Trident Group

refresh refocus renew

Damp, Mould and Condensation Policy

Department: Property Services

Version:	5
Author:	Head Of Assets and Compliance
Issue Date:	October 2025
Review Date:	October 2026
Access Reference:	N/A
Staff Affected:	All
Approved By:	Director Of Property Services
Lead Officer	Head Of Assets and Compliance

Uncontrolled version if printed or emailed.
If you are viewing this document from your personal drive or as a hard copy it may not be the latest version.

Section Number	Section Name	Page Number
1.	Policy Statement	3
2.	Objectives and Purpose	3-4
3.	Scope	4
4.	Organisational Responsibilities	4-6
5.	Surveying Company and Remediation Contractors	6-7
6.	Definitions	8-9
7.	Related Policies and Procedures	9
8	Legislative Requirements	9-10
9.	Policy Principles and Practice	10-13
10.	Competency and Training	13
11.	Equality Impact Assessment (EIA)	13
12.	Monitoring and reporting	13-14
13	Approved Control	14
14	Appendix 1	14-18
15	Appendix 2	19
16	Appendix 3	19-21

1. POLICY STATEMENT

This Policy sets out the activities and responsibilities involved in the control of damp, mould and condensation (damp and mould) 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 and mould 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 and mould in their home.

2. OBJECTIVES AND PURPOSE

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

- To provide an efficient, prompt, and cost-effective repairs and maintenance service, which ensures that the fabric of our properties is protected from deterioration and damage caused from damp and mould.
- To make sure responsive repairs to alleviate damp are carried out as quickly and efficiently as possible and meet with timescales set out by Housing Regulation (e.g. Awaab's Law (*Appendix 1*).)
- 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 and mould.
- To actively work to reduce the number of repeat visits by the Trident repair's 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 and mould 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.

Tridents actions will not only include repairs but will focus on a holistic resident centred approach to dealing with damp and mould 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 and mould e.g. such as best usage of existing fixtures and fittings for heating, drying and cooking within the home.
- Targeted visits for households most vulnerable to damp and mould.

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 and mould 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. ORGANISATIONAL RESPONISIBILITES

The delegated duties and nominated responsibilities for the management of damp and mould 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 and mould are in place and regularly monitored. The Lead Executive Officer for damp and mould 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 resident 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 and mould 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 and mould. The Head of Property Services will lead the Management team who will:

- Implement the Damp and mould 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 and mould 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 and mould within the organisation the Delegated positions are:

- Investment and Contractor Manager and 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 and mould 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 and mould.
- Ensure that all Operative up to date knowledge of damp and mould 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 and mould 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 and mould.
- 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 & REMEDIATION CONTRACTORS

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 and mould 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 and mould 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 part of 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 and mould remediation works to a panel of preferred external contractors that work on behalf of Trident.

6. SURVEYING COMPANY & REMEDIATION CONTRACTORS

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 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 POLICIES AND PROCEDURES

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

8.1 Key Legislation

The following is a list of the current legislation that is applicable to this policy and Trident will comply with:

1. Awaab's Law 2025 *(Appendix 1*).
2. Defective Premises Act 1972
3. Landlord and Tenant Act 1985
4. Housing Act 2004
5. Homes (Fitness for Habitation) Act 2018
6. Environmental Protection Act 1990
7. Regulatory Standards Housing
8. Building Regulations Act 1984

8.2 Specific Legislation

Awaab Law: Awaab's Law was created by the Social Housing (Regulation) Act 2023. will come into force from October 2025 and will require landlords will have to investigate and fix dangerous damp and mould in set time periods, as well as repair all emergency hazards within 24 hours.

- **Housing Health and Safety Rating System (HHSRS):** The HHSRS sets out standards for the inspection and assessment of 29 housing hazards. This includes damp and mould growth, assessing the extent, severity, and the vulnerability of occupants.

- **Decent Homes**: There are legislative requirements setting out what is decent home. The Decent Homes Standard was updated in 2006 to take account of the 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.

- **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).

9 POLICY PRINCIPLES AND PRACTICE

9.1 Key Principles

Trident's Housing Standard defines how we manage our homes so that they will remain healthy and safe for residents. Residents living in homes with damp and mould 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.

The key principles of the damp and mould 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 and mould.

- Proactive resolutions of all concerns working with residents within a "no blame" culture.

9.2 Risk Profile

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

- Occupancy factor - 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.

Structural factors - This includes factors relating to 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, we will reduce the risks of damp and mould, through regular inspections and our cyclical programmes (for example gutter cleansing).

9.3 Assessment of Risk and Response

All initial reports of damp and mould are triaged through our Customer Contact Centre (CCC). Their role is to risk assess and escalate the response as appropriate. They are trained to work through an assessment that includes identifying any vulnerabilities or health issues that may put a resident at particular risk, as well as the severity, size, spread, location, and reoccurrence of the issue.

