

Procedure for the Management of Damp, Mould or Condensation (DMC)

Contents

Introduction.....	1
Notification and initial assessment of DMC.....	2
Triage and prioritisation.....	5
Survey and investigation.....	6
Outcome and communication.....	7
Works planning and delivery.....	9
Access management.....	11
Key performance indicators (KPIs) and reporting.....	14
Other types of home.....	15
Supporting customers in their home.....	18



Introduction

This procedure sets out our approach for identifying, managing, and preventing Damp, Mould and Condensation (DMC) issues. We know the detrimental effect damp, mould and condensation can have and how important it is to act quickly and effectively.

This procedure has been created from customers influence, lived experience and learning from complaints.

It also references new regulations brought by Awaab's Law which comes into effect on 27 October 2025. This document provides a clear guide on how to respond effectively to minimise health risks and ensure every customer has a safe, comfortable and compliant home.

The aim of this procedure is to find root cause resolutions and offer the right level of support and guidance. This will provide a consistent, fair and effective approach to managing DMC and the wellbeing of our customers.

We'll:

- Ensure timely and appropriate responses to reports of Damp, Mould and Condensation in-line with all relevant laws and regulations
- Clarify roles and responsibilities in the investigation and resolution process
- Promote preventative measures that reduce reoccurrence and protect both the customer and the dwelling



Notification and initial assessment of DMC

To allow us to act promptly and take the appropriate action, our customers can report DMC in their home in various ways and in a way that works best for them. These include, but aren't limited to:

- Contacting our Customer Experience Team over the phone
- Online questionnaires available on our website
- Speaking to one of our colleagues at home or in our hubs

The initial reporting and assessment can also be completed by any Vico Homes colleague or external partners (for example contractors or surveyors that complete Stock Condition Surveys) through a direct phone call to our Customer Experience Team for timely notification for emergencies to be processed, followed by an email.

Other non-emergency DMC related works will be notified using the standard questionnaire available to all which will go direct to our DMC Technician for further assessment.

The initial assessment focuses on three key areas:

- **Location**
Is the issue in a habitable room (for example, bedroom, living room, kitchen)?
A habitable room is any space used for sleeping, living or preparing food, not hallways, lofts or storage areas.
- **Extent**
How much of the area is affected?
- **Vulnerabilities**
Are there any health, age or other factors in the household that may increase risk?

A resource is available to help guide this assessment.

When we receive a report of DMC by our customers, the Customer Experience Team will log a 'DMC Communication' and will complete a brief questionnaire with our customer.

The customer will be asked to send photos to contact@vicohomes.co.uk of the affected area(s) to allow us to decide the most appropriate course of action based on our Priority Assessment Matrix (PAM).



The customer will be asked their age (and that of household members) and any health or medical issues during the questionnaire. If the customer shares with us any age or health concerns as set out in the consolidated guidance from Department of Health and Social Care (DHSC) and the Ministry of Housing, Communities and Local Government (MHCLG) on health risks in housing (Understanding and addressing the health risks of damp and mould in the home) during the questionnaire which would suggest they could be at increased risks of the effects of damp and mould, our Customer Experience Team may increase the DMC rating in the PAM to the next priority level taking precautionary measures to ensure our customers are safe until further information through investigation is available.

Link to guidance:

Understanding and addressing the health risks of damp and mould in the home - GOV.UK

Based on the initial assessment, we decide if the issue is:

- An emergency hazard (DMC 1)
- A significant hazard (DMC 2)
- Damp, Mould or Condensation (other) repair (DMC 3)

Ratings – Priority Assessment Matrix (PAM)

DMC 1 – Emergency Hazard

- Investigate immediately. If confirmed, begin safety work within 24 hours to remove the hazard. In accordance with Awaab’s Law, ‘immediately’ is defined as within 24 hours of the landlord becoming aware of an emergency hazard, regardless of the time or day. This includes evenings, weekends, and public holidays
- If emergency work can’t be completed in time, arrange or consider alternative housing
- After emergency work, the DMC Technician or Surveyor must reassess the hazard
- Begin further works within 12 weeks

