

1. Dealing with Damp, Mould & Condensation Policy.

2. Context and Purpose

2.1 Damp and mould in our homes pose serious health risks, particularly to children, older adults, and those with respiratory conditions. Following the tragic death of Awaab Ishak, legislation now mandates urgent action. This policy ensures bdht takes a proactive, data-led and customer-focused approach to prevent and resolve DMC issues, with no attribution of blame to residents.

Our approach includes:

- Formal case management with risk-based triage (including GIS-informed overlays, property archetypes, and tenant vulnerability indicators).
- Integrated systems enabling full visibility across housing, repairs and asset teams.
- Automation of communications to ensure customers are informed at every stage, with named case officers.
- Alignment with Awaab's Law, the Housing Ombudsman, and emerging regulatory standards.
- Working collaboration with customers to achieve a supportive and solution-based outcome.

3. Corporate Objectives

3.1 This Policy supports bdht's corporate objectives to be an excellent landlord and to develop and maintain excellent, safe places to live. It also reinforces a **customer-first culture**, active listening, and co-design of services through panels and scrutiny arrangements.

3.2 Table of Responsibility

Team Responsible	Area of Responsibility
Director of Asset Management & Development	Ownership of the policy and review every 3 years
All Staff	Reporting of DMC following site visits or other interaction with customers.

	Updating DMC case notes as required
Customer Experience	Triage of reports, Raising initial case management and/or updating case notes.
DMC Surveyor	Management of Complex cases and site visits.
Board DMC Lead	Monitoring and oversight of DMC performance, continuous improvement and KPI's.
EMT	Oversight of KPI's and exception reporting
Head of Repairs & Planned Works Manager	EMT DMC Report
Responsive Repairs Managers	Day to Day management and delivery of DMC policy and procedures, initial treatments
Customer Experience Committee	Customer oversight
Board	Overall responsibility

3. Legal and Regulatory Requirements

3.1 Legislation

- Landlord and Tenant Act 1985
- Housing Act 2004 – Housing Health and Safety Rating System
- Defective Premises Act 1972
- A Decent Home: Definition and guidance for implementation (updated 2006)
- Environmental Protection Act 1990 (amended 2018)
- Homes (Fitness for Human Habitation) Act 2018 (Chapter 34)
- Awaab's Law (2023) – Clause 42 of the Social Housing (Regulation) Act
- Building Regulations 2010
- DHS2 (2025 Consultation)
- Revised HHSRS (2024)

3.2 Regulation

- Regulating The Standards March 2022
- Home Standard April 2012
- Tenant Involvement and Empowerment Standard 2017

4. bdht Local Offer

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4.1 We will ensure that you have a decent and safe home to live in that is suitable to your needs and affordable. We will repair your home promptly and improve it when required. We will make appointments and try to fix faults first time, DMC solutions are often difficult to diagnose and provide an effective outcome that resolves the issue first time, therefore we may require further visits to ensure a complete understanding of issues through various routes of investigation, including monitoring. When we cannot fix the repair right first visit, we will keep you informed of what is happening until we do complete the work.

4.2 We will also provide **clear literature and accessible website guidance**.

4.3 We will provide a written report, outlining findings and preferred actions, to include a timeline for actions and next steps.

5. Policy Statement

5.1 Damp, mould and condensation (DMC) within customer homes or bdht properties can be attributed to structural or property defect's including ventilation, or in some cases can be attributed to the use of that property or building. bdht has developed this Policy that sets out our approach and responsibility for managing and mitigating DMC-related issues and defects.

5.2 We will:

- Embed a **formal case management approach** across all DMC cases.
- Standardise workflows for logging, tracking, progressing and escalation.
- Provide case visibility across teams and contractors.
- Use GIS overlays and property archetypes to predict and prevent DMC.
- Ensure all staff, contractors and customers understand their role within the end-to-end process.
- Reinforce customer-first culture through active listening and co-designed solutions.

5.3 bdht Commitments:

- Carry out investigations, remedial repairs and improvements to your home.
- Provide **repair timelines, specification packs, and visual progress indicators** to tenants.
- Enhance contact communication for customers by providing accessible platforms through automated customer communication (SMS, email) with named officers and action plans. Utilising preferred methods of contact.
- Monitor completed works and buildings, including **mandatory post-work inspections**.
- Conduct regular **cross-department case reviews and learning exercises**.
- Ensure a single point of contact for customer enquiries and ensure accurate logging and closure of cases.
- Equip staff with **handheld diagnostic tools, DMC training, and provide face-to-face/digital diagnostic methods accessible to customers** (video link options).
- Use case and complaint data to refine triage, escalation pathways and service delivery.

