

Appendix 1

Summary of changes to policy

General

- Styling updated to improve readability, including reordered sections and redesigned layout.
- Document date updated to 2026-2029.

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.