

# EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



## Policy name:

### Damp and Mould Policy

#### This policy was created to:

Protect the health and wellbeing of customers by tackling damp and mould in homes managed by Honeycomb Group. It ensures we act quickly and support customers who experience these issues.

#### What this policy covers

- What damp and mould are and how they're caused
- How Honeycomb Group investigates and fixes damp and mould problems
- What support is available to customers
- How we raise awareness and respond to concerns
- Who is responsible for repairs and prevention
- Support available for vulnerable customers

#### Our Goals

- Respond quickly and fairly to reports of damp and mould
- Prevent problems wherever possible
- Keep homes safe and healthy
- Support customers through open communication and clear updates
- Make sure repairs are done properly and on time

#### Key Terms

- **Damp:** When there's unwanted moisture in your home – usually on walls, floors, or ceilings.
- **Mould:** A type of fungus that grows in damp conditions, often appearing as black or green spots.
- **Condensation:** Moisture that forms when warm air hits a cold surface – a common cause of damp.

## **Our Approach**

- We will investigate every report of damp or mould promptly and thoroughly
- Take reports of damp and mould seriously and act quickly
- Inspect affected homes within target timescales
- We'll work with you to identify the cause and agree a solution
- We'll support vulnerable customers and communicate clearly throughout
- Provide advice and support to help customers manage ventilation and moisture
- Monitor and follow up to ensure problems don't return

## **Legal Compliance**

We follow all relevant laws and regulations related to housing safety and health, including:

- The Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenant Act 1985
- Housing Health and Safety Rating System (HHSRS)
- The Regulator of Social Housing's standards

## **Performance Monitoring**

We track:

- The number of damp and mould reports received
- How quickly we respond and resolve issues
- Feedback from customers
- High-risk cases are monitored and reported to senior management
- Trends that help us improve or take action earlier
- Our Board and senior team review this information regularly.

## **Data Protection**

We keep all personal information safe and follow UK data protection laws (UK GDPR and Data Protection Act 2018). Your data will only be used to support your case and deliver our services.

## **Review**

This policy is reviewed every three years or sooner if there are changes in law or regulations, or if we learn something new that can improve our approach.

**Date of Policy: March 2023**