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- Ensure the Asset Management Strategy contains a section relating to DMC, aligned with Awaab's Law and Ombudsman guidance.
- Quarterly oversight from Board, Customer Experience Committee and Audit & Risk Committee.
- Engage **independent specialists** for complex or recurring cases.
- Publish **performance dashboards**, including complaints upheld and lessons learned.
- Strengthen **contractor management**.
- Use data-led insights (vulnerability mapping, stock condition) to inform risk-based decision-making.
- Maintain a **centralised DMC case log with KPIs** reported monthly and quarterly.
- Collaborate with internal teams and external agencies to support vulnerable tenants.
- Triage all DMC reports within 24 hours. Where an inspection is required, inspect within 10 working days, then providing a written report to customers within 3 working days.
- Ensure Customer Experience Committee review DMC performance on a quarterly basis.
- Include DMC as a **standalone risk item** on bdht's operational risk register.

5.4 Customer Responsibilities:

- Follow and use the information and guidance provided by bdht.
- Regularly check for condensation in your home, actively wipe down and clear condensation on a frequent basis and if the condensation issue persists, or leads into mould growth, report promptly.
- Report leaks and ventilation faults.
- Report occurrences for monitoring and inspection.
- Allow access to their home for inspections and any repair works required.

5.5 Staff Training:

- Specialist DMC training for surveyors, repairs operatives and call handlers.
- Wider awareness training for all staff on identification, reporting and health impacts.
- Training on **Awaab's Law requirements** and regulatory expectations.
- Case study-based learning to improve empathy and service response.

6. Summary of Service Standards

- Service standards published in clear, accessible formats.
- Named case officers for all DMC cases.
- Mandatory post-work inspections.

7. Priorities

- Equal priority given to prevention, investigation, remediation, monitoring and learning.
- Tenant-first culture embedded across all actions.

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8. Policy Implementation

8.1 Governance and Oversight

- **Board-level ownership** of DMC policy and compliance with Awaab's Law.
- Appointed board lead meets monthly with Head of Repairs, Head of Asset Management & Development and DMC Surveyor.
- Regular reporting on KPIs to the Customer Experience Committee and the Audit & Risk Committee will monitor quarterly the implementation of actions associated with DMC, with stage analysis and risk mitigation.
- Annual assurance on policy effectiveness, internal team performance and contractor performance, will be considered by EMT.

8.2 Training

All bdht staff will receive awareness training to identify issues, provide initial advice and escalate appropriately. Specialist training provided to frontline and technical teams.

8.3 Monitoring of the Policy

- Performance monitored via KPIs and dashboards.
- Performance monitored through board lead/DMC champion.

9. Links to Associated External Documents

- Housing Ombudsman Spotlight Report on Damp and Mould
- Housing Ombudsman Letter to Housing Providers 29.11.2022
- Regulator of Social Housing Letter to Housing Providers 22.11.2022

10. Links to Associated Internal Documents

- bdht Risk Register
- bdht Contractor Management Framework
- bdht Customer Charter
- bdht Asset Management Strategy
- bdht Complaints Policy
- bdht Repairs Handbook

11. Equality Statement

11.1 At bdht, we are proud to serve and work within a diverse society. We recognise that some individuals and communities face systemic barriers, disadvantage, and discrimination,

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including those related to socio-economic background, caring responsibilities, and the impact of intersectionality.

11.2 We believe that discrimination in any form is unacceptable. In all our areas of work we are committed to ensuring that our policies, practices, and services promote fairness, equity, and respect for all. We aim to *reduce inequalities, promote respect, and create an equitable culture within our organisation*.

11.3 bdht fully complies with the Equality Act 2010 and all relevant statutory and regulatory guidance, including that issued by the Regulator of Social Housing, Homes England, the Government Equalities Office, and our funding partners.

11.4 We believe that equality of opportunity is fundamental to delivering excellent services and building vibrant communities together. Our commitment is underpinned by clear policies, regular monitoring, and continuous review — all of which are actively supported by our Board and Teams.

12. Board Approval

12.1 Board approval for the Policy was gained on 15th September 2025.

13. Review Date

13.1 This Policy will be reviewed in 2028, and or subject to further amendments following subsequent phasing of Awaab's Law recommendations in 2026 phase 2 and 2027 phase 3.

14. Responsibility for Implementing the Policy

14.1 Director of Asset Management & Development.

15. Date issued

15.1 Circulated and available to staff from 16th September 2025.

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16. Infographic of DMC Policy



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