

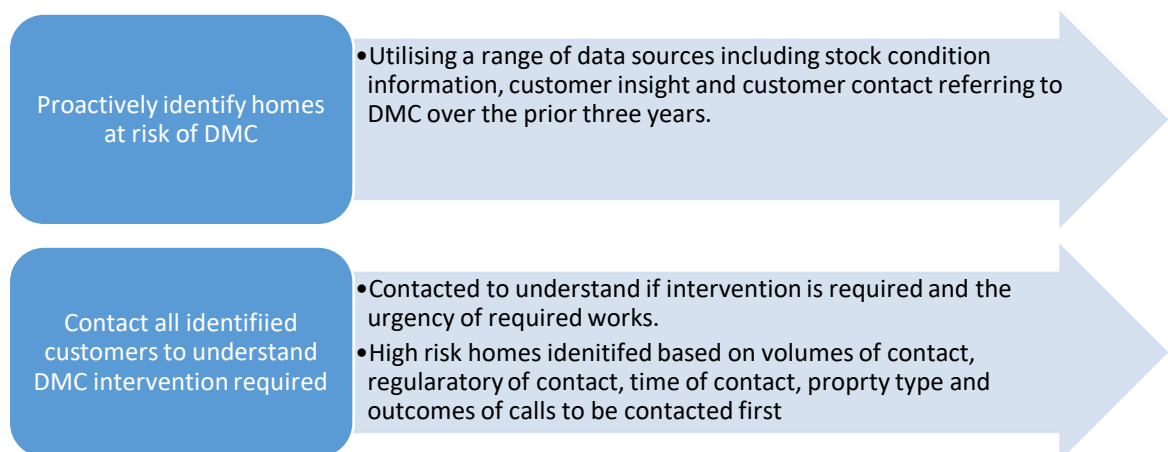
Damp, Mould and Condensation Policy

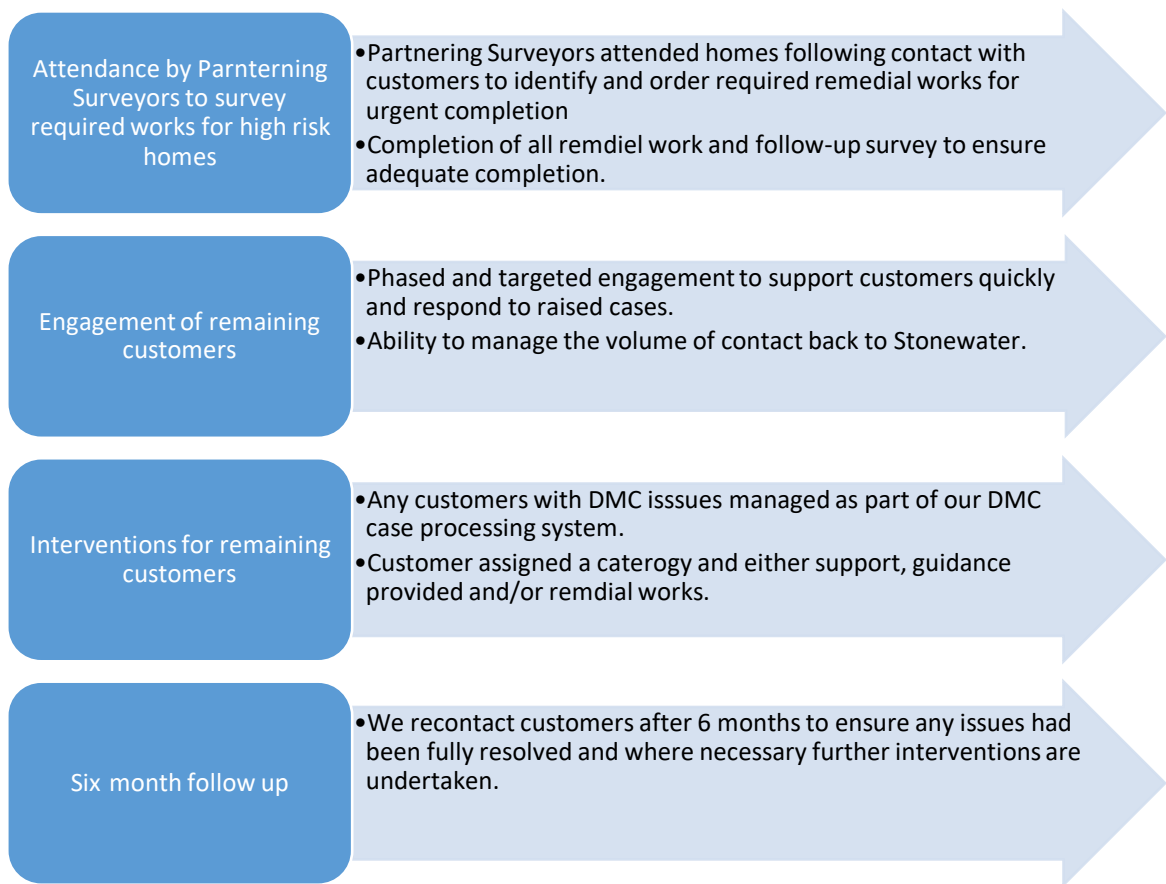
1.0 Policy Statement

- 1.1 Stonewater operates a zero-tolerance approach to Damp, Mould and Condensation (DMC) which is supported by our data led DMC process.
- 1.2 We understand that access to a safe, warm and affordable home is essential, supporting all Stonewater customers and their families to thrive.
- 1.3 Stonewater is committed to working with our customers to ensure any household either experiencing or at risk of experiencing damp, mould or condensation is provided with targeted and proportionate support to address this.

2.0 Policy Scope and Objectives

- 2.1 This Policy outlines our commitment to both reactively addressing any known damp, mould or condensation cases within a Stonewater home and proactively utilising a range of data, property information (including age profiling, property archetype and component information), customer census information and wider insight to identify and manage the possible development of damp, mould or condensation in our customers' homes.
- 2.2 Stonewater introduced its current DMC process during August 2021. A brief summary of our approach is as follows:





2.3 As part of our process, we assign properties one of the following categories:

- **Stage one cases** – households who need support and guidance to treat and / or avoid mould occurring and low level interventions such as DMC wipe downs.
- **Stage two cases** – minor repairs or the replacement of components and treatment of mould as well as including cases where additional forms of ventilation are required.
- **Stage three and four cases** – larger scale repairs such as new roofs and large-scale plumbing works.

2.4 Colleagues are engaged, equipped and committed to reviewing all known DMC cases, with Customer Partners, Partnering Surveyors and Mobile Associates working collaboratively to review all cases and contacting customers to identify whether our interventions have been successful. This not only reinforces our customers' voices but allows us to further embed a culture of continuous learning.

2.5 In all circumstances any customer who has accessed this process will be contacted within a maximum of six months to confirm that the agreed DMC intervention has been successful or agree alternative actions.

3.0 Regulatory and Legal Considerations

- 3.1 Stonewater operates a robust and effective Stock Condition Survey programme which evaluates the condition of our stock over a rolling four year programme. This in turn informs our planned maintenance programme.