DMC 2 – Significant Hazard

- Investigate within 10 working days
- If confirmed, begin safety work within five working days to remove the hazard.
- Begin further works within 12 weeks



DMC 3 – Damp, Mould or Condensation (Other) Responsive Repairs

- Investigate within a reasonable timeframe that's fair and appropriate
- Begin further works within a reasonably practicable timeframe

If the issue is later assessed as a DMC 1 or DMC 2, follow the appropriate emergency or significant hazard response.

If it isn't significant, provide appropriate repairs, self-treatment advice, referrals to other teams, and monitor as needed.

Used where the home or issue is outside the scope of Awaab's Law.

For penetrating or rising damp, investigate and assess, then carry out appropriate works.

DMC 0 – Reclassified to No Works

- Used where the home or issue is found to be outside the scope of Awaab's Law and no class code applies
- A DMC Technician or Surveyor deems the issue not appropriate for classification
- Provide relevant advice and make referrals where needed

If more information is required at the point of contact, the Customer Experience Team will try to contact the customer. If it hasn't been possible to make contact after three attempts a 'no contact' letter will be sent. The questionnaire and any photographs will be filed within SharePoint and Documotive and a DMC communication will be opened.

Our Customer Experience Team will send a copy of our 'Preventing Condensation and Damp' leaflet either by post or email to all customers who report a DMC issue. This gives advice and guidance on the steps they can take to help reduce and manage DMC in their homes. This can be found here: **Taking care of your home | Vico Homes**. This also provides a link to our website **www.vicohomes.co.uk** where online videos and more information can be found.

The DMC information available on our website can be altered into different formats or languages using the 'Recite Me' function, found on the front page of our website. This, coupled with other accessible measures such as reporting DMC through our Estate Teams, tradespeople, wellbeing colleagues and Customer Experience Teams, for example ensuring help and information on managing and preventing DMC is accessible and inclusive to all customers.



Triage and prioritisation

Cases are allocated to a DMC Technician for triage and further investigation.

The technician completes a structured and detailed desktop assessment using:

- Our housing data for the history of the home and any reported repairs
- Information provided by the customer or reporting from partners and colleagues
- Relevant photos or videos, where possible
- Outbound call / video call to our customer for any more information required for a robust technical assessment
- Completion of a further in-depth questionnaire

The further questionnaire gathers information across several areas. It looks at **home factors** (including type of home, reported issues and the presence of ventilation and insulation systems). This data may also support future decisions around proactive damp, mould and condensation prevention.

It then considers **severity** (such as the location of the issue, number of rooms affected, extent of coverage and how long the issue has been present).

The **exposure** section focuses on if the issue is in a habitable room and how much time is spent in that space.

The **customer information** section includes the number of people in the home, any vulnerabilities or health symptoms, complaints raised, and if there are arrears on gas or electricity. It'll also ask about the age of customers in the home, to ensure we're protecting those that are more susceptible to illness from damp and mould.

Finally, the questionnaire checks if a Cashwise or Estates referral has been made, if any previous repairs have been logged, and if the issue is considered a significant or emergency risk by the DMC Technician.



Survey and investigation

If the DMC technician can't resolve due to different complexities of cases, a qualified DMC Surveyor will visit the customer's home to observe the issue directly and determine the most appropriate categorisation and course of remedial action.

Before the inspection, the DMC Surveyor will review the information the customer, Customer Experience Team and DMC Technician has provided.

Where appropriate to case complexity, and to embed learning from complaints, we may choose to appoint a surveyor outside of Vico Homes. This will be a member of the Royal Institution of Chartered Surveyors (RICS), who'll do a survey of the home and provide us with an impartial report.

