment for all customers and colleagues regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age is really important to us.
- 8.2 When developing this policy, we've considered the implications for people with any of the equality characteristics, and we've assessed that there are no known negative effects. If you think we've got this wrong, please contact the policy owner.

Independent Living (Older Persons Sheltered Housing)

- 8.3 We will carry out regular visits to all our schemes, supported by the Scheme Manager who will provide all customers living in a scheme the details in advance of the visits.

Safeguarding

- 8.4 All colleagues following the DMC Policy should always consider whether any children or vulnerable adults are at risk of harm or self-neglect when visiting customer's homes. If so, the colleague must make a report in line with Safeguarding processes within 24 hours of receiving the information.
- 8.5 Once this is recorded on the safeguarding system it will be allocated to a Designated Safeguarding Persons (DSP) and the necessary actions can be taken and recorded to safeguard customers as far as reasonably practicable.
- 8.6 See the **Yorkshire Housing Safeguarding Policy** and local procedures on the shared drive Safeguarding page for more information.

9 Value for Money (VfM)

- 9.1 We work with our suppliers for the best prices on quality products.
- 9.2 We work with customers to provide as much information as possible to establish who is responsible for works in their property. Customer responsibilities for repairs can be found in the Repairs Policy.
- 9.3 We invest in our people and work closely with our external contractors to ensure they are skilled, knowledgeable, organised and problem solvers.

- 9.4 We organise our workforce efficiently so we can complete as many repairs to as high a standard as possible during the day.
- 9.5 We aim to complete as many repairs on the first visit as possible, reducing inconvenience to our customers and keeping our costs down.
- 9.6 We offer customer's convenient appointments and make every effort to ensure the appointments are kept.

10 Exceptions and Exclusions

- 10.1 **New Developments:** In the first (and often second) year of a new property being built, the developer is responsible for repairs. However, for all emergency and significant hazards YH will attend in line with policy.
- 10.2 **Right to Buy/ Right to Acquire;** Where customers have applied to purchase their homes, only emergency and significant hazards will be carried out.
- 10.3 **Leaseholders/Shared Ownership;** Under the terms of their lease, leaseholder customers are responsible for repairs to their own homes. If a leaseholder lives in a flat, Yorkshire Housing will complete repairs to communal and external areas and leaseholders will be expected to contribute towards the cost of the repairs.
- 10.4 **Managed Agent Properties:** Repair obligations for Managed Agent properties are outlined in their individual contracts with Yorkshire Housing.

11 Reporting and monitoring

- 11.1 DMC performance is monitored by the operational management teams on a weekly and monthly basis. The performance is measured against Key Performance Indicators (KPI's) through a performance management framework lead by the Director of Homes.
- 11.2 The Board and the Homes and Places Committee monitor the performance through the governance structure. Our performance data will be used to drive improvements to our service and understand the needs and expectations of our customers.
- 11.3 Colleagues from across the organisation and a customer scrutiny group have been involved in the review of this policy with their feedback used to make changes to improve the policy.

12 Complaints and Appeals

- 12.1 Where a customer has a complaint regarding a repair, this should be communicated in writing, email or over the phone to our Customer Experience Team so that it can be recorded on our systems and be signposted or escalated to the responsible team(s).
- 12.2 The Customer Complaints and feedback policy on the Yorkshire Housing website ([Customer Complaints and Feedback | Yorkshire Housing](#)) provides more detail and includes complaints timescales in line with the Housing Ombudsman Complaint Handling Code.

Date approved	29 October 2025
Approved by	Homes and Places Committee
Recommended / scrutinised by	Consulted through the Directors and Executive Director prior to being presented to HPC.
Summary of changes	New Policy. This was previously included in the Repairs policy.
Frequency of review	3 Year (or a change of regulation / legislation)
Next review date	2028
Policy owner	Head of Repairs and Maintenance
Policy author	Director of Homes
Associated policies or guidelines	Responsive Repairs Policy Tenancy Policy Temporary Home Move Policy Safeguarding Policy Building Safety and Compliance Policy Tenancy Agreement Asset Management Strategy Housing Health and Safety Rating System (HHSRS) Yorkshire Housing Standard
Associated procedures	Gas Safety Procedure Electrical Safety Procedure Chargeable Repairs procedure Mutual Exchange Procedure Right to Improve No Access Procedure Complaints Procedure

