

DAMP CHARTER

Everyone should live in a warm and dry home.



Damp and condensation are still a problem for too many of our tenants. There are lots of factors that can cause damp and condensation, which can be challenging to manage. We are determined to overcome these challenges and make the following commitments:

- 1 It's not your fault.** The council is committed to resolving issues in partnership with you and will communicate with you in a sympathetic way. The council has created a Healthy Homes Partnership to make sure this happens.
- 2 Quick diagnosis.** We will arrange an inspection to diagnose the issue within 28 days, or sooner in emergency situations.
- 3 Remedy.** We will agree and write an action plan with you to resolve the damp, that will include timeframes.
- 4 Ongoing support.** If your home has persistent damp, you will be allocated a surveyor who will act as your Healthy Homes Partner and be your point of contact. They will arrange the necessary work and stay in touch until it is completed. They will also give you tips on how to minimise condensation and advise where help may be available to support you with your energy bills.
- 5 Prevention.** We are surveying 19,000 of our homes over the next three years to help identify which ones are prone to damp (most of our homes are over 50 years old). This will inform more regular and targeted maintenance of residents' homes, and better communication on proposed work.
- 6 Technology.** We are investing in technology to help resolve damp issues which your Healthy Homes Partner will discuss with you.
- 7 Resources.** The council is committed to prioritising resources to tackle damp issues with dedicated neighbourhood teams. We also have a rapid-response mould removal and treatment service that we can quickly deploy to remove mould ahead of any preventative or remedial work/action.
- 8 Delivering the Charter?** The delivery and effectiveness of these commitments will be reviewed every year.