We may, as part of our inspection of the home, use appropriate monitoring equipment. Where monitoring equipment is to be installed, this will be agreed with the customer in advance and we'll complete a monitoring form which will be saved in Documotive.

The customer may be asked to give more information to help assess the conditions in their home. If appropriate to do so and with the agreement of the customer this may include providing past and present fuel bills.

The DMC Surveyor will inspect the home. During the inspection, they'll use their knowledge of the HHSRS guidance and other available guidance including the consolidated guidance from DHSC and MHCLG on health risks in housing (understanding and addressing the health risks of damp and mould in the home), to reach their conclusion.

They'll confirm the presence and severity of damp, mould or condensation and validate or update the DMC PAM rating within the IBS system.

Where necessary, the Surveyor will set out a scope of works to address the issue. This may include:

- Repairs
- Remedial treatments
- Referrals to other teams (for example, Cashwise, Estates, Wellbeing)
- Recommendations for follow-up visits or monitoring
- Action for the customer to take

The Surveyor may also:

- Take photographs to support the assessment
- Record observations within SharePoint
- Update the customer on what will happen next

Their findings will be recorded within IBS and documotive, along with any photographs taken during the inspection. The DMC Surveyor report will be issued to the customer within three working days of the inspection.



Outcome and communication

If, following an inspection, the DMC priority level needs to be amended, the DMC Surveyor will let the DMC Support Team know and the DMC priority level will be updated on the DMC communication.

Within three working days of the inspection, the customer will receive a written summary of the findings in a letter. This is only for DMC 1 and DMC2 cases and includes:

- If a hazard has been identified
- What the next steps are
- When the customer can expect the works to begin (if needed)
- If works can't begin, a clear explanation as to why and next steps

During works:

- The customer is kept updated on progress through various mediums (such as letters, texts or verbal communication). This is driven by our customers choices of preferred contact and format
- Any delays or changes are communicated clearly
- All communication is tailored to the customer's individual needs

After works are completed:

- The customer is contacted and told the work is done
- They're invited to give feedback through their preferred choice of contact using the Bright UK platform which will collate feedback data and inform the DMC Team of satisfaction giving continuous learning and development opportunities based on our customer's experience



The following are common outcomes after an inspection:

1. High humidity and condensation with repairs / remedial works identified

The customer is informed of the works and given advice on managing conditions in the home.

2. High humidity and condensation with customer-responsible repairs identified

Customers are ordinarily expected to complete required repairs within a reasonable time from the date of notification based on the severity of the hazard (in line with the PAM within this Procedure). This timeframe is intended to support timely resolution and maintain service standards.

However, we recognise that individual circumstances may affect a customer's ability to meet this deadline, such as:

- Affordability constraints
- Reliance on friends, family or informal support networks
- Vulnerability or health-related issues
- Availability and scheduling of qualified contractors
- Extent and complexity of the required works

All of these influence the feasibility of completing repairs within the standard timeframe.

To ensure fairness and uphold quality standards, the procedure allows for reasonable flexibility. Where a customer can't meet the specified timeframe because of personal circumstances or the nature of the work required, an extension may be granted following a review of the situation. This ensures that customers aren't pressured into rushed decisions that could compromise the quality or safety of the repair.

All cases requiring an extension should be documented, with clear justification and agreed revised timescales, to ensure transparency and consistency in decision-making.

Where it isn't possible to grant an extension due to compliance and legislation, a repair will be carried out and the customer recharged. If this creates financial hardship as a consequence, our Cashwise Team are on hand to offer advice and support throughout.

The Damp Support Team logs an internal standards communication for the Estate Management Team to monitor completion.

If the repairs involve gas or electrical work, these must be completed by us and recharged to the customer.

3. Inconclusive findings or need for further investigation

An impartial RICS Surveyor impartial may be appointed to do another inspection.



4. Rising or penetrating damp identified

A scope of works is sent to the appropriate team who'll contact the customer to arrange the works.

5. No repairs or remedial works required

The customer may be referred to Estate Management or Cashwise for support and advice.

