



Trident Group



Damp, Mould Condensation Policy and Procedure

Department: Property Services

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1. POLICY STATEMENT

This Policy sets out the activities and responsibilities involved in the control of damp, mould and condensation within Trident Group (Trident). Trident aims to provide a consistently high-quality repairs, maintenance, and housing services for all our residents and to maintain our properties to provide a well-functioning and safe environment.

This policy ensures that Trident residents who experience dampness, mould and condensation within their properties are treated in a fair and consistent way. Applying this policy will ensure that Trident will maintain dry, warm and healthy homes for residents.

Trident will ensure that all cases of damp, mould and condensation are diagnosed in a timely manner to ensure that the correct remedial action is taken. At all times Trident will maintain an open, transparent dialogue ensuring that the organisation works in partnership with residents to resolve issues of damp, mould and condensation in their home.

2. OBJECTIVES AND PURPOSE

Trident is committed to a zero-tolerance approach to damp, mould and condensation, with the overall aims of this policy ensuring the following;

- To provide an efficient, prompt, and cost-effective repairs and maintenance service, to ensure that the fabric of our properties are protected from deterioration and damage caused from damp, mould and condensation.
- To make sure responsive repairs to alleviate damp are carried out as quickly and efficiently as possible.
- To ensure that Trident utilise data modelling and staff/resident feedback to know our stock and the type of properties and components that are likely to suffer damp, mould and condensation.
- To actively work to reduce the number of repeat visits by the Trident repairs staff/contractors, increase the number/percentage of damp related jobs completed in one visit.
- To adopt a proactive approach to post work monitoring, ensuring that damp, mould and condensation cases are managed effectively throughout.
- To pro-actively manage information, support, and advice to Residents, alleviating the results of cases in residents' homes reducing the number of jobs raised and the additional strain on Trident responsive repairs.
- To provide a service which reflects the organisation's commitment to equality of access to the repairs and maintenance services for all residents.
- To ensure that all Trident services work closely together across the organisation and with our residents to deliver the right level of advice and support.

Trident's actions will not only include repairs but will focus on a holistic resident centred approach to dealing with damp, mould and condensation and maintaining warm healthy environments. Residents can expect appropriate guidance, advice, or support from the visiting technical staff and/or specialist diagnostic and treatment companies (and use of drying equipment where required).

All Departments within Trident including Housing, Property Services and Care and Support staff will work together to ensure that a seamless service exists including and where necessary:

- Make recommendations for further referrals and support to external agencies.
- Provide energy usage advice.
- Measures that help to alleviate fuel poverty.
- Practical advice to reduce the risk of damp, mould and condensation e.g. such as best usage of existing facilities, fixtures and fittings for heating, drying and cooking within the home.
- Targeted visits for households most vulnerable to damp, mould and condensation.

3. SCOPE

This policy applies to all properties owned by Trident and those managed where Trident has contractual responsibility for internal maintenance. This policy covers how Trident and our Residents can jointly control, manage and eradicate damp, mould and condensation and this includes:

- All Trident properties that are tenanted, including emergency / temporary accommodation.
- Identifying the types of damp: rising, penetrating and condensation damp, including internal leaks.
- Identifying Trident's responsibilities for dealing with damp and condensation.
- Identifying the Residents' responsibilities for dealing with damp and condensation.
- Offering guidance, advice and assistance throughout the process to all Residents living in Trident properties.
- Identifies situations where Trident will not be able to undertake works to rectify condensation damp.

4. ORGANISATION RESPONSIBILITIES

The delegated duties and nominated responsibilities for the management of damp, mould and condensation and for the implementation of this Policy have been set out below:

4.1 Executive Team

The Chief Executive and the Executive Management Team have collective duty for ensuring that the arrangements for managing damp, mould and condensation are in place and regularly monitored. The Lead Executive Officer for damp, mould and condensation and will be the Executive Director for Property Services

The Executive will:

- Ensure that we maintain the structure of our homes in good repair as set out in our Asset Management Strategy
- Ensure the heating, sanitation, and service installations of rented homes where these have been installed by us or where we have adopted responsibility of these through relevant policies (i.e., adaptations to homes; or through previous tenant improvements).
- Provide residents with the information they need to work their heating and hot water systems efficiently; along with information to help them to minimise condensation.
- Monitor the effectiveness of the damp, mould and condensation procedures and arrangements throughout the organisation.

