DAMP, MOULD AND CONDENSATION: CASE MANAGEMENT FLOW

MHA operational process | resident-focused, risk-based and evidence-led

MHA

At every stage: communicate clearly, do not prejudge the cause, consider vulnerability, update the tracker and retain records / photos / reports.

1. REPORT AND LOG

Speak with resident and request photos.
Arrange inspection appointment.
Create property folder; add to D&M tracker.
Send damp/mould information pack.

2. TRIAGE AND ASSESS

Assess severity, vulnerability, health impact, immediate danger and access needs.
Consider HHSRS risk and whether temporary accommodation / decant may be required.

3. INSPECT AND DIAGNOSE

Competent inspection; record photos and findings.
Identify leak, rising/penetrating damp, condensation, ventilation/heating issue, building defect or combined causes.
Further investigation / monitoring if unclear.

4. WRITTEN OUTCOME

Issue written summary within 3 working days of completing the investigation. Set out hazards, next steps, appointments and works. Explain if no work is required and what support is available.

5. WORKS AND SUPPORT

Raise repairs to remove root cause and treat mould.
Confirm dates and keep resident updated on changes.
Consider ventilation, heating, dehumidifier or other support based on the household circumstances.

RISK-BASED RESPONSE AND TARGETS

EMERGENCY / IMMINENT DANGER

Undertake emergency action within 24 hours.
Make safe; identify whether decant is required.
Escalate serious health, safety or access concerns.

POTENTIAL SIGNIFICANT HAZARD

Investigate within 10 working days.
If a significant hazard is found, begin repair works within 5 working days.

OTHER / LOWER-RISK CASE

Arrange proportionate investigation and repairs.
The draft process identifies a 14-day inspection target.
Continue resident contact and record the rationale.

COMPLETION, QUALITY ASSURANCE AND CLOSURE

6. COMPLETE AND EVIDENCE

Contractor report retained.
Inspect and sign off completed works.
Save post-inspection form and photos.
Update tracker and resident in writing.

7. QUALITY CHECK

Post-inspect 20% of responsive repairs, 100% of complaint-related works and 100% of disrepair claim works.

8. SIX-WEEK REVISIT

Revisit six weeks after works or support.
Confirm root cause is resolved. Take photos, raise further works if needed and update tracker.

9. CLOSE OR ESCALATE

Close only when outcome is verified and recorded.
Multiple reports: escalate to Head of Property Services, then Director of Operations. Record lessons learned.

CONTROL POINTS

- Access: Housing teams support difficult-access cases; formal or controlled access action may be required where safety or property integrity is at risk.
- Records: retain inspections, warning notices and remedial work records for at least six years and for the period MHA owns/manages the property.
- Non-compliance: report and escalate potential legal/regulatory breach or health and safety risk as soon as possible and no later than 24 hours after awareness.
- Resident support: provide empathetic advice and practical support; do not rely on lifestyle assumptions or delay repairs while a complaint is considered.

Operational summary drawn from Draft Process v0.2 and the Damp, Mould & Condensation Policy. Where wording differs, the policy timescales are shown.

Review before issue against the latest approved policy and procedure.