

How we work together to deal with damp and mould?

It's important to let us know if you have damp and mould in your home. Damp and mould can have a range of causes and might be related to the fabric of the building, damage to pipes, drains or guttering, or poor ventilation. We have a 4 Stage approach to dealing with damp and mould, we have set out the stages in this leaflet.

STAGE 1: Customer call's in to report damp & mould.

ACTION

- We have a set of questions that we ask to ascertain the extent of the damp and mould. The questions have allocated points which helps us understand the scale and potential cause/s.
- Calls are taken by our repairs team who will have received damp and mould training.
- We will ask the customer to provide photographs if they are able to do so.
- If the damp and mould is minor and the issue can be resolved by raising a repair, we will raise an order for the repair.
- We will also provide the customer with a Therma Hygrometer to use and keep (please refer to Therma Hygrometer leaflet). We will also issue a damp and mould information leaflet and ask the customer to monitor the issue for 6 weeks.
- After 6 weeks the customer will receive a call from the Damp and Mould Specialist, if the issue is now resolved the Damp and Mould Case will be closed.

If this does not resolve the issue we will proceed to Stage 2



STAGE 2: Customer calls in to report damp & mould or Stage 1 escalation

ACTION

- If an Initial report of Damp and Mould is significant the Customer will receive a call from the Damp and Mould Specialist to get as much information as possible.
- The specialist will arrange for a Damp and Mould Survey to be completed by a Technical Officer within 10 working days.
- The technical officer will complete a full inspection of the property using specialist equipment, a photographic record and the D&M survey is to be completed and uploaded to our housing management software.
- Following the inspection, the Customer will receive a letter explaining the outcome of the inspection, it will set out what action we will take and what action/s we need the customer to take (if any). All repairs will be raised, and we will ask the customer to complete the data log again for six weeks.

STAGE 2, continued:

- An agreement between the tenant and the technical officer may be reached if works will mean that the six weeks period of monitoring will need to be extended up to a maximum of 12 weeks.
- If all repairs are completed and the Technical Officer is satisfied that the issue is not property related, with the customers permission a referral to our Tenancy Sustainment Team will be completed to ascertain if additional support is required.

If all repairs are completed and the customer is not satisfied with the outcome then we will progress to Stage 3.

STAGE 3: Stage 2 is complete and issue has not been resolved.

ACTION

- The Senior Technical Officer will attend the property and complete a survey, if the Senior is in agreement with the Technical Officer's finding and is satisfied that there is nothing further to be done, they the customer will be notified in writing and has the option to progress to stage 4.
- If the Senior Technical Officer does find that additional works are required, then we will apologise and complete the works capturing any lessons learned and identify any training requirements.
- If all repairs are completed and the Senior Technical Officer is satisfied that the issue is not property related, with the customers permission a referral to our Tenancy Sustainment Team will be completed to ascertain if additional support is required.
- After six weeks the damp and mould specialist will call the tenant to check that the issue has been resolved.



STAGE 4: Stage 3 is complete and the customer is not in agreement with the outcome of stage 3.

ACTION

- The customer will be provided with a list of 3 independent chartered surveyors to choose from, we have agreed set rates for a full property survey, these are provided to the customer and they will have the opportunity to select one of the three.
- If the Surveyor completes the survey and finds no issues then the customer will be required to pay the surveyors fee.
- If the Surveyor finds additional works then we will complete the work and apologise to the tenant, pay the surveyors fee and capture any lessons learned and training requirements.
- If the surveyor identified no issues and a tenancy sustainment case has not been raised then with the customers permission we will raise a referral.

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0300 323 0990, select option 1.



Read also:

[Mould and Damp Information Leaflet](#)

[Therma Hygrometer leaflet and example data log](#)