4.2 Property Services - Management Team

The Head of Property Services will act as nominated lead for Trident on damp, mould and condensation. The Head of Property Services will lead the Property Services Management team who will:

- Implement the Damp, Mould and Condensation Policy and procedure in the day-to-day workings of Trident.
- Perform reviews on the KPI data collected around damp and mould.
- Provide advice to managers regarding the implementation of the damp and mould policy.
- Check that all aspects of the Damp, Mould and Condensation Policy and procedure are adhered to and all recommendation for remedial works are carried out.
- Monitor and review this Policy annually to ensure that the corporate policy standards are being achieved.

The Head of Property Services will be supported by designated competent person(s) with delegated operational responsibility for damp, mould and condensation within the organisation the Delegated positions are:

- Decarbonisation Project Manager supported by:
- Operational Delivery Manager

4.3 Property Services - Assets Team

Trident's Assets Team will:

- Monitor and feedback to Head of Property Services who will ensure that working arrangements and provisions of financial and technical resources are sufficient to meet identified need.
- Commission and manage the work of the Damp and Mould Surveying company and remedial works contractor.
- Co-ordinate the collection and analysis of Damp and Mould surveying data from Trident's Damp and Mould Surveying company for development of investment plans.
- Ensure recommendations made by Damp and Mould surveying company for

remediation of damp and mould are acted upon and effectiveness of action is monitored.

4.4 Responsive Maintenance Staff

Trident's Head of Property Services with support from Voids and Repairs Manager will:

- Ensure that all maintenance staff have access to the Damp, Mould and Condensation Policy and procedure.
- Ensure that all maintenance staff and operatives have access to the correct cleaning, treatment, and decorating materials for the treatment of damp, mould and condensation.
- Ensure that all Operative up to date knowledge of damp, mould and condensation with appropriate levels of training for the treatment and management of occurrences.
- Ensure adequate provision of awareness and management training is given to the appropriate staff within Trident.

4.5 Trident Teams (Non-Technical)

- **Housing Services** – All Housing Officers and Community Engagement staff when carrying out property visits, welfare checks, meeting with residents etc have a duty of care to report incidents of damp, mould and condensation through Trident Customer Contact Team.
- **Community Engagement Team** working with **Communications Team** will lead on support and advice campaigns designed to raise awareness of damp, mould and condensation.
- **Customer Contact Team** will accurately record and triage all reported cases of damp and mould, ensuring that cases are opened on the relevant section of the CRM management system.

5. SURVEYING COMPANY AND REMEDIATION CONTRACTOR

5.1 Damp and Mould Surveying Company

Trident will ensure that the appointed damp and mould surveying company is able to demonstrate a track record of working within this field in addition to Royal Institute of Chartered Surveyors (RICS) accreditation.

Trident Damp and Mould Surveying company will:

- Consider all causes of damp, mould and condensation when investigating within a nominated property until root cause is identified and the property remains free of damp and mould following treatment.
- Provide advice to Trident about any property type that may have higher risk of damp and mould together with technical advice as to the best course of remedial action.
- Produce detailed technical remediation plans for the alleviation of damp,

mould and condensation in properties that have been difficult to treat (e.g. previous treatments carried out by in house staff have failed).

- Review quality and effectiveness of technical works carried out in the remediation of damp and mould.
- Advise on all potential causes of reoccurring damp within Trident properties.

Trident has delegated the tasks of damp and mould surveying, investigation, analysis and technical solution design to the following external damp and mould surveying company:

The DEP Group Ltd.

