



WHITE HORSE
HOUSING
40 YEARS 1984-2024

Damp and mould procedure 2026

Tenant contacts White Horse with concerns about damp and mould

Customer Service Advisor (CSA) goes through triage questions.

- Ascertains approx size (area) of damp and or mould.
- Logs the answers on assessment sheet and asks for any photos to be supplied.
- Resident reassured and sent specialist condensation, damp and mould leaflet.
- Triage sheet and pictures are entered on HomeMaster as a pre-inspection.

CSA adds a damp and mould pre-inspection communication to HomeMaster and sends to Maintenance Manager or Asset Management Officer

Maintenance Manager reviews the assessment sheet and photos within five working days and allocates an action level to the issue. This can be Level One, Two or Three.

Level One

- After reviewing assessment, Maintenance Manager sends a communication log back to CSA to advise what action is required – i.e. repairs to be raised or a standard damp and mould job to be raised.
- CSA will generate a mini damp and mould report returned from contractor to the compliance inbox where it was requested under a primary inspection.
- This is reviewed by Maintenance Manager and may be completed, further work requested or raised to a Level Two.
- CSA to save the mini damp and mould report to file.
- Resident receives copy of further work orders in the usual way.

Level Two

- Maintenance Manager visits resident to inspect the property within 14 days.
- Visual and protimeter survey recorded or a more in depth inspection using probes will take place.
- The readings will establish likelihood of condensation/damp being the cause and advice given on how to remedy this.
- Level two survey with findings should be saved on HomeMaster.
- Depending on the outcome, the issue may progress to Level Three.
- Any repairs will be raised with those considered urgent being started within seven days and those considered an emergency completed within 24 hours.

Level Three

- An independent specialist surveyor carries out an inspection to specify works to remedy the problem.
- All recommendations to be uploaded to HomeMaster.

On receipt of the surveyor's report

- Maintenance Manager arranges for recommended works to be carried out urgently.
- Resident informed of the outcome of the survey and works required.

On completion of all works

- CSA to confirm with Maintenance Manager that he has completed the pre-inspection communication on HomeMaster.
- CSA sends satisfaction feedback request to resident with the mould leaflet enclosed.
- Completed survey added to HomeMaster file.
- If there is dissatisfaction the damp and mould procedure will start again.
- Maintenance Manager will fully review each case at the end of each quarter and follow up as necessary.

For recurring cases

- Recurring cases will be reviewed by the Maintenance Manager (or escalated) as they are raised by the CSA. Further action will be taken as required and reported to the Chief Executive and the Board every quarter.
- These reoccurring cases will show as reopened on HomeMaster and will be tracked in the usual way via triage and or photographs. They will be reviewed and or investigated in line with the risk assessment as set out in the triage and timescales section of the policy.
- A reopened case will follow the same process as a new case, although will require a deeper dive at the review stage and also followed until completion.

