



Halton
Housing

Policy

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1. Introduction

- 1.1 Everyone has the right to a warm, secure, and decent home and to be treated with dignity and fairness. Tenants deserve to live in homes that are safe, of a decent standard, and free from serious hazards including damp and mould. In December 2020, 2-year-old Awaab Ishak died from a severe respiratory infection caused by prolonged exposure to damp and mould in his home. Following an inquest into Awaab's death, the coroner raised a concern - 'there was no evidence that up-to-date relevant health information pertaining to the risks of damp and mould was easily accessible to the housing sector.'
- 1.2 Halton Housing recognises that damp and mould can cause significant health risks to the lives of people who live in our homes or visit our properties, such as respiratory problems, allergies, and mental health issues, particularly vulnerable people with pre-existing health conditions. Damp can also lead to structural damage of Halton Housing properties.
- 1.3 There are a number of different causes which can cause damp and mould such as condensation, penetrating damp, rising damp, plumbing leaks, and excessive moisture (see definitions section 7). Throughout this policy damp, mould and condensation will collectively be referred to as DMC.
- 1.4 Within our corporate plan, we set out our priority to make sure that our customers' homes meet their current and future needs and that we will invest in our homes to make them safe, warm, affordable and secure along with maintaining, repairing our homes, being clear about what we will do and when we will do it.
- 1.5 Halton Housing recognises that maintaining high quality, secure homes and environments can improve the lives of customers and achieve high levels of customer satisfaction and aims to ensure its homes are maintained to a high standard through the delivery of efficient and effective repair and maintenance services.

2. Aims and Objectives

- 2.1 The safety, health and wellbeing of customers, shall always be paramount to ensure they live in well maintained homes which are free from hazards. The aim of this policy is to ensure Halton Housing have a suitable management framework and arrangements in place to provide good quality homes which meet the required standards, ensure there is sufficient awareness through

staff, contractors and visitors regarding DMC, and when there is an issue identified relating to DMC, we efficiently and effectively resolve the issue.

2.2 The aim of this policy is to outline how we will manage DMC and efficiently respond to issues identified to prevent prolonged exposure to excessive moisture within the home and ultimately prevent further hazards which can develop, which could harm the safety health and wellbeing of our customers.

2.3 This policy outlines how we will ensure that our approach to managing DMC complies, and remains compliant, with all relevant legislation, regulations, standards, and this policy.

2.4 The ultimate aim of this policy is to define our organisational approach to:

- Identifying all applicable legislation, regulations, and standards to which we should comply.
- Managing DMC across the organisation to evidence compliance with all relevant legislation, regulations, and standards.
- Set out clear responsibilities for managing DMC.
- Define the required scope of work, service levels, standards and competency which need to be achieved to comply.
- Define suitable management arrangements and procedures to ensure exposure to excessive moisture and harmful mould should not occur.
- Define how we will deliver suitable assurance that the approach and actions we are taking are effective.

3. Policy Scope

3.1 This policy applies to:

- Customers who rent their home under a tenancy agreement and customers under a licence
- Customers who own their home through shared ownership where Halton Housing has a repairing obligation under the terms of the lease
- All residential communal areas
- Emergency or temporary accommodation