5 Pendeford Place, Sidestrand,
Pendeford Business Park
Wolverhampton, WV9 5HD
Tel 01922 703900
Email enquiries@dep.uk.com

5.2 Damp and Mould Remediation Contractor

Trident will ensure the appointed damp and mould remediation contractor will have the necessary experience of damp and mould remediation and are familiar with Trident's housing stock.

Trident's appointed damp and mould remediation Contractor will;

- Provide a risk assessment which can demonstrate consideration of the scope of proposed works, extent of the potential risks and the control measures to be implemented and managed.
- Provide a plan of work to the appointed damp and mould surveying company for technical review. This should also include details of project resources, timetable, risk assessments and method statements.
- Regularly inspect the work environment and report immediately any defects to the appointed damp and mould surveying company and where instructed rectify the defect.
- Ensure that the person who prepares both the risk assessment and the plan of work has adequate knowledge, training and expertise and is familiar with the requirements of the relevant regulations and approved code of practice.

Trident has delegated the tasks of damp, mould and condensation remediation works to the following external contractor:

L.Daniels Property Maintenance Ltd

Unit 8, Partons Road, Kings Heath
Birmingham, B14 4AB
Tel: 0121 441 1115
Email: dean@ldaniels.co.uk

6. DEFINITIONS

Damp, mould and condensation under this Policy is defined as:

- a) Penetrating Damp (including internal leaks)**

Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure. Defects of this sort should be relatively straight forward to repair once they have been tracked down. The dampness may then take some time to dry out, and there will still be a yellowy brown or white mark left on the surface affected.

The cause can be the result of, for example:

- Water ingress due to defective or poor original design / workmanship of the structure.
- Defective components for example roof coverings, external wall doors and windows.
- Defective or blocked rainwater gutters and pipes.
- Defective or leaking internal waste pipes, hot and cold water and heating systems.
- Flooding due to burst pipes.

b) Rising Damp

Rising damp is relatively rare and occurs where there is a problem with the damp proof course (DPC); common causes are breakdown, deterioration or bridging of the DPC at ground floor level. Rising damp means that brickwork will become porous allowing water to rise from the ground level up through the brickwork through capillary action. Moisture then rises up the walls to a maximum height of 1.00m. Like penetrating damp, rising damp usually leaves a tide mark.

c) Condensation Damp

As with penetrating damp it can typically be identified by a tide mark which can be yellowy brown or can be white and textured. This texture is caused by salts from the ground and the plaster being drawn through the wall with water. Condensation occurs when moisture held in warm air meets a cold surface and then condenses producing water droplets.

The 2 most common causes:

- Surface condensation arising when the inner surface of the structure is cooler than the room air.
- Condensation inside the structure (interstitial) where vapour pressure forces water vapour through porous materials (e.g., walls), which then condenses when it reaches colder conditions within the structure.

The effects of high levels of condensation and the damp and mould it creates can be a challenge, particularly during the winter months and in the majority of cases (but not all) is one that needs to be managed by residents through the effective use of heating and ventilation. Conditions that can increase the risk of condensation are:

- Inadequate ventilation
- Inadequate heating
- Inadequate thermal insulation.
- High humidity e.g., presence of rising and penetrating damp.
- Poor building design and construction

It should be noted that in many of the items listed that cause excessive condensation there is a requirement for the landlord to check and through the course of repairs and investment

provide the means that will allow the resident to adequately heat, ventilate and maintain a healthy level of thermal comfort.

Irrespective of the initial cause of damp mould, condensation all cases will be entered onto the Trident case management system for recording, rectifying and monitoring the effectiveness of Trident interventions. All cases will be allocated a specific CRM reference and will be reported on weekly (at Case Group meetings) and monthly (Executive and Board Meetings).