As part of the initial triage, the CCC will assess the potential risk of harm and determine response times for investigation and treatment. In cases where there is a potential hazard from damp and mould that could pose a risk to the residents, the case will be classified as ‘Urgent’. We aim to visit urgent cases within 14 days for initial assessment and treatment (anti-fungal washdown).

All reports receive a visit. Our diagnostic process allows the CSC advisors to immediately refer to specialists or direct operatives to conduct immediate treatment while awaiting a full survey.

9.4 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.

9.5 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 and mould. All data for damp and mould 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 and mould issues.

9.6 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 Tridents arrangements, operational procedures, historical data, and will establish any trends to identify any areas of improvement.

All individual cases of damp and mould 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.

9.7 Stock Condition Survey

Trident has a four-year stock condition programme which aims for full coverage of our stock to provides 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).

9.8 Communication and Guidance

Tridents are actively encouraging our residents to report any issues of damp and mould in their homes to our CSC. As Trident have developed new systems for combatting damp and mould 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 and mould and how to remedy it. Trident it provides guidance for Residents for use at signups to a new home and when residents report damp issues to us.

9.9 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 and mould, 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.

9.10 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 and mould issues.

9.11 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 and mould. 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 is communicated in a way that meets diverse needs identified by any individual resident 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 and mould and in addition to Monthly Key Performance (KPI) information on damp and mould cases. Housing and Communities 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 and mould 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 resident feedback including complaints will be reported to Trident Board in relation to damp and mould.
- All disrepair claims including those related to damp and mould 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 Philips /Nadine Hussey-Green	Head of Assets and Compliance/ Operational delivery manager	15.12.2022
04.05.2023	2.1	General Review/Update	Stephen Phillips	Head of Assets and Compliance	23.06.2023
17.05.2024	3	General Review/Update	Nicky Evans	N/A	
01.03.2025	4	Full review and inclusion of HHSRS and Awaab's law *(Appendix 1*). Clearer definition of timescales	Garry Brown	Head of property services	
20.10.2025	5	Full review and implementation of Awaab's Law *(Appendix 1*) including process map and updated triage	Nadine Hussey-Green	Operational delivery manager	20.10.25

14. Appendix 1

Urgent HHSRS Damp & Mould Reporting and Response Process in line with Awaab's Law

This document outlines the required steps to manage all reports of damp, mould, or condensation in a property in relation to Awaab's Law

---

Process Steps

1. Log the Case

- Raise a **separate job** for **clean and treatment urgency is URGENT D&M HHSRS**
- Raise second job for the **surveyor to attend property within 7 days** after the treatment appointment is booked (Compliance to the Awaab's Law).

- **Do not group** this with any other repair issues.

---

2. Ask the Required Questions

When a resident reports damp, mould or condensation, ask the following question.

- **Does anyone in the property live below the age of 5 or over 65? And do you or anyone in the property have health issues?**
- How long have you had damp, mould, or condensation in your property?
- Has the damp and mould spread to multiple rooms?
- Is there a smell of damp in your property?
- How big is the damp and mould spread? (e.g. size of an A4 sheet or bigger)
- Has the damp previously been treated and then returned?

---

3. Email the Damp & Mould Team

- Send the information gathered **and** the **Case Reference for the treatment job** and surveyor inspection to:

DampandMouldResolutionCentre@Tridentgroup.org.uk

---

4. As per Awaab's Law there are now 5 stages of letters which need to be sent to tenants based on the stages of the Damp & Mould Procedure.

Letter 1 – Acknowledgement Letter- sent by Customer Contact or Central solutions team

- A letter of acknowledgement will be sent to the tenant once a D&M case has been raised and the previous steps have been completed.
- This letter of acknowledgement should be sent same day of raising the case by customer contact team or central solutions team, so the tenant is notified and aware.

---

5. Once a case is raised and an acknowledgment letter has been sent to the tenant, a contractor will visit the property for an initial clean and treatment of the issue based on the case raised and to complete the following below

- Contractor to visit property to complete an initial treatment to clean the issue and see if the issue has been resolved.
- Contractor should then complete a PRE- DAMP & Mould Snap Inspect checklist to Rate the severity of the issue based on **RED – AMBER – GREEN** which will then determine the score of the issue to define whether the work is complete or requires further survey or work needed.
- If the score is **Green** – No further works are required as there are no visible signs of D&M after the initial clean down & treatment, then Letter 3 – Repair Completion Confirmation can be sent to the tenant to confirm all works are completed & following that Letter 5 – Case

Closure confirmation will be sent to the tenant to confirm the case is now complete and closed

- However, if the **score** is **RED or AMBER** – Then this will follow all the procedures as below from letter 2 to letter 5 as another surveyor will be required to attend the property for further inspection and conduct what extra works are required for completion, but if works cannot be completed based on the findings then the tenant will be notified of it or if they need to be decanted.