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- 3.2 There is no current legal requirement to manage DMC in shared ownership properties unless stated in specific agreements. Where DMC is occurring in a Halton Housing property and the DMC is being caused from a neighbouring property, we will make reasonable endeavours to contact the owner of that property to resolve the issues. This policy does not apply to properties managed by OSUK which is the home ownership arm and subsidiary of Halton Housing.
- 3.3 Shops - the lease agreement should specify the lessee as being responsible for DMC. We will ensure that all leases are clear on the responsibilities and as a responsible landlord will check the lessee is discharging their duties to ensure the health and safety of Halton Housing customers and others residing or visiting buildings above or neighbouring the shops.
- 3.4 Leasehold and Mixed Tenure Blocks – Where there is a mixed tenure comprising of general needs and leasehold properties, we will set out to ensure all lessees are appropriately communicated with regarding the causes or effects of DMC on communal areas and to their dwellings which could affect other residents or visitors to that building. We will ensure we are clear on the responsibilities of Halton Housing, the general needs customers and lease holders when communicating with all parties concerned.
- 3.5 This policy applies to all work streams and customer interactions within Halton Housing where DMC can be identified, reported, inspected, remediated and where awareness can be improved for staff and customers relating to DMC, including:
- Customers reporting any DMC issues through any form of communications (e.g. through contact centre, by writing, social media, through neighbourhoods officer, through our contractors)
 - Customer complaints
 - MP enquiries
 - Stock condition surveys
 - Property inspections
 - Through any work carried out by an in house operative or contractor
 - Through neighbourhood tenancy visits or inspections
 - When carrying out a DMC inspection
 - When carrying out DMC remediation
 - When carrying out follow up visits to check if the DMC issue is still resolved
- 3.6 This policy applies to all departments with Halton Housing controlling or mitigating the risks associated with DMC:

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- Asset & Compliance
 - Investment (capital works modifying inherent structural issues)
 - Responsive Repairs (Inspections, DMC remediation, treatment, and decoration)
 - Neighbourhoods Team (Reporting DMC and managing tenancies)
 - Health and Safety (Incidents, reporting, investigations)
 - Voids (Inspections, DMC remediation, treatment, and decoration)
 - Contact centre (logging DMC reported issues and customer liaison)
 - Estates (Identifying and reporting issues)
 - I.T. (Data Integrity)
 - Independent living (Identifying and reporting issues)
 - HR & L&OD (Training and competency)

4. Policy Statement

- 4.1 The purpose of the policy is to ensure that we clearly define our role and responsibilities for dealing with DMC within our properties, and the approach that we will take where damp and mould is identified.
- 4.2 The policy covers the identification of the types of damp (rising, penetrating and condensation dampness), including internal leaks, and describes how we will offer guidance, advice, and assistance throughout the process to customers. The policy also sets out how we will go about gathering data and reporting, identifying proactive methods to mitigate the risk of dampness.
- 4.3 The policy considers and incorporates the enactment of The Social Housing (Regulations) Act 2023 which incorporates “Awaabs Law”, emerging from the tragic loss of two-year-old Awaab Ishak due to mould exposure in his Rochdale home. For social housing landlords, the law introduces stringent timelines for addressing reports of damp and mould. Tenants are obligated to report damp and mould promptly, facilitating efficient problem resolution. Importantly, Awaab's Law empowers tenants to pursue legal action should landlords not comply with the mandated repair timelines, reinforcing a strong emphasis on accountability.
- 4.4 We will ensure that all of our rented properties, are safe when our customers move in, and are maintained safely throughout the duration of the tenancy. We will ensure all workplaces are maintained in a manner so as not to expose people to hazards from DMC.

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- 4.5 We will ensure that there are clearly appointed accountabilities, roles, and responsibilities to manage DMC across the business, including a duty holder and responsible person. We will also ensure we have in place clear processes and timelines for responding and remediating DMC issues identified.
 - 4.6 We will ensure there are suitable levels of governance, oversight, and supervision to implement this policy and the associated Management Procedure (once drafted) which should be read in conjunction with this policy.
 - 4.7 We will ensure that all relevant staff receive appropriate training, including specialist roles and general awareness for DMC across the business and for customers, including their obligations.
 - 4.8 We will ensure suitable and sufficient resources are in place to effectively manage customer relationships and tenancy agreements to gain timely access to customers' homes for any work associated with DMC inspections or remedial works.
 - 4.9 We will ensure there are suitable and sufficient emergency procedures in place to deal with emergency situations as a result of confirmed severe cases of DMC and customers' homes.
 - 4.10 We will ensure that we manage data robustly and respond promptly to failures in systems and data management, to assure ourselves that we are accurately and robustly fulfilling our statutory responsibilities as an employer and a landlord relating to DMC across the business and sharing information appropriately with anyone regarding DMC by notifying them of the associated risks and what they can do to help mitigate them.
 - 4.11 We will ensure there are sufficient levels of assurance in place to evidence we are complying with all relevant legislation, regulations, standards, our policies, and associated procedures in relation to managing the hazards and risks associated with DMC.

