

Meeting: Secure Sub-Committee

Date: 24 September 2024

Title: Repairs and Planned Maintenance Policy
Condensation, Mould and Damp Policy

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Service: Housing and Property Services

Wards affected: All

1. Purpose of Report

1.1 This report sees draft policies covering Repairs and Planned Maintenance and Condensation, Mould and Damp presented to Secure Sub-Committee that lays out our service offer to residents.

2. Recommendations

2.1 The Sub-Committee is recommended to:

- (a) Note the information set out in this report regarding the two policies
- (b) Review the two policies and share any observations or comments at the Sub-Committee meeting.

3 Introduction and background information

3.1 The Social Housing (Regulation) Act 2023 received Royal Assent in July 2023, and aims to improve the regulation of social housing, with the key objectives of the Act being:

- **Enhanced Regulation:** It grants the Regulator of Social Housing increased powers to take proactive action against social landlords, even before tenants are at risk

- **Tenant Protection:** The Act introduces new consumer standards for social housing and mandates regular inspections to ensure landlords meet these standards
- **Health and Safety:** It includes provisions to address serious health hazards in social housing, such as damp and mould, inspired by the tragic cases of Grenfell Tower and Awaab Ishak
- **Accountability:** Social landlords are required to prepare and implement performance improvement plans if they fail to meet regulatory standards.

3.2 Overall, the Act is designed to ensure better quality and safer homes for residents, giving tenants greater powers and access to quick and fair solutions to problems.

3.3 In April 2024, the Regulator of Social Housing (RSH) introduced an inspection programme for social housing landlords. They also carried out multiple consultation exercises over recent months to gather views to help shape and inform the social housing sector going forward. This includes the strengthening of legislative and regulatory requirements.

3.4 To support us in the new regulatory regime and help set out our service offer we have developed a draft Repairs and Planned Maintenance Policy and a draft Condensation, Mould and Damp Policy.

3.5 Officers will attend the Sub-Committee and deliver a presentation to cover some of the key aspects of the draft policies.

4. Policy development

4.1 The draft Repairs and Planned Maintenance Policy has been developed to set out the service and standards that tenants and leaseholders can expect from the repairs and planned maintenance service.

4.2 The Policy brings together the service approach to responsive repairs and planned maintenance into one document and sets out the legislative requirements the service must meet. It covers the responsive repairs service, cyclical works, housing investment, leasehold repairs, definitions, and the responsibilities of the landlord and tenant.

4.3 The Condensation, Mould and Damp Policy has been created following the publication of Housing Ombudsman (HO) spotlight reports on damp and mould. The HO reports include recommendations that social housing landlords are

expected to follow in their service approach and response to condensation, damp and mould.

- 4.4 A dedicated policy that sets out the social housing landlord approach to condensation, mould, and damp is recognised as good practice.
- 4.5 The draft policy sets out the aims, approach and response of the service, condensation, mould and damp definitions and the responsibilities of the landlord, tenant and leaseholder.
- 4.6 Both draft policies have been reviewed by tenants and revised to include comments received from them. Engagement included written feedback and a face-to-face meeting.

5. Background documents

[Social Housing Regulation Act 2023](#)

[Housing Ombudsman spotlight report It's not lifestyle](#)

[Housing Ombudsman One year on Spotlight report on damp and mould - it's not lifestyle](#)

[Consumer Standards for Social Housing Landlords](#)

6. Appendices

- (1) Draft - Repairs and Planned Maintenance Policy
- (2) Draft - Housing and Property Services Condensation, Mould and Damp Policy.