



**ClwydAlyn**

Online roundtable discussion

Damp Mould & Condensation (DMC)



ClwydAlyn

# New Damp and Mould Policy 2025

Now live and available online

## **Based on key legislation:**

WHQS 2023 (in force from April 2025)

Fitness for Human Habitation (FFHH) – Already in effect

Housing Health & Safety Rating System (HHSRS) – Already in effect

Awaab's Law – Covered above; further requirements expected from 2026

## **Policy Aim ;**

Shift from reactive to a proactive management

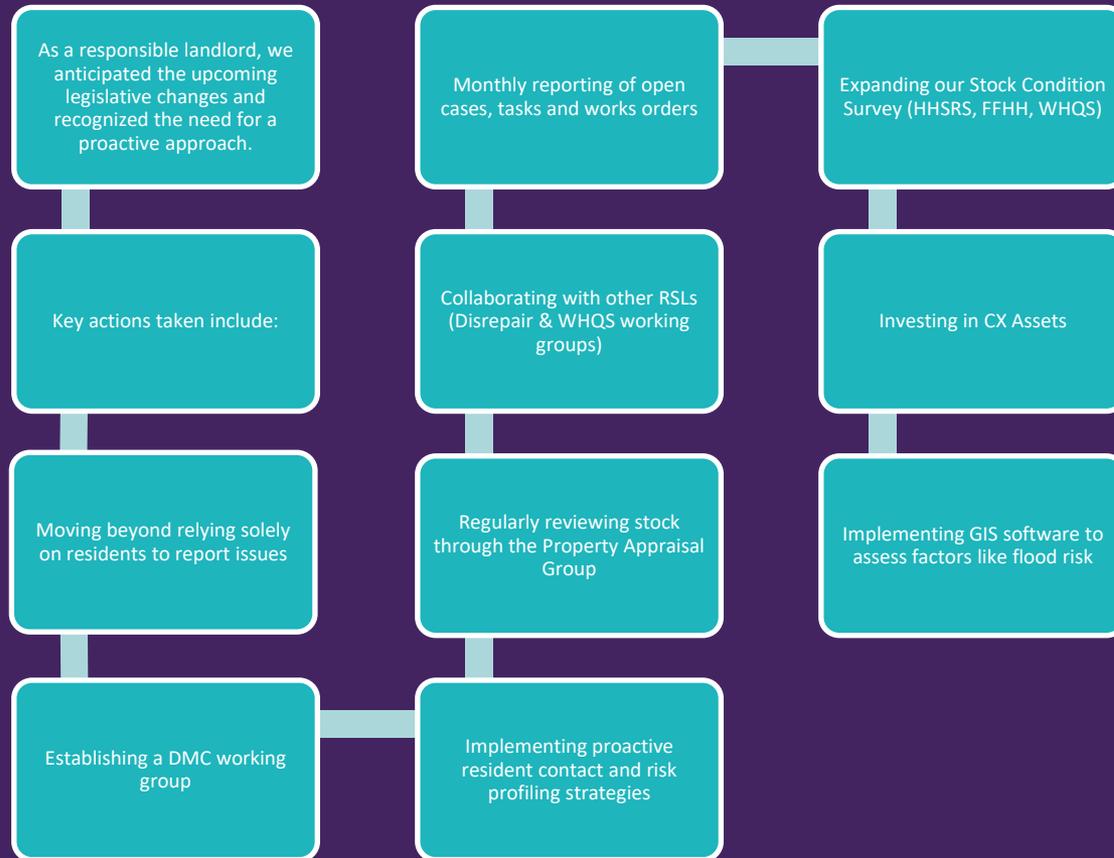
Clear, consistent process for tackling damp, mould & condensation (DMC)

Faster response times and improved coordination between teams

Improved data collection and record keeping

Stronger focus on resident communication and support

## What have we done already:



## What have we done already:



**Fabric First - Whole House Survey Approach - Working with the residents**



**Technical staff trained as HHSRS assessors to ensure compliance and expertise**



**Frontline staff upskilled – specialist training to confidently identify, diagnose and report**



**Triage questions implemented at the point of reporting, ensuring reports are risk assessed and prioritised effectively**



**Prompt attendance to clean down DMCs, ensuring swift action**



**Established a follow-up process for continuous improvement**



**Increased resources within the Property team to improve overall service delivery**



## Knowing our Stock

### **Data Collection:**

Increased surveyor capacity: 2 dedicated surveyors for stock condition surveys.  
33% of stock surveyed annually – more regular access builds trust and enables a proactive approach.  
Improved reporting aligned with compliance workstreams.

### **Resident Engagement:**

Whole House Assessments (Joint Approach with Resident).  
Target communications to raise awareness and encourage reporting.

### **Decarbonisation & Retrofitting:**

Joined up approach to maximise investment and improve energy performance.  
Integration of TEPs and retrofit works where feasible.  
Focus on affordability of heating home recognising links to DMC issues.  
Building understanding of new technologies being installed.

### **Home Improvements & Investment**

Updated specifications and use of modern technology.  
Identify patterns with our portfolio.  
Component replacement based on condition and not age.  
Annual review to ensure continued value and performance.



ClwydAlyn

# Damp and Mould Risk Categories

We've introduced **clear triage questions at first contact**, ensuring DMC reports are then **risk-assessed on the day reported and prioritised** effectively for timely surveyor attendance.