7. RELATED POLICES AND PROCEDURE

The key areas of Internal policies and government legislation for this policy are:

- Repairs & Maintenance Policy
- Customer Engagement Strategy
- Complaints Policy and Procedure
- Void Property Procedure
- Trident Health and Safety Policy
- Asset Management Strategy
- Environmental Management Strategy
- Strategic Plan

8. LEGISLATIVE AND STANDARDS

Key Legislation

The following is a list of the current legislation that is applicable to this policy:

1. Defective Premises Act 1972
2. Landlord and Tenant Act 1985
3. Housing Act 2004
4. Homes (Fitness for Habitation) Act 2018
5. Environmental Protection Act 1990
6. Regulatory Standards Housing
7. Decent Homes Standard
8. Housing Health and Safety Rating System 2006
9. Building Regulations Act 1984

Decency and Fitness Standards

There are legislative requirements setting out what is decent home. The Decent Homes Standard was updated in 2006 to take account of the Housing Health and Safety Rating System (HHSRS), According to the Standard, for a home to be considered 'decent' it must:

- I. Meet the current statutory minimum standard for housing.
- II. Be in a reasonable state of repair.
- III. Have reasonably modern facilities and services, and
- IV. Provide a reasonable degree of thermal comfort.

The Homes (Fitness for Human Habitation) Act 2018 amended the Landlord and Tenant Act 1985, with the aim of ensuring that all rented accommodation is fit for human habitation. While it did not create new obligations for landlords, it required landlords to ensure their properties are fit for human habitation at the beginning of, and throughout, the tenancy.

The Landlord and Tenant Act creates an obligation on the landlord to consider the fitness of properties; not just from a technical standpoint but also, in how it is used, maintained and monitored as remaining fit for the household in situ (throughout the terms of their tenancy). This obligation means that landlords have to deliver a holistic service that ensures homes are maintained and used in a way that delivers warm healthy environments.

9 POLICY PRINCIPLES AND PRACTICE

Key Principles

The key principles of the damp, mould and condensation policy are:

- To ensure Trident provide and maintain dry, warm, healthy homes for our residents.
- To ensure that the fabric of our property is protected from deterioration and damage resulting from damp, mould and condensation.
- Proactive resolutions of all concerns working with residents within a “no blame” culture.

Trident’s Quality Housing Standard defines how we manage our homes so that they will remain healthy and safe for residents. Residents living in homes with damp, mould and condensation may be more likely to have respiratory problems, allergies, asthma, and other conditions that impact on their immune system. There are also other broader impacts on the mental health, education and career prospects of residents living with damp and mould, highlighting why there is a real urgency for change.

Trident has a zero tolerance for allowing damp, mould, and condensation to occur in our homes and will look to resolve all concerns rapidly with the residents. Trident will look to minimise self-reporting of issues from residents and identify concerns early through data analysis and regular home visits. Property will be in place for properties addressed as higher risk.

Assessment of Risk and Triage

All initial reports of damp, mould and condensation are triaged through our Customer Service Centre. Their role is to risk assess so that they can escalate the response as appropriate. They are trained to work through an assessment that includes identifying any vulnerabilities or health issues that put a resident at particular risk as well as severity, size, spread, locations and recurrence.

All reports receive a visit, but this diagnostic process allows the CSC advisors to immediately refer to specialists or direct operatives to conduct immediate treatment whilst awaiting a full survey. There is no circumstance where it is left to the CSC to determine the response is to give advice only, treatment (short term and long) is assessed by suitably trained engineers and specialist.

Property Risk

There are a range of factors that will affect the risk profile of a property which can be divided into two categories: structural and occupancy.

1. Structural factors include property age, design, and modifications. For example, certain types of properties such as converted street properties, buildings of concrete construction or traditional solid type construction are more susceptible to damp and mould than others and can require significant investment to address the issues. Where Trident have these properties, and will reduce the risks of damp, mould, and condensation through regular inspections and our cyclical programmes (for example gutter cleansing).
2. For non-structural issues Trident will avoid language such as lifestyle or any form of blaming the residents for the problem. Occupancy factors do not mean that Trident has no responsibility, recognising that some homes were not designed with modern living in mind. Trident will take reasonable steps in partnership with residents in these circumstances including considering improving ventilation or other appropriate measures.