6. Remedial or repair works required

The DMC questionnaire and a potential scope of works will be communicated with the team responsible for remedial or repair works.

If there are vulnerability or HHSRS concerns, the works may be flagged as emergency works (DMC 1).

Definitions

Repairs

Issues that fall under our responsibility and may or may not contribute to DMC.

Remedial works

Measures to help the customer manage conditions (such as installing a Positive Input Ventilation (PIV) unit or upgrading an extractor fan).

The DMC Technician or Surveyor will detail the scope of works and assign it to the appropriate team, who'll contact the customer and update the record in the Salesforce and IBS.

Works planning and delivery

Job logging and allocation

If the first initial report of DMC identifies that a mould wash is required, the DMC team will be notified immediately. The Damp Support Team will contact the customer to arrange for the mould wash to be done, removing the hazard.

Once a scope of works is received from the DMC Technician or Surveyor, the Damp Support Team will:

- log the job
- record the details on the scope of works
- allocate the works to the appropriate internal team or contractor

Where specialist input or additional capacity is required, we may outsource works to external contractors.



Timeframes

- All works will start within 12 weeks of the remedial work orders being assigned
- We aim to complete all works within a reasonably practicable timeframe
- Customers are kept updated throughout
- If works are still ongoing after three months, we may contact the customer to offer a further mould wash where appropriate

If the scope of works needs to be changed after works have started:

- The Damp Team must seek approval from the Team Leader, DMC Technician, Surveyor, or RICS Surveyor
- No revised or additional works may be authorised without this approval
- This applies to both internal teams and third-party contractors

Quality assurance (QA)

The Team Leader will do Quality Assurance (QA) checks on more than 30% of homes where DMC works have been completed.

These checks may happen during the Work in Progress stage or after completion to ensure that works meet the required standard. When done, the Team Leader will always take photos and save them in the home's file within SharePoint. The Damp Support Team will update the communication within IBS and close the case down. The data will be monitored and reported within the Strategic Damp Group with any escalations through Strategic Compliance Group.

Follow-up actions

Within the defect liability period of the works (usually between nine and 12 months allowing for seasonal changes after a case is closed) the Damp Support Team will send a follow-up letter to the customer. The letter will:

- check whether the issue has remained resolved
- invite the customer to report any recurring or new concerns
- provide clear contact details and next steps if more support is needed

This letter will also provide a reminder to follow the advice given to them previously, on how to manage DMC in their homes. A copy of the letter will be filed within Documotive.



This follow-up helps us to:

- monitor the long-term effectiveness of our interventions
- identify any patterns or home that may require more investigation
- support proactive prevention of future issues
- engage with customers and allow us to receive positive response rates

If a customer notifies us that the issue has not resolved within 12 months of the original case, the DMC Team will create a new DMC communication and review the circumstances to determine the best course of action.

Other considerations

Under Awaab's Law regulations, we aren't required to re-investigate issues we have already addressed unless there has been a material change in circumstances. Therefore, we'll only re-engage statutory timeframes if:

- The customer provides new information indicating a material change to the previously investigated issue.
- The hazard has worsened or re-emerged, and this change is verified

Access management

Our commitment

We'll always make reasonable attempts to gain access before considering enforcement action. This means:

- Reaching out on three separate occasions
- Using different days, different times, or different methods where possible
- Keeping a clear record of each attempt
- We may speak to other teams (such as Estates) to help resolve the situation



Ways we'll try to make contact

We'll communicate when possible, using:

- Letters (evidenced for legal action such as injunctions)
- Emails or text messages
- Phone calls or voicemails
- In-person visits, leaving a calling card

We also ask that customers help us by letting us know about any communication need, such as if they have an advocate or need information in a different format. This helps us tailor our approach and make sure everyone feels heard and supported.

Difficulty with access – all cases

If we can't make contact or access the home, the Damp Support Team will send a letter asking the customer to get in touch within five working days to arrange an appointment.