---

6. Once the surveyor has gone to the property for inspection and conducted their investigation based on the D&M Case Raised, a 2nd letter will be sent to the tenant to outline the inspection findings and an estimated timeline for repairs.

Letter 2 - Inspection Outcome & Next Steps – sent by Surveyor

- This letter will be sent to the tenant once the inspection has been completed on the property to determine what works will be required and the timeline to complete the repairs.
- The letter will be sent **from customer services** to the tenant on the same day once the investigation is complete.

---

7. **After the repairs are completed, a letter of Repair Completion Confirmation will be sent to the Tenant**

Letter 3 – Repair Completion Confirmation sent by Surveyor

- Once the repairs for D&M have been completed at the property a letter of confirmation will be sent to the tenant outlining the works done and how to prevent them for future reference.
- This letter will be sent to the tenant by customer service once all necessary actions have been taken to complete the work.

---

8. However, if any works cannot be complete and has caused a delay in the repairs, then the tenant must be notified immediately by the Surveyor via letter to outline what the causes are for the delay and a revised timeline.

Letter 4 – Delay Notification & Revised Timeline – surveyor if decant required decant officer.

- Should there be any delays in the repairs to be completed, the **surveyor must send out the letter of delay** to the tenant outlining the cause for the delay and a revised estimated timeline of when it will be completed.
- Also, if the surveyor conducts that the tenant must be decanted based on the repairs not being able to complete then the **Decant office** should send the delay letter to the tenant notifying the decant so works can completed quickly and thoroughly.

---

9. Once the required works are completed and there are no further signs of initial issue that was raised then the surveyor must complete a POST – DAMP & MOULD SNAP Inspect to verify with the tenant with the following below.

- Upon Completion of all works the surveyor should complete the POST – D&M Snap Inspect Checklist which will confirm that all works are completed, and no visible signs of the initial issue raised.

- The surveyor should also ask the tenant to sign the POST Checklist which will verify they are happy with the works undertaken and the surveyor should sign the checklist with the date and time of completion
- A certificate will be provided to the tenant to confirm all the above

---

. Once all the procedures above have been completed and the repairs have been completed whether the tenant was decanted at the time due to delays or if repairs were completed without any delays. Then a letter of Case Closure will be sent to the tenant to confirm the case is now complete.

Letter 5 – Case Closure Confirmation (operational Delivery Manager)

- A letter of case closure confirmation will be sent to the tenant to confirm all works and necessary actions were taken to complete the D&M issue and to verify that no outstanding work is left.
- Tenant will have the option to reopen the case within 28 days if the issue arises again.
- Will be sent by Manager.

Treat all reports with urgency, especially when health issues or vulnerable residents are identified.

☑ Damp & Mould Case Handling Checklist

Resident Name: _____
Address: _____
Date Reported: _____

---

1. Create Job

☐ Job raised for **clean and treatment**
☐ Separate job raised for the **surveyor**
☐ Job reference noted: _____

---

2. Ask These Questions

☐ Does anyone in the property live below the age of 5 or over 65? And do you or anyone in the property have health issues?
☐ How long have you had damp, mould or condensation in your property?
☐ Has the damp and mould spread to multiple rooms?
☐ Is there a smell of damp in your property?

☐ How big is the damp and mould spread? (e.g. size of A4 paper or bigger)
☐ Has the damp previously been treated and returned?

---

3. Send Details

☐ All questions answered and noted
☐ Case reference included
☐ Email sent to: **DampandMouldResolutionCentre@Tridentgroup.org.uk**

---

4. Are all the following steps completed in accordance with what is required?

☐ Still followed the standard process?
☐ **Letter 1 – Acknowledgement Letter** sent when D&M case raised for tenant?
☐ Surveyor/Contractor to attend property within 3 days for initial treatment and complete **PRE – D&M Snap Inspect** which will give a Rating of RED – AMBER or GREEN to determine what will be the next outcome?