- 3.2 This also informs any required actions to ensure that we maintain Decent Homes Standard compliance. Monitored by the Regulator of Social Housing, it is required that Stonewater report on all Category One DMC hazards. We report on this as per the Regulator's periodic request as well as out of cycle enquires such as following the December 2022 request for this information.
- 3.3 In addition Stonewater monitors all Category Two DMC hazards identified through our Stock Condition Survey programme; i.e. any interventions needed to address the presence or risk of damp, mould and condensation within a Stonewater home that is not directly aligned with Decent Homes compliance.
- 3.4 Furthermore, Stonewater has an embedded DMC process that enables the identification of any other risks associated to DMC, allowing us to respond in a timely and proportionate manner to any DMC enquiries outside of our Stock Condition Survey programme.
- 3.5 Stonewater is currently reviewing the development of the proposed Awaab's Law to ensure that our DMC policy and associated operational processes remain fit for purpose.

4.0 Policy Details

- 4.1 Every Stonewater customer will be supported to access our DMC Policy and associated process, with the most appropriate support provided to assist in the remediation and / or avoidance of DMC in their home.
- 4.2 This will be overseen by trained and equipped individuals, either through Stonewater's internal colleague base or our wider partnering framework, with ongoing communication maintained with affected customers.
- 4.3 Any customer who engages with Stonewater on this matter will be supported to maintain effective use of their home. However, should it be identified that if DMC poses any risk to the health, safety and wellbeing of the customer / family an interim move from the home (decant) will be discussed immediately.
- 4.4 Stonewater will seek to work collaboratively with any affected customer / household as a priority; recognising that any interventions or remedial works impact the use of their home.

5.0 Service Standards

- 5.1 Delivery of Stonewater's DMC Policy and associated process will be monitored via quarterly performance updates to pertinent governance bodies included, but not limited to, the Chief Officers Group, Homes and Development Challenge and Assurance Panel and the Customer Scrutiny Panel.

6.0 Equality, Diversity and Inclusion (EDI)

- 6.1 Stonewater is committed to ensuring that EDI is considered throughout our policy, procedure and process development.
- 6.2 Insight in relation to all DMC cases across our portfolio has influenced the development of this Policy and the supporting process, with further engagement with customers affected by DMC to be undertaken alongside ongoing discussions with our Customer Scrutiny Panel.

7.0 Author & Version

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