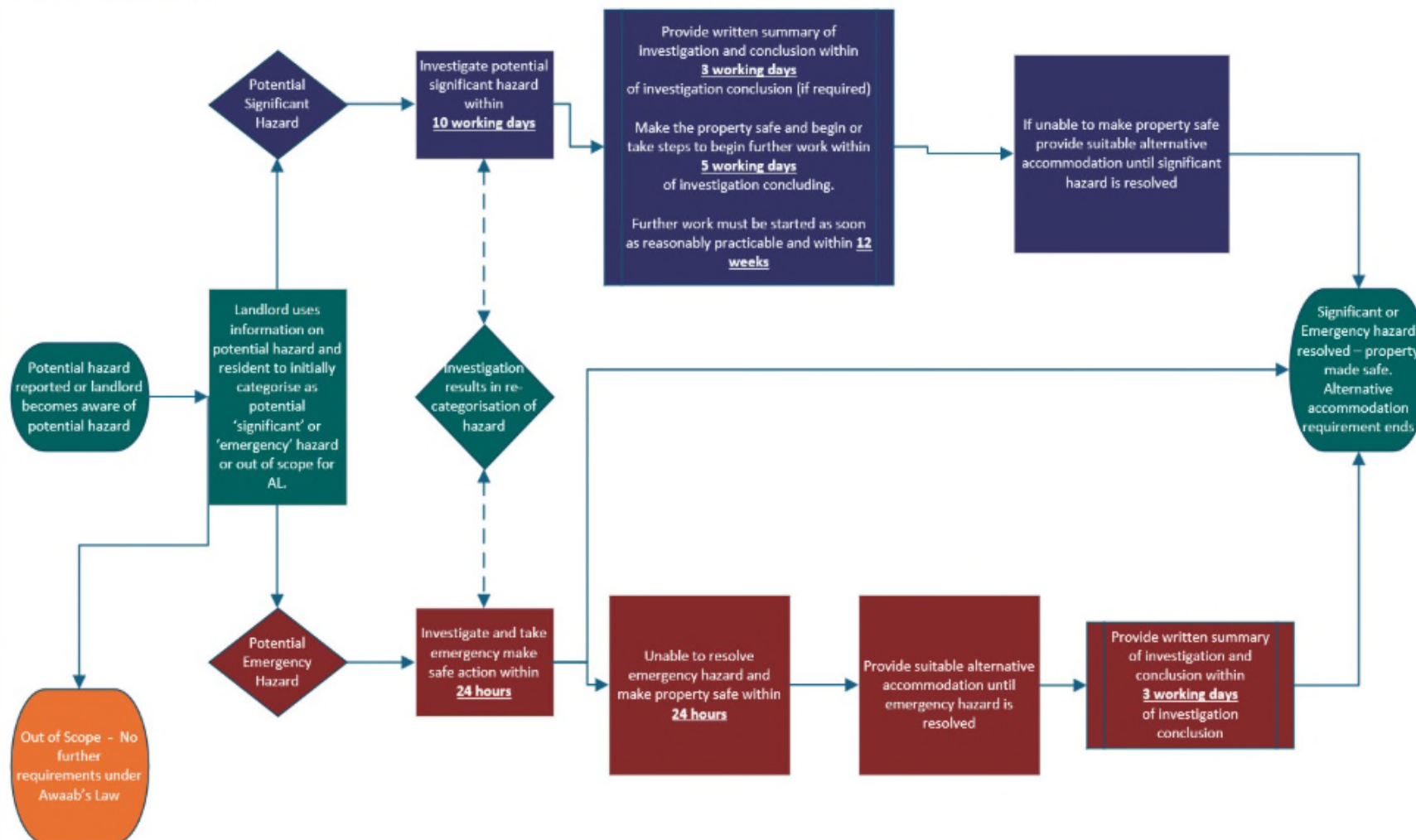
Appendix A

Procedure for Awaab's Law

Diagram 1: Awaab's Law Process Flow

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Note : Does not include, renewed and further Investigation timeframes



Appendix B

Regulation and Legislation

Yorkshire Housing must adhere to Section 11 of the Landlord and Tenant Act 1985 when delivering a responsive repairs service. Section 11 of the Landlord and Tenant Act 1985 sets out our repairs obligations. Further legislation and guidance relevant to the delivery of our responsive repairs service includes:

- Awaabs Law
- Housing Act 1985, 1988, 1996, 1998 and 2004
- Right to Repair Regulations 1994
- Gas Safety (Installation and Use) Regulations 1998
- Health and Safety at Work Act 1974
- Equality Act 2010
- Control of Asbestos Regulations 2006
- Environmental Protection Act 1990
- Homes (Fitness for Human Habitations) Act 2018
- Housing Health and Safety (England) Regulations 2005
- A Decent Home: Definition and guidance for implementation June 2006
- Regulator of Social Housing Governance, Viability and Consumer Standards