5. Regulatory Framework, Legislation, Regulations, ACoP and Guidance

Regulatory Framework

- 5.1 **The Regulator of Social Housing (RSH)** set regulatory standards that define the outcomes that landlords must deliver, using powers under the Housing and Regeneration Act 2008.

5.2 The RSH expect all landlords to deliver the outcomes of consumer standards set by them which apply to registered providers of social housing. These include both the required outcomes and specific expectations set by RSH within each standard.

5.3 **Annex 4 - Consumer Standards – Code of Practice** . This Code of Practice is issued by the Regulator of Social Housing, under section 195(1) of the Housing and Regeneration Act 2008 (as amended) (the HRA) and came into effect on 1st April 2024. Section 195(2) of the HRA provides that the regulator may have regard to the Code when considering whether the standards have been met. There are 4 main standards:

- **Safety and Quality Standard** – outcomes about the safety and quality of tenants' homes
- **Transparency, Influence and Accountability Standard** – outcomes about how landlords provide information, listen to tenants, and act on their views.
- **Neighbourhood and Community Standard** – outcomes about how landlords work with other organisations to help ensure tenants live in safe neighbourhoods.
- **Tenancy Standard** – outcomes about how landlords allocate and let homes and manage tenancies.

5.4 In particular the Safety and Quality Standard is the main consumer standard relating to the health, safety, and wellbeing of customers within their homes. Within the code of practice this is sub divided into 5 further areas:

Safety and Quality Standard

- Stock quality.
- Decency
- Health and Safety
- Repairs, maintenance, and planned improvements
- Adaptations

Legislation, Regulations, ACoP's, Standards and Guidance

- **Housing Act 2004** states that properties must be free from hazards at the most dangerous 'category 1' level, as assessed using the Housing Health and Safety Rating System (HHSRS), a risk-based evaluation tool. This includes mould and all types of dampness.
- **Social Housing (Regulations) Act 2023** Strengthens the Regulator of Social Housing to carry out regular inspections of social housing providers and the power to issue unlimited fines to social landlord. It gives additional Housing

Ombudsman powers to publish best practice guidance to landlords following investigations into tenant complaints. It contains Powers to set strict time limits for social landlords to address hazards such as damp and mould.

- **Environmental Protection Act 1990** aims to protect people and the environment from pollutants. Tenants and local councils have the authority to take legal action if damp and mould constitute a 'statutory nuisance'.
- **Homes (Fitness for Human Habitation) Act 2018** added provisions to the Landlord and Tenant Act 1985 that require landlords to ensure their properties are free of hazards, including damp and mould, which make them unfit for human habitation
- **Landlord and Tenant Act 1985** Section 9A and Section 11, states that landlords must ensure that their properties are fit for human habitation and free from hazards, such as damp and mould that could cause harm to tenants.
- **Decent Homes Standard** sets minimum standards for the condition of social homes in the UK, including damp and mould. The standard requires landlords to identify damp and mould as a hazard using the Housing Health and Safety Rating System (HHSRS).
- **Minimum Level of Energy Efficiency standard** All social housing meets, or can be treated as meeting, EPC Band B (Energy Efficiency rating), or is as energy efficient as practically possible, by the end of December 2032 and within the limits of cost, technology, and necessary consent
- **Housing Health and Safety Rating System (HHSRS)** is a risk-based assessment tool that environmental health officers use to evaluate residential properties for potential hazards, including damp and mould growth. The HHSRS is used to determine if a property is fit for human habitation and to ensure that it is free from hazards. Damp and mould and excess cold might amount to a category 1 hazard.
- **Building Regulations 2010** apply to works to the heating and ventilation systems and replacement of windows.
- **Health and Safety at Work (etc) Act 1974 (HASAWA)** – Sections 2 of the act places a duty on every employer to ensure, as far as is reasonably practicable, the health, safety, and welfare at work of all their employees. Section 3 of the act places a duty on every employer to ensure, as far as is reasonably practicable, that persons not in their employment who may be affected are not exposed to risks to their health or safety – This would be anyone visiting the building for example visitors, contractors, or members of the public.
- **The Management of Health and Safety at Work Regulations 1999** section 3, sets out the duty for every employer to make a suitable and sufficient risk assessment of the risks to health and safety of all of their employees whilst