If there's no response, we'll send a second letter. This will remind the customer of their tenancy agreement and include a pre-arranged appointment date and time. All letters are recorded within Documotive to ensure transparency and accountability.

Difficulty with access - works

The DMC Access Officer will make three separate attempts to contact the customer to arrange repairs or remedial works.

If we still haven't made contact, we'll send a letter asking the customer to respond within five working days to arrange an appointment.

Some works may need multiple visits over several days or weeks, depending on the nature of the task, this will be communicated to the customer by the Team Leader.

Difficulty with access - emergency (first 24 hours)

If the issue is urgent, we act fast. Here's how:

1. Contact attempt

We'll call, text, or leave a voicemail to let the customer know we're coming.

2. Visit in person

Our team or nominated contractor will visit and leave a calling card if no one is home. We may also take a photo of the door to confirm the visit.

3. Written follow-up

A formal letter will be sent to explain the next steps.



Legal action

If all reasonably practicable steps to gain access have been taken and access is still denied:

- The Legal Team may issue a letter before action
- The customer will receive guidance on the importance of the visit, the risks of non-engagement and the next steps
- In some cases, an injunction may be sought to gain access

If a significant or emergency hazard is still present, statutory timeframes under Awaab's Law mean we must act accordingly.

If access continues to be denied and all reasonable steps have been taken:

- The case may be closed or escalated in line with legal and safeguarding responsibilities
- The decision to close a case due to no access must be approved by a Senior Manager and fully documented within Salesforce and IBS

If the customer later makes contact, the process resumes from the point of interruption.

From 27 October 2025, Awaab's Law gives social housing customers stronger legal rights to demand timely action on serious housing hazards. If deadlines are missed, our customers have the right to escalate their concerns by:

- seeking intervention from the Housing Ombudsman; and / or
- pursuing legal action



Key performance indicators (KPIs) and reporting

Monthly reports will be produced to monitor:

- Volume of cases in and out of the service
- Oldest open cases, to ensure timely resolution
- No accesses documenting failed attempts
- Compliance with statutory timeframes including Awaab's Law, including emergency hazards made safe within 24 hours and significant hazards made safe within five working days from conclusion of investigation
- Compliance with statutory timeframes including Awaab's Law, Emergency hazard investigated within 24 hours, and Significant hazards investigated within 10 working days
- Percentage of our housing stock with a recorded DMC issue
- Cases requiring escalation or legal intervention
- Homes with repeated or unresolved DMC issues
- Recommendations for service improvements or resource planning

These reports help us:

- identify trends or recurring issues
- monitor service demand and capacity
- highlight any delays or risks to compliance

We'll monitor, report and review on the above at DMC Strategic Group with escalation of any risk required to Strategic Compliance Group meetings. This allows all appropriate and relevant persons to scrutinise and appraise DMC case management and performance. DMC performance is also detailed in reports sent on to our committees. These include Property Investment Committee (PIC) and Customer Committee (CC) and provide board level oversight and assurance that controls and measures are in place and services are being delivered in accordance with our offer.

Reporting – Decent Homes

All cases with DMC 1 or DMC 2 rating will fall under criterion of the Decent Homes Legislation. To ensure that we are meeting this they will be reported on through monthly decent homes figures.



KPIs

DMC	I15 - % of emergency and significant DMC hazards investigated within 10 working days.	100%
	I16 - % of significant hazards made safe within five working days after investigation concludes.	100%
	I27 - % of emergency hazards made safe within 24 hours.	100%
	P19 - Percentage of homes experiencing DMC issues	5.5%
	E22 - % of written summary of investigation findings detailed to the customer within 3 working days.	100%

Other types of home

Leasehold homes

When a leaseholder contacts us, we confirm whether they're the resident or if a private tenant is in place.

