

Damp, Mould, and Condensation Policy

Policy: Damp, Mould, and Condensation Policy

Version: 2.3

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1. Our policy statement

- 1.1. Sage Homes aims to provide high quality, safe, and healthy homes helping us to build sustainable neighbourhoods and communities. To achieve this, we will manage reports of damp and mould, or contributing factors such as condensation in a proactive way.
- 1.2. We recognise the underlying causes of damp, mould and excessive condensation can be complicated and the impact it can have on the lives of people in our homes. We take a zero-tolerance approach to any issues that may cause harm to you as our customer.
- 1.3. We will use our technical knowledge, property and repairs data, and relationships with residents to develop customer focused approaches to resolving issues for our residents and informing our future investment priorities.
- 1.4. We may do this through the completion of day-to-day repairs (known as responsive repairs), planned works or in some cases by providing advice and information to customers on steps they can take to help manage damp and mould in their home.
- 1.5. We will utilise every visit to your home either by Sage, or those delivering services on our behalf, such as repairs contractors, to identify any repair issues including the cause of the damp, mould and excessive condensation and deliver effective solutions to resolve the causes and not just the symptoms of the damp.
- 1.6. We take our legal and moral responsibility in managing damp and mould in your homes very seriously and we:
 - Acquire homes which are built to the appropriate standards at the time of construction, and we have a robust approach to managing defects
 - Make it easy for you to report issues, consider individual needs, and actively identify causes of damp and mould. We make sure we have an efficient and effective repairs service treating customers in a fair and consistent way all whilst communicating clearly throughout
 - Are properly trained, do not apportion blame, or use language that leaves you feeling responsible for the effects of normal day-to-day living
 - Establish reliable partnerships with qualified organisations to make sure that any services provided by them on our behalf effectively deal with immediate issues and develop longer term plans where necessary
 - Achieve ongoing compliance with all applicable legislation and good practice
 - Have planned investment programmes and will continue to invest in our customer's homes and ensure ongoing compliance with all applicable legislation and good practice
 - Offer an effective complaints process where our performance falls below the agreed standard or your expectation, giving you an opportunity to have any concerns raised and considered.
- 1.7. Sage Homes provides information for you on our [Customer hub](#) to help minimise damp, mould, and condensation.

- 1.8. Your individual needs are considered to identify any support required and we actively work with other agencies to help you to access additional services.
 - Our Financial Wellbeing Team can provide support and refer you to specialist agencies that may be able to offer additional support to help you keep your home warm and well ventilated.
- 1.9. We use technology such as photos, videos and video calling to allow you to easily report issues to our trained teams and obtain a quick diagnosis.
- 1.10. We always offer a home visit and face-to-face communication where this is the most effective form of communication for you.
- 1.11. We use our data and technology including sensors and smart thermostats, reports of defects, and responsive repairs to target early interventions for mould, damp and condensation and develop individual strategies with you.
- 1.12. Where property inspections are required, we will always confirm the next steps before we leave your home and update you of any findings from the inspection.
- 1.13. If we are unable to provide a timeframe for works when we visit, we will provide this as soon as is practicable, following our initial visit to your home.
- 1.14. We actively use your feedback to improve our services and how we manage reports of damp, mould, and excessive condensation.
- 1.15. This policy has been developed in line with the Landlord and Tenant Act 1985 sections [Fitness for Human Habitation](#) and [Repairing Obligations](#), [Housing Health and Safety Rating System](#) within the Housing Act 2004 and [Decent Homes Guidance](#), and the [Home Standard](#) set by the Regulator for Social Housing.

2. The scope of this policy

- 2.1. This policy is designed to cover reports of damp, mould, and excessive condensation we receive.
- 2.2. This policy applies to all actions taken by Sage Homes or those delivering services on our behalf.
- 2.3. This policy applies to all of Sage's rented homes.
- 2.4. This policy does not apply to you if you are a Leaseholder or Shared Owner, but we will advise you on how to deal with damp related issues including raising defects with developers.

3. Equality and diversity

- 3.1. Sage is committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand our you.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity,

marriage and civil partnership and any other defined within the Equality Act 2010.

- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio files.

4. Delivery of this policy

- 4.1. This policy should be read alongside:

- Emergency Accommodation and Decants Policy
- Responsive Repairs Policy
- Remedies Policy
- Complaints Policy

- 4.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Asset Management Team and external experts to make sure our approach is in line with industry best practice and always up to date.

5. Review of the policy

- 5.1. We will review this policy at least every three years to make sure it remains relevant and accurate unless:

- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
- We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
1.10	Director of Assets and Operations	Strategic review and update to corporate template	Customer Engagement Panel	N/A	Director of Assets and Operations	08/12/25
			Leadership Team	08/12/22		
2.3	Director of Assets and Operations	Strategic review	Board	22/12/22	Director of Assets and Operations	22/12/25