

Doc Number: 3-35a		Lead: Director of Housing & Assets	Last Full Review: April 2026
Tick one of the below for review/changes made:		Reviewer / Editor: Manager, Property Services	
Full review and changes made ☒ (add changes summary to table below)		Changes Approved By:	
Full review, no changes made ☐			
Changes made but no full review ☐ (add changes summary to table below)		Reviewed and edited in-line with the Beacon? ☒ Yes ☐ No	

Damp and Mould Policy

Document Change Details

Date	Summary of Changes Made
Jan 2024	All P&Ps revert to version 01 as approval process & version control moved to Sharepoint. Version number no longer shown on the document
13/08/25	Introduced Beacon language, amended job titles in line with Job Evaluation. Amended some processes in line with new legislation coming into effect October 25
10/04/26	Split out policy and procedure.

1.0 Policy Statement

We are committed to ensuring that all our properties are free from damp and mould. We recognise that the presence of damp and mould in our properties has a negative impact on the health and wellbeing of our tenants and can cause further detrimental impacts on the property as a whole. We are dedicated to addressing these issues promptly and effectively.

Mould growth is the visible symptom of a number of internal environmental factors within a property - ultimately caused by excessive moisture content or uneven cooling of the air. This moisture may be the result of damp (water leaks or water ingress through the building envelope), or through a tenant's use of a property, combined with poor air circulation and ventilation. Poor or incorrectly installed insulation may also cause condensation on colder walls and other surfaces.

Our overall aim is to prevent damp, mould and condensation from occurring in the first place and proactively identify it where it does arise. Where it does occur, we will seek to understand any immediate risks posed and take swift and proportionate action to identify the underlying cause and carry out any necessary repairs to ensure that the problem is resolved as quickly as possible.

We aim to be transparent, trustworthy and responsive in the management of our homes and we will make data and information available to our tenants and our Board to allow them to hold us to account in the management of damp and mould within acceptable timescales.

We have a duty to ensure that we achieve ongoing compliance with all applicable legislation and provide good quality homes. The key objectives of this policy are to protect the welfare of tenants and ensure that we comply with all relevant legislation, specifically Awaab's Law; the Landlord and Tenant Act, 1985; the Homes (Fitness for Human Habitation) Act 2018; the Housing Health and Safety Rating System (HHSRS) within the Housing Act 2004 and Decent Homes Standard guidance.

2.0 Introduction

We aim to provide high quality homes and communal areas, which contribute positively to the health and wellbeing of our tenants. Our ultimate aim is to have a good understanding of our housing stock that would identify potential sources of damp, mould and condensation before these problems develop.

We recognise that fuel poverty is often a contributory factor in properties becoming cold and damp. Tenants may be unable to evenly, or consistently, heat their properties, seeking to save money on property running costs or the costs related to the use of laundrettes. This fuel poverty may lead to the build-up of moisture by way of condensation, if for example all washing is being dried in the property without adequate ventilation or if existing ventilation and extraction has been turned off.

Tenant 'lifestyle' is, however, rarely the sole contributory factor. As a psychologically informed organisation, we will always try to take a holistic approach to damp and mould and not place the sole focus of any intervention entirely on the tenant. We will continue to establish and maintain good working relationships with tenants that are based on trust and consider individual needs and financial factors.

Once mould growth has been identified, our aim is to identify and address any initial risk factors (e.g. by raising a works order for our contractors to treat the mould) then seeking to take a holistic approach to eradicating mould at the tenant's home, building a picture of the factors in the property (the presence of damp and/or high levels of condensation) which could be contributing and then acting upon these.

We aim to manage reports of damp and mould or contributing factors (such as condensation) in a proactive way. Remediation measures may vary from home to home, depending on the property type, construction method, property age and other factors. This may be through the completion of reactive repairs, planned works or in some cases, by providing additional advice and information to customers on measures they can take to help manage damp, mould, and condensation through changes to the way they use their home.

We are committed to providing more opportunities for tenants to have their voice heard and to hold us to account to address reports of damp and mould in a timely fashion. Tenants should have access to our complaints processes where our performance falls below the agreed standard, or the tenant's expectation of what we should do.