If the leaseholder is the resident:

- A DMC questionnaire is completed, and the customer is asked to provide photographs of the affected areas
- Photos are submitted to our designated contact email
- The Initial Assessment is used to determine the appropriate response

No contact

- If the questionnaire can't be completed at first contact, we attempt follow-up
- After three unsuccessful attempts, a no contact letter is issued

Next steps

The questionnaire and photos are saved within Salesforce, SharePoint and Documotive, and a DMC communication is opened.

- A 'Preventing Condensation and Damp' leaflet is sent by post or email.
- The case progresses through the Assessment and DMC Survey stages if required — no mould washes are ordered for leasehold homes.

Survey outcomes



- If repairs fall within our responsibilities (as per the lease agreement or leaseholder guide), they are processed in line with the Works Planning and Delivery section.
- Once works are done, we write to the customer and close the case.
- If the issue is the leaseholder's responsibility, we write to advise them of the required works and close the case.
- A copy of the findings is shared with the relevant leasehold team.

Private customers in leasehold homes

If a private tenant reports a DMC issue:

- They're advised to contact their landlord or managing agent
- If they report inaction, they're signposted to their local council's housing or Environmental Health Team
- We liaise with the leaseholder or managing agent directly
- Inspections are usually arranged with the leaseholder present
- If needed, the case is referred to the internal leasehold team for further advice

Leased homes managed by local authorities

If a customer in a local authority leased home (such as temporary accommodation or housing needs service) reports a DMC issue:

- A DMC communication is logged (no code, no questionnaire)
- The relevant local authority accommodation team is contacted to inform them of the report
- The Accommodation Officer is asked to attend and complete the questionnaire with the customer
- Any photographs are saved within SharePoint
- Urgent or health-related concerns are escalated to a supervisor



Shared ownership homes

Within 12-month defect period

If the home is still within the 12-month defect period, the case is passed to the Development Aftercare Team.

Outside defect period

- The questionnaire is completed, and photographs are requested
- Photos are submitted to our designated contact email and assessed using the PAM

Next steps

- The questionnaire and photos are saved within SharePoint, Salesforce, Documotive, and a DMC case is opened
- A 'Preventing Condensation and Damp' leaflet is sent
- The case progresses through Assessment and DMC Survey stages
- Where an Emergency or Significant is present, we'll communicate this with the relevant team. If they can't accommodate this request, make safe repairs will be ordered.

Survey outcomes

If repairs are required:

- We write to the customer with details
- If the issue is covered by a 10-year NHBC warranty, the customer is advised to contact the relevant provider
- A copy of the findings is shared with the Aftercare Team



Supporting customers in their home

Follow-up actions by the Estate Management Team

If our surveyors or team leaders / supervisors notice internal issues during an inspection or works, such as hoarding or concerns that need monitoring, they'll log an internal standards communication for the Estate Management Team (EMT).

The EMT will contact the customer within 30 working days to arrange a visit.

The visit is to ensure the home is to a satisfactory standard and / or to ensure any advice given is being followed. A standard checklist will be used by the EMT to ensure consistency.

We aim to offer help, advice and support to assist customers in managing their homes.

However, if:

- the customer doesn't engage with us
- the standards of the home aren't satisfactory
- advice hasn't been followed and this has negatively affected the home

We may consider appropriate and proportionate tenancy enforcement actions in these circumstances.

Follow-up actions by Cash Wise

If our surveyors or supervisors notice signs that a customer may be struggling to heat or ventilate their home due to financial pressures, they'll log a referral with Cash Wise.

Cash Wise will contact the customer within 30 working days to offer support.

Follow-up actions by Wellbeing

If we notice signs that a customer may be struggling with their physical or mental wellbeing, such as signs of self-neglect, isolation, or difficulty managing their home, we may refer them to our Wellbeing Team and / or make a safeguarding referral working to our Safeguarding Policy.

Where possible, the Wellbeing Team will contact the customer to offer support, advice and guidance. This may include help with accessing services, managing daily tasks, or improving their living environment.