at work and other people not in their employment. – This would be anyone visiting the building for example visitors, contractors, or members of the public.

5.6 This Policy aims to also achieve compliance with the following legislation, regulations, standards, and guidance:

- Defective premises Act 1972
- Equality Act 2010
- The Control of Substances Hazardous to Health Regulations 2002
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013)
- Construction (Design and Management) Regulations 2015 (CDM 2015)
- The Workplace (Health Safety & Welfare) Regulations 1992
- RSH - Damp and mould in social housing - Learning the lessons
- Gov.UK Guidance - Damp and mould: understanding and addressing the health risks for rented housing providers

6. Organisation – Roles and Responsibilities

6.1 A comprehensive list of all roles and responsibilities relating to the management of DMC within Halton Housing can be found in the supporting DMC Management Procedure (Once written). Set out below are the key hierarchical roles and responsibilities for managing DMC within the organisation as well as the appointed “Duty Holder” and “Responsible Person.”

6.2 **The Halton Housing Board** have delegated authority to the Group Chief Executive for setting out and implementing arrangements to achieve compliance with relevant health and safety legislation and associated policies, including this DMC Policy.

6.3 **The Group Chief Executive Officer (CEO)** is responsible for ensuring suitable and sufficient arrangements are in place to achieve compliance with relevant legislation and Halton policies in relation to the management of DMC, including this Policy. The Group CEO is responsible for ensuring that adequate resources are implemented in relation to managing DMC and this is achieved by nominating competent colleagues to assist in ensuring compliance on a day-to-day basis.

6.4 **The Group Deputy CEO and Financial Director** is responsible for deputising for the CEO in their absence. They are the appointed chair of the Compliance

Committee which is made up of key operational staff, managers, and leaders across the organisation. They will ensure the Group CEO are informed of any material risks or issues related to DMC as and when they arise.

6.5 **The Director of Homes** is the appointed “Duty Holder” for Halton Housing and is responsible for the day-to-day supervision of the Head of Asset Management and Compliance and Head of Health and Safety. The Director has specific responsibility for ensuring that there are sufficient resources in place to manage DMC, including all reported cases, inspections, remediation, and emergencies. They will ensure the Group CEO are informed of any material risks or issues related to water hygiene safety as and when they arise.

6.6 **The Head of Assets and Compliance** - will have overall responsibility for:

- The stock condition survey programme which enables identification of DMC issues.
- Any structural or large-scale investment works required to remediate DMC issues identified.
- The installation of additional assets e.g. ventilation to remediate DMC issues identified.
- The strategic direction and implementation of DMC within the work streams they are responsible for to ensure compliance with legislation, standards, and this Policy.
- Ensuring regulatory oversight and conducting periodical compliance reviews on the Policy.
- Providing relevant information to the Business Assurance team for the inclusion in Leadership and Board reports.
- The day-to-day implementation of this Policy relating to their work streams.
- Ensuring the “duty holder” and Group CEO are informed of any material risks or issues related to DMC as and when they arise.