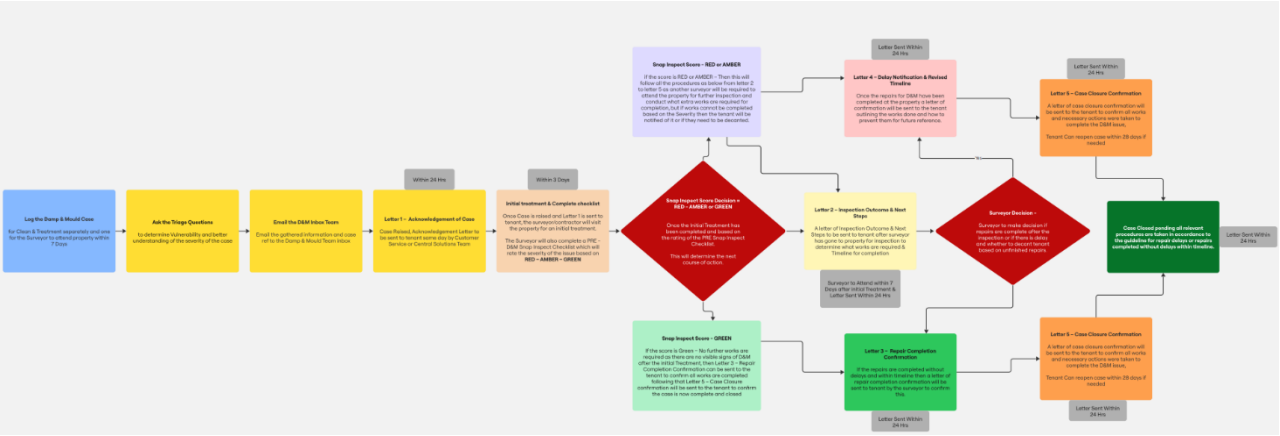
☐ Surveyor to attend property within 7 days if more works are required after initial treatment?
☐ **Letter 2 – Inspection Outcome & Next Steps** sent to tenant outlining what works are required after surveyor investigation?
☐ **Letter 3 – Repair Completion confirmation** letter to be sent to tenant once all works are completed without delays and within the timeline?

☐ **Letter 4 – Delay Notification & Revised Time** letter sent to tenant if surveyor conducts delay in repairs and cannot be completed within timeline?
☐ Based on letter 4 and repairs investigation – is the Tenant notified if they need to decant?
☐ Has the surveyor completed a **POST – D&M Snap Inspect Checklist** to confirm with the tenant that all works are now completed, and no visible signs are showing of the issue? Along with a signature from both parties?

☐ Has tenant been sent **Letter 5 – Case Closure Confirmation** to confirm that all works were undertaken and completed accordingly and case is now closed?
☐ Case can be closed upon successful completion with tenant having right to open within 28 days if necessary?

⚠ **Act promptly, especially where health or vulnerability is a factor.**

15. Appendix 2



16. Appendix 3

Operative Guide: Damp and Mould Response Process

Purpose

To ensure consistent, safe, and effective handling of damp, mould, and condensation issues in resident properties, protecting health and wellbeing, preventing property damage, and reducing repeat cases.

1. Initial Visit & Pre-Inspection (Before Treatment)

Step 1: Attend the Property

Attend the property for damp and mould treatment as scheduled.

Ensure the room is well ventilated.

Inform the resident of the procedure and request they vacate the area if possible.

Wear appropriate PPE throughout.

Step 2: Pre-Inspection Using SNAP

Before beginning treatment, carry out a pre-inspection using the SNAP Risk Rating Tool.

Record observations including moisture, staining, odour, condensation, paint damage, mould growth, leaks, and humidity.

Total the score to determine risk level:

RED (0–12): High Risk – Immediate professional attention.

AMBER (13–18): Moderate Risk – Treat, monitor, consider surveyor.

GREEN (19–27): Low Risk – Treat and continue monitoring.

2. Treatment Procedure

Wear appropriate PPE throughout the process.

Step 1: Preparation

Remove all loose surfaces, debris, and mould growth from the treatment area.

Step 2: Application

Use Fungicidal Wash as supplied (do not dilute).

Apply by brush or spray at a rate of 1 litre per 5–10 m², depending on surface porosity.

Step 3: Dwell Time & Rinse

Leave the fungicidal solution on the surface for 20 minutes.

After 20 minutes, wash the area down with clean water.

Step 4: Repeat Treatment if Necessary.

For heavily infested areas, repeat Steps 2 and 3.

Take care to prevent residues entering fresh watercourses.

Step 5: Follow-Up Painting

Schedule a follow-on visit to apply mould-resistant paint on treated surfaces.

This ensures the treatment's effectiveness and proper paint adhesion.

3. Post-Inspection Process (Following Treatment)

Step 1: Post Snap Inspection

Reassess the treated area using the SNAP Risk Rating Tool.

Record the new score.

Step 2: Risk Rating Outcome

If the risk rating is GREEN, proceed to final documentation.

Step 3: Resident Documentation

Print a copy of the Post Inspection Report.

Ensure it is signed by the operative.

Provide the signed copy to the resident for their records.

4. Final Checks Before Leaving

☐ Pre and Post Risk rating completed and scored

☐ Photos taken

☐ print post inspection and leave copy with the resident

☐ Resident informed of next steps and timelines

Print Name ……

Signature ……

Date……..