



Sparrow
Shared Ownership

Damp, Mould and Condensation Policy

CODE:

VERSION: 1.0

CREATED: February 2025

REVIEW: February 2028

AUTHOR(S): Home Owner Services Manager

Damp, Mould and Condensation Policy

1. Our policy statement

- 1.1. Sparrow aims to provide high quality, safe, and healthy homes helping us to build sustainable neighbourhoods and communities. To achieve this, we will manage reports of damp and mould or contributing factors such as condensation in a proactive way.
- 1.2. As a shared owner, your lease states that all repairs to your property are your responsibility. You'll need to get issues that could be contributing to damp and mould such as faulty extractor fans, leaks, guttering, broken roof tiles, blocked external vents and faulty soffits and fascia attended to privately.
- 1.3. Sparrow recognises the underlying causes of damp, mould and excessive condensation can be complicated and the impact it can have on the lives of people in our homes. We will:
 - use our technical knowledge, property and repairs data, and relationships with residents to develop suitable customer focused approaches to resolving issues for our residents and informing our future investment priorities;
 - offer an effective complaints process where our performance falls below the agreed standard, giving you an opportunity to have any concerns raised and considered. Please see our [Complaints Policy](#) for more details.
- 1.4. Sparrow provides information for you on its Customer hub to help minimise damp, mould, and condensation and can provide advice on how to deal with damp related issues in your home. If your home has been newly built and is within the relevant defects period, our support may include raising defects with developers if appropriate.
- 1.5. If you notice signs of damp or mould in the common areas of the building that your home is in, such as on staircases or in hallways, please let us know as soon as possible. We will then investigate the cause of the issue and undertake any repairs or maintenance necessary to resolve it, in accordance with our responsibilities for the relevant area. For more details, including how best to report things to us, please see our [Repairs Policy](#).

2. The scope of this policy

- 2.1. This policy applies to all properties that are owned and managed by Sparrow, the common parts of the buildings in which they are located and any other properties where Sparrow has a legal interest.

3. Equality and diversity

- 3.1. Sparrow Shared Ownership is committed to making sure all services are accessible to our customers. Our employees will be trained to make sure they communicate appropriately with customers and that they have the relevant information.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristic defined within the Equality Act 2010.
- 3.3. On request, we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print.

4. Policy review

- 4.1. This policy should be read alongside our Repairs Policy and our Complaints Policy.

5. Policy review

- 5.1. We will review this policy at least once every three years to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
 - We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

VERSION	CHECKED BY	AMENDMENTS	APPROVED AT/BY	DATE OF APPROVAL	PUBLISHED BY	DATE OF REVIEW
1.0			Board	Apr 2025		Apr 2028