

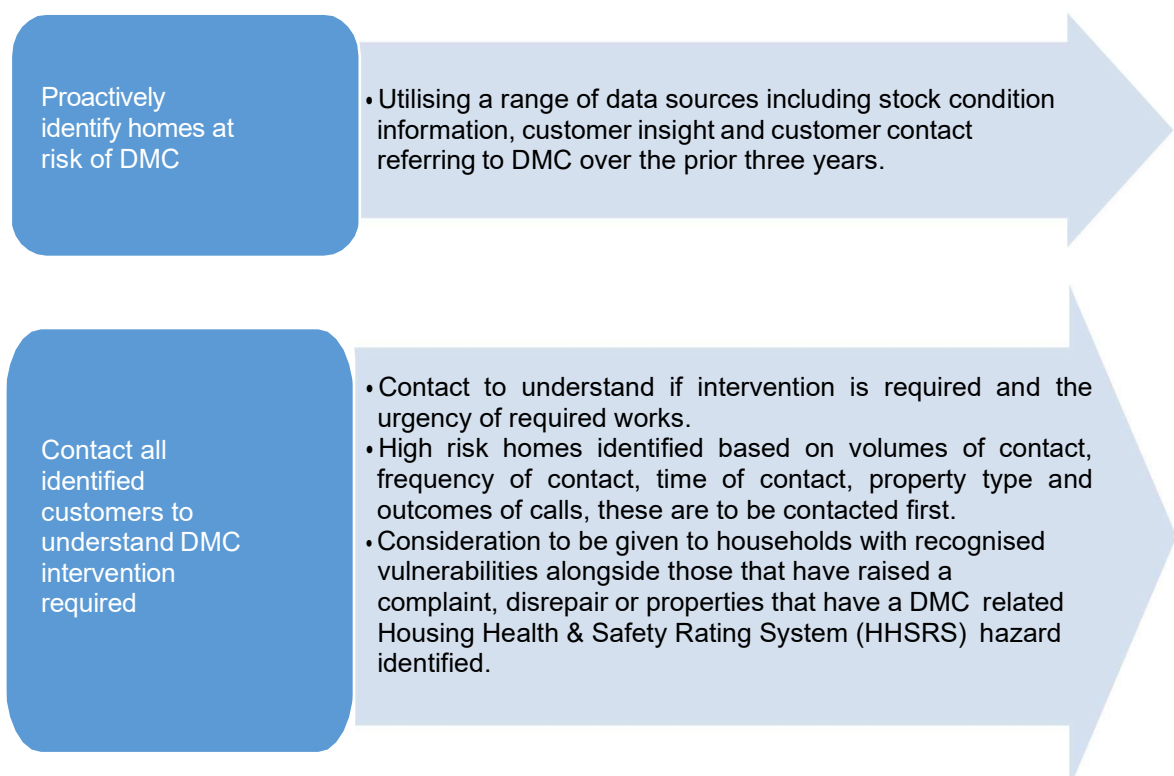
Damp, Mould and Condensation Policy

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 (including household vulnerabilities) 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:



Attendance by Specialist Business Partner to survey required works for high-risk homes

- Specialist DMC Business Partner to attend homes following contact with customers to identify and arrange required remedial works for urgent completion.
- Where required support may be sought by a 3rd party specialist DMC surveying contractor.
- Report to be submitted to customers outlining recommended works and projected timescales for completion.
- Completion of all remedial works with follow-up survey to customer ensure adequate completion and full resolution.

Engagement of remaining customers

- Phased and targeted engagement to support customers quickly and respond to raised cases.
- Ability to manage the volume of contact back to Stonewater.

Interventions for remaining customers

- Any customers with DMC issues managed as part of our DMC case processing system.
- Customer assigned a category and either support, guidance provided and/or remedial works.
- Risk matrix of cases to determine severity of work required, vulnerabilities of household and reputational risk.
- Dependent on the level of remedial work required, a third-party specialist DMC contractor may be instructed to undertake works.
- For DMC related queries where no remedial works are required, customers will be signposted to our Customer Experience team. This may include support for fuel poverty, property condition, overcrowding etc.

Six-month follow up

- We re-contact customers after six months to ensure any issues have been fully resolved and where necessary further interventions are undertaken.

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. During this stage minor remedial works are identified and completed, these may include leaks, gutter repairs, etc. Customers may also be signposted for support with fuel poverty, guidance on heating and ventilation etc.
- **Stage two cases** – Escalation of issues raised by the customer or where minor remedial works have not been successful at stage one. Case management undertaken by DMC business partner. Surveys are undertaken by the DMC business partner or third-party DMC surveying contractor. Remedial works are completed, if major works or component replacements are required the third-party remediation contractor may be instructed

2.4 Colleagues are engaged, equipped and committed to reviewing all known DMC cases, with specialist DMC business partners, property inspectors, 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 HHSRS 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 HHSRS 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 believes that equality, diversity and inclusion matters. We believe that customers, colleagues and partners should be treated as individuals and with fairness and respect. We will ensure that these principles are applied fairly and consistently to all. Our approach is outlined in our Equality, Diversity and Inclusion Policy.

6.2 We comply with the Equality Act (2010) and the Human Rights Act (1998). We will not directly or indirectly unlawfully discriminate against any person or group of people because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation or on any other grounds set out in our Equality, Diversity and Inclusion Policy.

6.3 When customers have known or suspected vulnerabilities, we will follow our Vulnerable Persons Policy. We will also consider making reasonable adjustments (as defined by the Equality Act 2010) where appropriate and ensure we provide accessible support to customers.

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Next review date: 09.08.2027