Energy Efficiency

Where Trident are delivering investment and improvement for Energy Efficiency the focus is upon 'fabric first'. Trident will ensure that these measures do not increase issues of damp, mould, and condensation in the treated property. The key emphasis throughout Trident's energy efficiency program will be improving homes to ensure they are affordable to keep warm, meet residents' expectations and are free of mould and damp.

There is a clear link between cold homes and ill health where existing conditions (such as respiratory illness or mental health conditions) are exacerbated. Trident's asset management strategy and the environmental management strategy will build on the work we have already done to date to improve the energy efficiency of our lowest SAP rated properties.

Data Collection and Analysis

Trident recognise that proactive attitude should be the bedrock of an approach that reduces the over-reliance on residents to report issues. Trident have been on the front foot when identifying potential issues and have implemented a risk-based approach that considers a number of factors relating to property and occupancy profile.

Trident use historical repairs data from complaints information and our results from our stock condition survey to identified higher risks schemes and developing targeted proactive strategies to help reduce the likelihood for damp, mould and condensation. All data for damp, mould and condensation cases is managed through our CRM system, which includes stock information, repairs cases, EPC data and detailed information on residents. This enables us to identify and assess cases and review historical trends using multiple data points.

The data coordinates a range of planned investment works to help minimise the risk of current and future damp, mould and condensation issues.

Damp and Mould Task Group

Trident are committed to ensuring that all damp and mould cases continue to be effectively managed and resolved quickly. The Damp and Mould Task Group (DMTG) reviews all Trident's arrangements, operational procedures, historical data, and will establish any trends to identify any areas of improvement.

All individual cases of damp, mould and condensation are also monitored by this Group. The DMTG includes the Heads of Service and key staff/managers from across the organisation and is chaired by an Executive Director.

Stock Condition Survey

Trident has a four-year stock condition programme which aims for full coverage of our stock to provide us with credible and up to date information on our properties. Trident aim to survey annually a minimum of 25% of stock and formally assess properties using the HHSRS criteria for damp and mould growth (defining hazards as category 1 or 2).

Communication and Guidance

Trident are actively encouraging our residents to report any issues of damp, mould and condensation in their homes to our Customer Service Team. As Trident have developed new systems for combatting damp, mould and condensation within its homes and there is a suite of documents published on Trident website to be used as essential guides to the cause of damp, mould and condensation and how to remedy it. Trident provides guidance for Residents for use at signups to a new home and when residents report damp issues to us.

Managing and Learning from Complaints

Through mainstreaming our approach to the management and elimination of damp and mould issues Trident it is envisaged that Residents will not need to use our complaints process for resolving these issues. However, where Trident gets complaints relating to damp, mould and condensation, these cases will be treated as a priority under our Complaints Policy.

Trident undertakes a bi-monthly review of all complaints involving senior colleagues across different teams so that we can ensure all learning opportunities from complaints are taken. The review meetings include the analysis of performance data to identify trends and prevailing issues as well as in-depth case reviews. Trident defines learning outcomes and root cause for all complaints has been adopted and includes behavioural as well as process failing type causes.

Wellbeing Checks

Over a third of our stock is supported accommodation which includes a person-centred risk assessment approach and regular wellbeing/safety checks within the home as part of the contract. This approach is also implemented across our general needs stock with wellbeing visits targeting those residents identified as vulnerable/at greater risk or have been identified as having damp, mould and condensation issues.

Whole Organisation Approach

Trident will work closely across all departments in particular Housing, Property Services, Care and Support Services to provide the means to combat fuel poverty; through structural improvements, external support and advice services and income maximisation assistance for our residents. This approach will help residents to maintain homes that are healthy and warm and free of mould.

10. COMPETENCY AND TRAINING

Trident have focused on identifying and resolving skills gaps across the organisation, particularly within frontline services. We have an ongoing training and awareness programme to ensure that our staff understand the risk, how to assess and report damp and mould.