6.7 **The Head of Repairs** will have overall responsibility for:

- Triaging reported cases of DMC to identify the appropriate course of action
- Arranging surveys and inspections to categorise the hazards and risks associated with the DMC issues
- Managing the internal and external labour resources who are deployed to remediate DMC issues
- Updating all relevant systems with progress and resolutions to DMC cases
- The strategic direction and implementation of DMC within the work streams they are responsible for to ensure compliance with legislation, standards, and this Policy.

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- Ensuring regulatory oversight and conducting periodical compliance reviews on the Policy.
 - Providing relevant information to the Business Assurance team for the inclusion in Leadership and Board reports.
 - The day-to-day implementation of this Policy relating to their work streams.
 - Ensuring the “duty holder” and Group CEO are informed of any material risks or issues related to DMC as and when they arise

7. Policy Arrangements

Definitions:

- 7.1 Rising Damp - The movement of moisture from the ground rising through the structure of the building through capillary action.
- 7.2 Penetrating Damp (including internal leaks) - Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure.
- 7.3 Condensation Damp - Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets.
- 7.4 The conditions that may increase the risk of condensation are:
- Lack of ventilation within the property
 - Inadequate heating of the Internal rooms
 - Inadequate energy efficiency (e.g., Insulation)
 - High humidity
 - Overcrowding

Principles for dealing with DMC:

- 7.5 Our principles for dealing with DMC are to
- Provide homes that are safe, dry, warm, and healthy meeting the Homes (Fitness for Human Habitation) Act 2018
 - Comply with legislation, regulatory standards and this policy
 - Ensure that customers can easily report concerns of damp and mould and are treated with respect and empathy
 - Ensure that the fabric of our properties is protected from deterioration and damage resulting from damp, mould, and condensation

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- Have transparent and robust reporting measures within our governance processes (akin to those in place for the Big 6 areas of compliance)
 - Aim to resolve customers' concerns as effectively as possible, taking responsibility for diagnosing, carrying out all necessary works and keeping them informed (including any current/ongoing legal disrepair cases)
 - Ensure that our employees (and contractors) are trained to identify issues relating to damp and mould, and are clear on our processes and procedures to support customers to resolve the issue
 - Ensure that employees are empowered to make decisions and escalate concerns in a timely manner, ensuring effective collaboration between teams to achieve the best outcome for the customer
 - Take ownership to undertake comprehensive analysis and investigation where it has not been possible to determine the root cause of damp
 - Upon completion of remedial works, continue to monitor the situation to ensure the issue has been resolved, which may include the installation of sensors in the home. We will follow up with the customer on each completed repair within six months of damp and mould repair work being carried out
 - Work with customers to provide clear, practicable and accessible support and advice on matters such as the actions they can take within their home, being clear and communicating what action HH and the customer will take
 - Ensure that we take the opportunity to assess homes for damp and mould during visits such as annual tenancy checks, gas servicing, repairs, stock condition surveys and record the findings and escalate where appropriate
 - Improve our information on damp, mould and property condition, and transition to more pre-emptive ways of working that have less reliance on the reporting of issues by customers
 - Build into our energy efficiency, planned, investment and void works programmes the use of products that are proven to reduce damp and mould, this may include (in the life of this policy) the development of a specific ventilation strategy.
 - Ensure that a process is in place to identify themes, trends and learning opportunities and action
 - Ensure that the provision of new build homes, through the design and specification, minimise the possibility of damp and mould.
 - Ensure that any new build homes, still within the Defects Liability Period which do have damp or mould identified, are monitored through the same HH processes, and look to escalate matters, if the contractor is deemed to be taking an excessive period to address the matter.
 - If it is determined that the prevalence of damp and mould is creating an immediate danger to health or if the works required are disruptive, then alternative accommodation will be offered to the customer. This may be on

a day-by-day basis or a temporary move to an alternative property. The customer will be supported throughout this process.