**Red (High Risk):** Widespread mould and persistent damp with serious health risks. **Urgent action and legal compliance required. Attendance within 24 hours.**

**Amber (Moderate Risk):** Localised mould or condensation with signs of damp. **Whole House Survey required; action recommended. Visit to be booked in within 48 hours.**

**Green (Low Risk – Bands G–J):** Low-level condensation not considered health risk. **Works order can be raised directly or no action required.**



ClwydAlyn

## Whole House Survey Working with the residents

### Whole House Review – Mould Growth Inspection

#### Resident Conversation – to be undertaken at the start of the visit

*Introduce the “HIVE = Mould” Concept and this new survey.*

*Inadequate Heating / Poor Insulation / poor Ventilation / Excess Moisture – if any one of these systems are out of balance in a home then mould is likely to occur.*

*Problems with inadequate heating, poor insulation, poor ventilation and excess moisture can lead to mould growth, so this survey is designed to help us work out what the causes for the mould growth actually are so we can fix it once and for all.*

*Sometimes by going through the survey we are able to identify problems with the fabric of the property – these are the easiest to fix. Other times it identifies issues which need us to work together as a team to get reduce the risk of mould growth.*

*Usually when the survey has been completed we find that there are things for Clwyd Alyn to do and things for you as the resident to do too.*

*Only by working together can a long term solution be achieved.*

*It is useful to think of mould as a symptom of an underlying problem. There is no point in just treating the symptom, the problem will still be there. What we need to do is identify the cause of the symptom and fix that, then we treat the mould as well.*

*By working together we can avoid the mould returning and reduce disruption to the resident through further works in the future.*



ClwydAlyn

# Whole House Survey

## What does it do

More robust reporting than a works order

Checklist to help the Inspector how to correctly diagnose DMC

Damp and Humidity readings recorded

Heating

Insulation

Ventilation

Is there any Excess Moisture present

Difficult Conversation with resident

Education

Formal document that can be shared afterwards



# What we're doing next

Focusing on continuous improvement and accountability:

## Process Review

- Reviewing end to end times
- Ensuring timely resolution from report to completion

## Quality Assurance

- More post inspections and resident engagement after works are completed
- Checking quality and resident satisfaction

## Performance Monitoring

- Tracking Key Performance Indicators (KPIs)
- Measuring response timescales

## Data Analysis

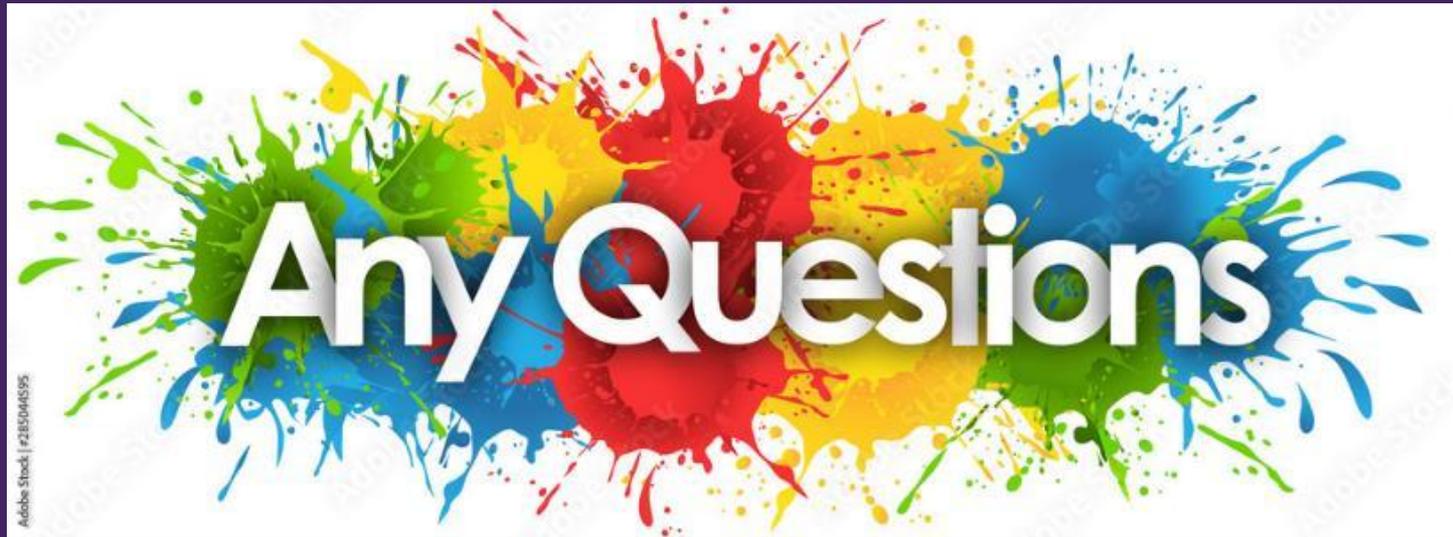
- Analysis of trends and recurring issues
- Properties or areas with repeated cases (GIS mapping)

## Information & Reporting

- Reviewing quality of information recorded by staff at triage stage
- Ensuring accurate, consistent and complete reporting



ClwydAlyn



[ClwydAlyn.co.uk](http://ClwydAlyn.co.uk)

Clwyd Alyn is a Charitable Registered Society  
Mae Clwyd Alyn yn Gymdelthas Elusennol Gofrestredig