Our Maintenance Operatives have had specialist training so they can assess and provide treatment for damp, mould and condensation. Trident have now implemented wider training across the organisation for those that are involved in each stage of the damp and mould process including the Customer Service Team and Repairs Coordinators. This will be reviewed periodically.

Trident will ensure that all of our staff, and contractors have training and are provided with clear guidance 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.

11. EQUALITY IMPACT ASSESSMENT

All activities undertaken as part of this Policy will take full account of Equality and Diversity Policy, with focus on the following points.

Trident aim to treat all residents fairly and with respect regardless of their gender, race, age, disability, religion, sexual orientation and marital status. Trident will make all reasonable efforts to ensure that information regarding service standards are communicated in a way that meets diverse needs identified by any individual tenant or household.

Trident will apply these standards flexibly in the case of vulnerable and disabled Residents and may, at their discretion, choose to exceed or amend the standard to meet the needs of a particular individual or family. See the full equality impact assessment (EIA) document for further details.

12. MONITORING AND REPORTING

As part of our assurance and governance process Trident Board will receive a bi-annual report on damp, mould and condensation and in addition to Monthly Key Performance (KPI) information on damp and mould cases. Trident Investment Committee will be provided with detailed KPI's on the number, type and severity of damp and mould cases as well as measures taken to manage risk, delivery and performance.

Month KPI information on damp, mould and condensation cases will be provided to specific members of the Executive and Senior management team on a monthly basis by the Damp and Mould Task Group. In addition, as part of our Customer Voice reports Trident Board will receive at least annually:

- All tenant feedback including complaints will be reported to Trident Board in relation to damp, mould and condensation.
- All disrepair claims including those related to damp, mould and condensation will be reported to Trident Board annually

13. APPROVED CONTROL

Date of Revision	Version	Reason for Revision and change	By Whom	Approved by	Date
06.12.2022	1	Development	Stephen Phillips	Exe Director Technical Service	15.12.2022
04.05.2023	2.1	General Review/Update	Stephen Phillips	Exe Director – TS and Executive Team	23.06.2023
17.05.2024	3	General Review/Update	Stephen Phillips		

APPENDIX 1**DAMP AND MOULD OPERATING PROCEDURES****1. INTRODUCTION**

The starting point for this procedure, is the commitment from Trident, to provide a comprehensive service protecting residents and ensuring properties remain free of Damp Mould and Condensation.

This procedure is to be used as detailed below so that Trident Group (Trident) meets its responsibilities as detailed in its Damp, Mould and Condensation Policy. All new reported cases will be Triage, enabling Trident to diagnose and prioritize treatments and interventions, in a timely and efficient manner. This procedure will be used where cases are identified/reported in the following circumstances:

- 1** Reported as a repair/complaint via telephone to resident contact center
- 2** Reported as a repair/complaint via telephone or face to face to non-resident contact center staff eg Housing Officers, Repair Operatives, care and domiciliary staff and other resident facing employees of Trident.
- 3** Identified during routing home visit/inspection, maintenance or repair call outs or when attending site for whatever reason.
- 4** Via a referral from any outside agency that has interactions with the resident.

Note: This list is not exhaustive and should not be used to decline a reported case of Damp, Mould or Condensation under any circumstances.

There are four stages in this procedures:

Stage 1	Triage of Calls
Stage 2	Assessment of Work
Stage 3	Monitoring of Outcome
Stage 4	Formal Closure of Case

2. TRIAGE CALLS (STAGE 1)

2.1 Recording Case details

Call Handling and Assessment

Upon receipt of a phone call or 'drop in' from a Trident Resident Contact center staff will:

1. Check if this is an existing case (if a 'live case see section below) Open document "Damp. Mould and Condensation Assessment" Work through all sections of document including:
 - Resident details – address, contact information
 - Resident's description of the location and extent of the problem
 - Where possible try to identify whether the problem is mould, condensation, or damp (if possible)
 - Record any household vulnerabilities to enable prioritization of cases
 - Record any case history – e.g. previously reported cases, dates of treatment
2. Use the information gathered to assign a case priority (see form)
3. Complete reasons for prioritization, ready for management by technical staff to assess and agree course of action
4. Save form to "... " location to enable case management and tracking