Halton Housing Responsibilities:

- We will investigate to determine the cause of damp, mould and condensation and carry out remedial repairs and actions in accordance with our repairs policy.
- We will seek to deal with the cause of the damp, mould, and condensation not just the symptoms and wherever possible fix first time.
- We will use information to shape our programmes of work.
- We will promote and provide general advice and guidance on how to control damp, mould, and condensation.
- We will ensure that employees are trained and are aware of and understand the aims of this policy.
- We will inspect the property when damp, mould and/or condensation is reported
- We will inform the customer of the findings of the inspection. This will include identifying the probable causes of damp, mould, and condensation, recommending effective solutions including any remedial works, and the estimated timescales to complete any such works. The customer will be kept updated throughout the process.
- We will ensure that competent and skilled resources are employed to carry out any works and that the customer's possessions are adequately protected during the works.
- We will be responsible for insulating customers' homes in accordance with the Decent Homes Standard and achieving a minimum EPC B by 2032 where this is economically viable.
- We will be responsible for maintaining customers' homes to avoid penetrating and rising damp and for carrying out remedial action if these problems occur.
- We will undertake reasonable improvement works to assist in the management and control of condensation dampness. This may include but is not limited to, upgraded ventilation system installation, improved indoor air movement and quality best practices.
- We will make good internal surfaces following any repairs work ensuring that surfaces are repaired to a condition ready for the customer to decorate. Where there is need to decorate following remedial work, we will provide a decoration voucher to cover the cost of the materials.

7.6 In some cases, remedial work may not be necessary, rather we will provide support and advice to the customer on managing and controlling the occurrences of condensation.

Customer Responsibilities:

- We ask that our customers report any issues relating to DMC promptly, including evidence of rising and penetrating damp (see definitions above) and faulty equipment that will affect the management of humidity and moisture in the home (faulty extract fan, unable to open windows, heating system failure etc.) in a timely manner.
- We will work with our customers and look to identify practical ways to help reduce the conditions that lead to condensation dampness by:
 - Keeping the presence of moisture to a minimum e.g. covering pans when cooking, drying laundry outside (where possible) where it is safe to do so, keeping the kitchen or bathroom door closed when cooking or bathing
 - Aim to adequately heat rooms.
 - Keeping the property well-ventilated e.g. opening windows during cooking/bathing, turning on and ensuring that the extractor fan or ventilation system installed in the property is regularly cleaned and working, keeping trickle vents in windows open, and allowing air to circulate around furniture.
 - Follow all advice and guidance issued by us on managing humidity and moisture in the home which can lead to condensation. This information can be found on our website, or we will discuss this individually with you.
 - If all reasonable efforts have been made to manage and control the presence of condensation and mould, and this has not been successful, contact us immediately.
- Customers should allow access for inspections and for the carrying out of all remedial works. If following an assessment, the outcome shows that all reasonable measures are in place for the customer to adequately control condensation and mould, we will consider how we can tailor further advice and support to the customer
- It is recommended that customers should arrange adequate household contents insurance for the home that they occupy
- Where customers are considering making any changes within their home e.g. converting rooms into one room, adding extensions, converting non-habitable buildings/spaces into habitable; they must seek advice and permission from us in accordance with their tenancy agreement and our repairs policy.

Assistance for Customers:

- 7.7 Where internal conditions within a home, e.g., overcrowding, and excessive hoarding of personal belongings are influencing the health and wellbeing of the occupants or are preventing inspections or repair works being carried out, we will provide support and assistance (including signposting to other agencies) to review the customer's options that may include moving to more appropriate accommodation.
- 7.8 We also recognise that some of our customers may need help when it comes to meeting their repair responsibilities. We may, at our discretion, provide a service in addition to the statutory and contractual responsibilities, to assist our customers who may need support to meet the conditions of their tenancy. We will make this assessment with the customer based on their individual needs, including whether there is anyone else who might reasonably assist them, and whether there are any immediate risks to their health or safety. This may include an extension to the scope of repairs which we carry out. Each request will be considered on a case-by-case basis.
- 7.9 Where decoration is required after works associated with damp and mould, decoration vouchers will be provided to assist with the provision of paint and equipment. Further consideration will be given to customers and their specific circumstances, with a view to providing assistance which may include painting of finished surfaces. The nature of the decoration will be at our discretion.
- 7.10 The main method of identifying and managing risks associated with the exposure to Legionella bacteria and the risk of scalding, is by carrying out a suitable and sufficient risk assessment. Halton Housing will undertake a risk-based approach and best practice in relation to all properties that contain hot and cold-water systems.

