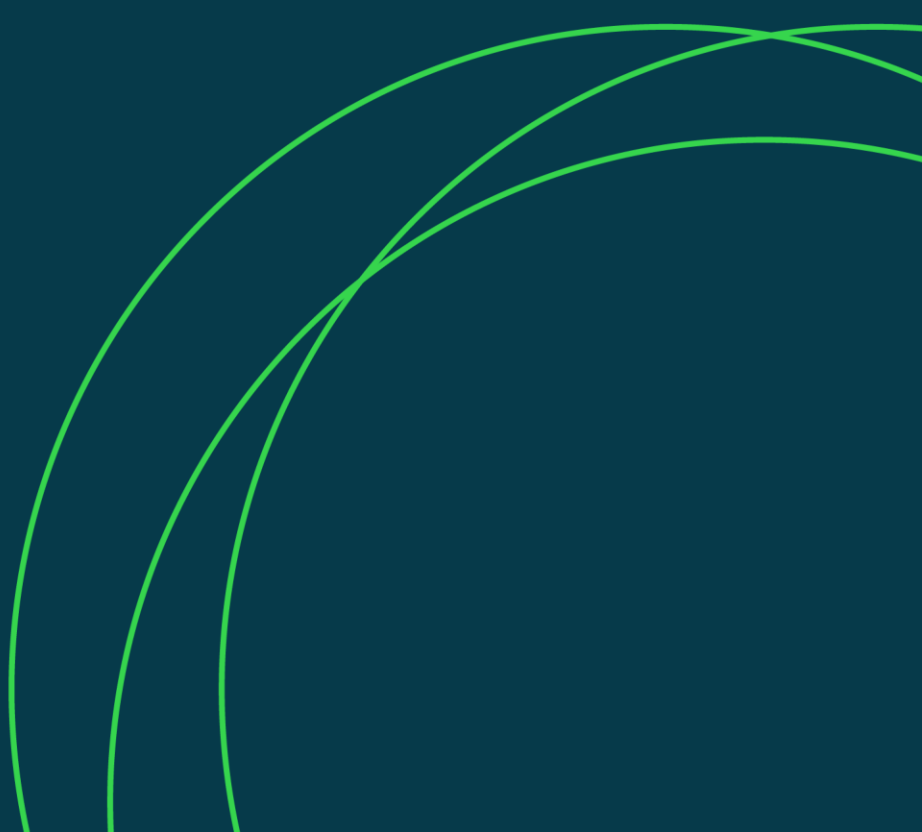




**Sparrow**  
Shared Ownership

# Damp, Mould and Condensation Policy

CODE: DEV 2.0  
VERSION: 1.0  
CREATED: November 2024  
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AUTHOR(S): Homeowner Services Manager



# Damp, Mould and Condensation Policy

## 1. Our policy statement

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- 1.1. Sparrow Shared Ownership Limited aims to provide high quality, safe, and healthy homes helping us to build sustainable neighbourhoods and communities. To help achieve this, we will manage reports of damp and mould, or contributing factors such as condensation in a proactive way.
- 1.2. Managing the underlying causes of damp, mould and excessive condensation will predominantly be in the hands of our customers as homeowners. This will be wholly the case where our shared ownership customers have a lease of a house and are responsible for maintaining the whole property including the structure. Where our customers have a lease of a flat Sparrow may have responsibilities for the building structure that could need to be investigated.
- 1.3. Where you are a shared-ownership customer in a house, Sparrow's involvement with responding to reports of damp or mould will be limited. We will signpost you to information on managing damp, mould and condensation in your home. If you believe the problem stems from a build defect, we may direct you to discuss the situation with the new build warranty provider. The warranty provider may require you to provide evidence through a surveyor's report or other professional opinion to evidence any claim. Sparrow will not arrange these reports.
- 1.4. Where you are a leaseholder of a flat and there is no evidence that the issue you are experiencing relates to the structure of the building Sparrow will signpost you to information on managing damp, mould and condensation in your. Sparrow may ask you to provide more information or evidence through a surveyor's report if you suggest there is a structural issue contributing to the damp and mould.
- 1.4. Where you are the leaseholder in a flat, Sparrow's involvement will depend on who owns and is responsible for the structure of the building. If Sparrow are responsible for the structure of the building we will carry out any necessary repairs to the structure. If a third party is responsible for the structure we will act as a liaison between you and the building owner to pass on your reports of damp and mould.
- 1.3. 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. Whilst being clear about responsibilities and what we can and cannot do.
- 1.4. 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.

- 1.5. 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.
- 1.6. We take our legal and moral responsibility in managing damp and mould in our buildings very seriously and we:
  - Make it easy for you to report issues and consider individual needs.
  - 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 buildings 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. Sparrow provides information for you on our website 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.
- 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

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- 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 Sparrow or those delivering services on our behalf.
- 2.3. This policy applies to all of Sparrow's leasehold homes.

## 3. Equality and diversity

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- 3.1. Sparrow 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

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- 4.1. This policy should be read alongside:

- 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 Homeowner Services Team and Property 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

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- 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
2.3	Homeowner Services Manager	New Policy	Board	Nov 24	Office Management	Nov 27