This Policy is designed to cover reports of damp, mould, and condensation received by our tenants (including shared owners), or someone acting on their behalf. It is to be read alongside the Repairs and Maintenance Policy. Our aim is to operate an efficient and effective repairs and maintenance service and to operate a data-driven approach to planned maintenance and repairs to tenants' homes and communal areas that also takes account of future sustainability.

3.0 Policy

We will adopt a collaborative approach to resolving damp, mould and condensation issues with tenants. We do not consider merely offering advice to tenants to be sufficient action on its own.

We will quickly respond to reports of damp, mould, and condensation, aiming to promptly assess the severity of the issue and respond to immediate health risks to the tenant or their household.

We can provide a range of options to address reports of damp, mould and condensation, and will work with tenants to diagnose the cause or causes of the issue, offer solutions, and follow up to ensure the interventions have been successful.

We will establish reliable partnerships with contractors to ensure that works provided by them on our behalf are effective and good quality.

Using a case-work approach to gather data on active damp, mould and condensation issues will allow us to set and centrally monitor target timescales for the investigation and resolution of these problems.

Initial recording will categorise damp, mould, and condensation cases as follows:

Table 1.

Category		Response
Extreme Risk Score 1	Description: Extensive damp, mould, and/or condensation in multiple living areas, highly vulnerable resident, very young or elderly or those with chronic conditions or otherwise compromised health. Reaction: Emergency attendance by Housing team to take photos and assess. Situation to be discussed same day by Manager, Property Services and/or Manager, Housing Services to decide if an urgent decant is needed. Surveyor to follow up within a further 24 hours.	Investigate and take emergency make safety action within 24 hours. If unable to resolve hazard within 24 hours, provide suitable alternative accommodation until hazard is resolved. Provide written summary of investigation and conclusion within 3 working days of investigation concluding.
Severe Risk Score 2	Description: Multiple areas of extensive damp and/or mould growth in main living areas (bedroom, kitchen, living rooms). Levels of resident vulnerability present. Reaction: urgent attendance required – to be inspected by our surveyor within 5 working	Investigate within 5 working days. Provide written summary of investigation and conclusion within 3

	days. In head landlord properties we will request a surveyor visit within 5 working days also.	working days of investigation concluding. Make the property safe and begin or take steps to begin further work within 5 working days. Further work must be started as soon as reasonably practical and within 12 weeks. If unable to make property safe, provide suitable alternative accommodation until hazard is resolved.
Moderate Risk Score 3	Description: multiple areas of damp and mould identified but limited impact on tenant in area and location (e.g. under-stairs cupboard, other non-habitable space). Low-level tenant vulnerabilities or risk factors only Reaction: Surveyor to attend within 10 working days	Investigate within 10 working days. Provide written summary of investigation and conclusion within 3 working days of investigation concluding. Make the property safe and begin or take steps to begin further work within 10 working days. Further work must be started as soon as reasonably practical and within 12 weeks. If unable to make property safe, provide suitable alternative accommodation until hazard is resolved.
Low Risk Score 4	Description: condensation or minor mould only, no risk to tenant. Reaction: Surveyor to attend within 10 working days. Likely that advice and guidance on domestic mould treatment, aeration will be given and ongoing monitoring.	Investigate within 10 working days. Provide written summary of investigation and conclusion within 3 working days of investigation concluding. Make the property safe and begin or take steps to begin further work within 10 working days.

Accountability and Responsibility

The Director of Housing and Assets is ultimately accountable for the condition of our properties and for ensuring our tenants living in properties owned by other landlords have their issues resolved so as not to place them at risk of harm.

The Manager, Property Services is responsible for overseeing our approach to issues of damp, mould and condensation, ensuring that suitable procedures are in place for capturing reports of damp, mould and condensation, driving a positive and psychologically informed culture around the Housing Division's management of damp, mould and condensation, and ensuring that cases are reported to the Operational Performance Group (OPG), with serious cases alerted to the C Suite and Board.

The Manager, Property Services is also responsible for ensuring that effective investigations are undertaken and delivering the planned and responsive repairs service to tenants that will seek to resolve issues of damp and mould and managing and controlling condensation.

The Manager, Property Services will lead on liaison with external landlords and the Housing Management team to ensure tenants are supported in their management of damp, mould, and condensation issues.