Live Cases

Where there is already an existing 'live case' being managed by Trident Damp and Mould case management group take the following course of action:

1. Check whether resident is seeking an update, if so; use records on CRM/Damp and Mould Cases records to provide details of actions/timelines to date
2. Check to see if Trident are waiting for any further information from resident that may be needed to progress the case.
3. Ensure that resident is made aware of any further/upcoming treatments, surveys or other operations by Trident and its nominated contractors
4. In circumstances where residents wish to provide more information eg problem is worsening or whether they are seeking additional support and advice ensure that details are captured on the existing case file and referral is made to an appropriate responding member of staff.
5. Where applicable move to Section B Opening New Case

2.2 Opening New Case

After following the Triage system, all newly reported Damp Mould & Condensation (DMC) problems will need to be assigned a case number, details recorded on the central DMC recording sheet.

3. ASSIGNMENT - OF WORK (STAGE 2)

3.1 Assignment to Housing Repairs Team

1. Report of damp and mould made by residents to resident contact team carry out Triage, raise a repair for in house team to assess/treat damp and mould
2. Agree date and time of appointment with residents
3. Operative to attend, assess and treat if required escalate to RICS qualified specialist surveyor
4. Advise residents on how to reduce DMC in the property
5. Distribute advice leaflet and ensure that residents is clear about the contents and where further advice can be obtained

3.2 Assignment to RICS backed Specialist Damp Surveyor (External Specialist)

Starting Point –triggered by:

1. Triage Assessment completed by Resident Care Team
2. Site assessment completed by Housing Repairs Team (treatment is not achievable)
3. Damp surveyor surveys affected area and then (follows an option below):
 - I. Identifies cause and prescribes damp treatment specialist engagement
 - II. Identifies cause and refers work to Housing Repairs Team (with optimum treatment method) for completion ‘in-house’ under advice.
 - III. Identifies building level issue that may require significant capital spend – work with Trident to commission a Structural Engineer for detailed building report

3.3 Escalation to Capital Team*

1. Capital team receive surveyor and structural engineers report
2. Obtain outline costs for identified works
3. Assess availability of budget for capital remediation of building
4. Capital Team will follow one of the following courses of action:
 - I. Agree capital investment and add property to works program (with projected timetable and prioritisation) for completion with external contractors
 - II. Agree capital investment refer to Housing Repairs Team with an agreed budget for works
 - III. Commission further investigation
 - IV. Identified costs too high – escalate reports and estimates for decision at Executive level.

***Note**

DMC cases will only be escalated to Capital Team where:

- i) RICS qualified damp survey has recommended the deployment of a structural engineer.
- ii) Structural Engineer’s report identifies nature and scale of investment required.
- iii) Significant capital investment is required to prevent damp, mould and condensation and to maintain the integrity of the building.
- iv) Identified spend can be added to relevant programs – in a fully prioritised order.

For 3.1,2,3 – Trident will ensure that resident is informed (in writing and via phone) about the course of action being taken and also if there are in changes to either the course of action or the timetable of action.

4. MONITORING OF OUTCOME (STAGE 3)

4.1 Assessment of Completed Work

Throughout its approach to dealing with Damp, mould and condensation, Trident is committed to achieving high levels of resident satisfaction – this is achieved through attending to works promptly and also ensuring that the repair treatment is effective.

Assessment of completed works relates to Technical Assessment of the effectiveness of applied treatments and/or capital works and is therefore the remit of Property Services Department. This is to ensure that workmanship standards are maintained at the highest level and that any commissioned works are delivered in accordance with nationally recognised best practice.

Assessment of completed works must not to be confused with ongoing resident monitoring and support; which relies upon both Property Services and/or Housing Services to ensure post-work tenancies are managed and sustainable. Successful delivery of initial treatments and/or works does not equal the closing of DMC cases.