8. DMC Management Procedure

- 8.1 This Policy will be underpinned by the Damp, Mould, and Condensation Management Procedure, which will contain suitable and sufficient detail to enable Halton Housing to meet its legislative duties and comply with all Legislation and standards relating to the hazards and risks associated with DMC. The management procedure will be written once Awaab's Law has been implemented and we are aware of our responsibilities under this legislation.
- 8.2 The procedure sets out the arrangements we have in place to manage these risks, and includes:

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- Who is responsible for managing DMC across the business
 - Our approach to identifying and dealing with DMC issues
 - Details of our triage and inspection regime and how we categorise hazards
 - Details of our response times for inspection, remediation, and emergencies
 - The schedule for monitoring and controlling all live DMC cases
 - How we will continually ensure that data is accurately recorded and updated
 - How we will communicate potential risks with our customers and what they can do to reduce the risks
 - Emergency procedures if significant hazards are identified.

8.3 The procedure clearly identifies all specific roles and responsibilities and Halton Housings overall approach to effectively managing DMC across the business as well as general and specific training requirements.

8.4 All Halton Housing staff who have any responsibility for the management of DMC across the organisation, will be required to have read and understood both the procedure and this Policy.

9. Performance Measures (KPI's OPI's)

9.1 Halton Housing will provide oversight, assurance, and scrutiny to ensure the safety of customers, colleagues, and stakeholders for the key areas of compliance by meeting every two months to review the Health and Safety Scorecard as well as activity within each area of compliance.

9.2 The Compliance Committee shall be made up of a representative group of Halton Housing staff and shall include representation from the Senior Leadership team. The committee is chaired by the Deputy Group CEO.

9.3 The Health and Safety Scorecard will be used to monitor key performance indicators within each area of asset compliance and highlight performance to key areas of the business including Senior Leadership Team and Board.

9.4 Halton Housing shall monitor the following DMC key performance indicators (KPI's):

- Number of live Cat 1 HHSRS cases
- Number of live Cat 2 HHSRS cases
- Number of investigations outside 14 days with commentary
- Number of repairs outside of 7 days with commentary
- Number of emergencies outside of 24 hours with commentary

9.5 The operational teams will manage other non-statutory performance relating to DMC locally which will not feature on the Health and Safety Scorecard.

10. Diversity Considerations

10.1 Halton Housing can influence others to achieve a high standard of Equality and Diversity by choosing to only work with those service providers that already achieve a standard equal to its own, or those that commit to achieving this standard with the support of Halton Housing.

11. Links To Other Policies and Procedures

- Asset Management and Planned Investment Strategy
- Health and Safety Policy
- Managing Compliance Policy
- Customer Voice Strategy
- Customer Contact strategy
- Repairs Policy
- Voids Policy
- Talk to us Policy
- Compensation Policy
- Diversity and inclusion Policy
- Premises Management Policy
- Shops Policy

12. Monitoring and Review

12.1 This policy will be reviewed by the Head of Assets and Compliance and the Head of Health and Safety every 2 years or sooner if there is any material change to legislation.

12.2 This policy is required to be reviewed and signed off by Board and the Compliance Committee.



Translations are available on request, by calling 0303 333 0101.

اگر به این سند به زبان خود نیاز دارید، لطفاً با شماره 0101 333 0303 با ما تماس بگیرید.

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