

# Appendix 1

## Summary of changes to policy

### General

- Styling updated to improve readability, including reordered sections and redesigned layout.
- Document date updated to 2026.

### Legislation and Policies

- Added references to related policies.

### Responsibilities

- New section added outlining Landlord Responsibilities.
- Under Tenant Responsibilities, added advice on using heating systems and extractor fans provided.

### Definitions of Damp, Condensation and Mould

- Updated in line with government descriptions and best practice.
- Added Traumatic Damp category, reflecting updated national terminology.

### The Council's Housing Stock

- New section included covering the Council's Housing Stock, Asset Management Strategy, and the HRA Business Plan.

### Investigations

- Added commitment to keeping accurate records of communication with tenants, including making tenants aware of next steps and keeping them informed throughout.

### Communication Strategy

- Added information about communicating Service Level Agreements at initial triage and informing tenants that there is a Damp Condensation and Mould Policy.
- Added detail on when and how tenants will be updated throughout the process.
- Included reference to tenant communication preferences.

### Work assigned to contractors

- Updated reports section to change team from Property Services to Damp and Mould Team

### Guidance to Tenants

- Added that relevant information will be included in the annual report sent to all tenants.

### Monitoring Our Performance

- Key Performance Indicators updated to reflect reporting that goes to Housing Compliance and Performance Clinic.

## Appendix 1

- Housing Compliance Clinic renamed to Housing Compliance and Performance Clinic, aligning with the HRA Governance Framework (adopted October 2025).
- Updated explanation of performance reporting:
  - Quarterly updates to be published on the tenant webpage.
  - Annual report publication.
  - Regular updates delivered through Property Focus Groups via face-to-face sessions to support non-digital engagement.