Where internal teams have delivered works, the Housing Maintenance Team will inspect 10% of completed work. In all instances of external contractors/specialists Trident will aim for a minimum of 50% inspected. Upon notification of works completed Property Services will:

1. Assign inspection to appropriate responsible person and;
 - Confirmation of ‘works completed’ inspection by Housing Maintenance Team/HMT Management.
 - Surveyor inspection for instances of external contractor completion/capital investment intervention
 - Technical Specialists (eg Whole House Assessors, Damp surveyors etc) damp company – instances where rising damp and specialist treatment needed, WHAs where ventilation/insulation/space heating standards were incorrect.
 - Responsible party confirm that (from technical point of view) repairs/treatment have been carried out to the correct standard.
 - Responsible party confirm that treatment has been effective – in as far as can be determined at this stage.

2. In stances where work is carried out under an insurance or Trades backed guarantee – all completion and guarantee/warranty documents are received, verified and stored on the correct Trident database/package.

4.2 Resident Monitoring & Evaluation

To ensure that cases are correctly closed, it is crucial that Trident are able to monitor the effectiveness of repairs/treatments for an evaluation period of 6 months. This enables the

organization to identify the effectiveness of its internal repairs staff and of external contractors and specialists – to ensure that continuous improvement is achieved. Upon receipt of confirmation that works/treatments have been inspected and passed resident contact center will:

1. Schedule 3 phone calls to the resident:
 - First call within first month of inspections being completed
 - Second call within 4 months of inspection completion
 - third call at 6 month anniversary of inspection to verify:
 - a) shutdown or maintain case as live.
2. Calls will relate to the areas initially identified and any subsequent areas that were treated because of survey.
3. Each call will be recorded on “DMC Resident assessment call” assessment document with results reported on a weekly basis (collated reports will form part of monthly/quarterly reporting).
4. Where resident reports that issue is resolved proceed to Formal Closure of Cases.
5. Instances where resident is still reporting the issue as unresolved flag up the case as unresolved and pass back to Property Services DMC Case Management Group for further actions.

4.3 Housing Welfare Visits

In some reported cases of DMC and following completion of survey/technical specialist visit, it will be identified that the cause of the reported issue does not relate to building performance or condition (eg it is not a repairs/maintenance or capital investment item). In these circumstances responsibility for the day-to-day operation of monitoring & Evaluation will lie with Housing Services. Welfare visit will be needed to assist the household deal with these issues including:

1. Fuel poverty – can the residents afford to maintain a level of heat that sustains comfort, health and reduces the risk of condensation and mould? Support can be offered through income maximization advice and referral to the energy supplier schemes for alleviating fuel poverty.
2. Household usage – in many cases of DMC factors such as cooking, bathing and drying clothes can impact on the level of moisture (and therefore mould) within a property. Access to advice, literature and social media (including videos) will help to mitigate these problems.
3. Vulnerabilities – covering a wide range of issues affecting individuals and households the intervention and support offered will vary – and could include carrying out a triage assessment on behalf of the residents.

5 FORMAL CLOSURE OF CASES (STAGE 4)

Following the full procedure of Triage, Assignment of Work and Monitoring of Outcomes (including resident evaluation of works) Trident will move to Closure of Cases. This will only be completed where the individual case formally reviewed using the following criteria:

1. The case has been handled in accordance with this procedure and in keeping with the aims and objectives of Trident's DMC Policy.
2. The DMC Management Group are satisfied that the property meets all technical requirements to maintain a warm/healthy environment and that it is no longer at risk of creating the conditions for damp and mould to occur.
3. The DMC Management Group are satisfied that the property usage (eg household) have the means and knowledge to maintain a warm/healthy environment and is no longer at risk of contributing to damp and mould conditions.
4. All repairs and investment have been properly applied and managed – in the most effective and cost-efficient manner possible.
5. Resident feedback confirms that there has been no reoccurrence of DMC within the property within the monitoring timeframes specified (typically 6 months from date of repair).