

Damp, Mould, and Condensation Policy

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Contents	
1.	Introduction
2.	Scope
3.	Regulation and Legislation
4.	Our policy
4.1	Prevention
4.2	Raising concerns
4.3	Triaging cases
4.4	Investigating damp and mould
4.5	Timescales for action
4.6	Providing a written summary to the customer
4.7	Providing suitable alternative accommodation to the customer
4.8	Supporting customers
4.9	Keeping in touch
4.10	Treatment
4.11	Access
4.12	Record keeping
4.13	Escalation and follow up
4.14	Complaints compliments and comments
4.15	Training
5.	Roles and responsibilities
6.	Monitoring and reporting
7.	Key definitions
8.	Version history

1. Introduction

Home Group operates a zero-tolerance approach to these issues and will not dismiss them as lifestyle related problems. We recognise that no one chooses to live in a home that is unsafe or unhealthy, and a customer's lifestyle will never be used as a reason for not taking appropriate action.

This policy underpins our organisational strategy, *Building Homes, Independence, and Aspirations*, by contributing to our goal of delivering for our customers and communities. Effectively tackling damp and mould reflects our focus on getting the fundamentals right, creating an environment where customers feel safe, can live independently where possible, and thrive.

This dedication is also reflected in our Customer Promise, to:

- Provide a safe place to live
- Deliver a reliable repairs service
- Care about you
- Help communities grow
- Tell you where your money goes
- Work together with customers and partners

We help fulfil our Customer Promise by following our core principles for addressing damp and mould, which are:

- Being proactive
- Working in partnership with customers
- Providing a timely and reliable response
- Communicating effectively
- Continuously learning and improving

The following sections explain how we put our principles into practice and the commitments customers can expect from us.

2. Scope

This policy sets out our approach to preventing and addressing damp, mould, and condensation in our homes and communal areas, in line with relevant legislation and regulatory requirements in England and Scotland.

In England this applies to customers who occupy our homes under a tenancy agreement or licence. In Scotland, it applies to customers who occupy our homes under a Scottish Secure, Short Scottish Secure Tenancy, or mid-market rent properties let on Private Residential Tenancies (PRTs), or their predecessor Short Assured tenancies.

Our responsibilities to leaseholders and factored owners are governed by the terms of the lease, title deeds, factoring arrangements, and any applicable legal duties.

When responsibility for addressing damp and mould issues lie with a third party, we make sure concerns are escalated through the appropriate channels, and we proactively promote prompt resolution.

This policy is group-wide and applies to everyone involved in delivering or supporting the relevant areas of work.

It links to several of our other policies including our Property Management policy, Tenure policy, Alternative Accommodation (Decants) policy, Person-Centred Delivery policy, Home Ownership policy, Safeguarding policy, and Complaints, Compliments, and Comments policy.

The delivery of this policy is supported by supplementary resources, such as detailed procedures and processes, which outline the operational direction and assigned responsibilities for effectively managing and preventing damp, mould, and condensation in our customers' homes.

3. Regulation and Legislation

This policy complies with relevant legislation, regulations, and best practice to ensure we meet standards of the sector, including but not limited to:

Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025; Social Housing (Regulation) Act 2023; Regulatory Framework for Social Housing

(England); Decent Homes Standard; Equality Act 2010; Defective Premises Act 1972; Landlord and Tenant Act 1985; Homes (Fitness for Human Habitation) Act 2018; Housing Act 2004; Building Safety Act 2022; The Building (Higher-Risk Buildings Procedures) (England) Regulations 2023; Fire Safety (England) Regulations 2022; Pre-Action Protocol for Housing Conditions Claims (England), 2021; Investigation and Commencement of Repair (Scotland) Regulations 2026; Scottish Secure Tenants (Right to Repair) Regulations 2002; Scottish Social Housing Charter; Housing (Scotland) Act 1987, 2001, 2006, 2010, 2014 and 2025; Property Factors (Scotland) Act 2011; Property Factors (Registration) (Scotland) Regulations 2024; United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024, and Housing Ombudsman Service Spotlight report on damp and mould – it's not lifestyle.

4. Our Policy

4.1 Prevention

We provide information through our website and other communication and campaign channels to raise awareness of the causes of damp and mould, and to inform customers of their rights. This includes guidance on how daily household activities may contribute to condensation. Customers are offered practical advice on prevention measures, including improving ventilation, controlling moisture levels, and maintaining adequate heating to help reduce the risk of damp and mould within the home.

Every visit to a customer's home whether by a colleague or contractor offers an opportunity to identify or ask about damp and mould issues. This includes during routine appointments, defect checks in supported services, welfare visits, and statutory compliance inspections and servicing. Any concerns discovered are reported promptly and addressed appropriately, with additional support such as financial inclusion advice provided where needed.

Where extensive damp or mould is identified, we will arrange inspections of neighbouring properties where appropriate. This will help us fully understand the extent of the problem and take coordinated action to safeguard the health and wellbeing of our customers.

When a property becomes vacant, and before it is relet, we look to identify and address any issues that could cause damp and mould, in line with our void procedures.

4.2 Raising concerns

Customers can report concerns about damp, mould, or condensation by phone, online, email, or in person. We encourage prompt reporting as soon as an issue is noticed, and we strive to make the process as straightforward as possible for everyone.

We may also become aware of potential issues through other means including but not limited to:

- Reports from contractors or third parties
- Inspecting neighbouring properties
- Carrying out area inspections

4.3 Triaging cases

We apply a person-centred approach when triaging damp and mould cases. Each situation is assessed individually, as circumstances vary, and we do not apply a one size fits all method. We take into account the impact on people within the household, the severity of the issue, and timescales for action. We reassess where there is a material change to the reported issue (meaning a change in the originally reported circumstances).

In England, hazards categorised as [significant](#) or [emergency](#) are investigated and dealt with under Awaab's Law.

In Scotland, reports are not categorised in the same way. Any notification from a customer, or other awareness that a home is or may be affected by substantial damp or mould, will trigger an assessment. A competent person will assess whether the home is substantially free from damp and mould and, if it is not, whether relevant safety work is required.

Reports that do not require an immediate or urgent response will still be assessed against the relevant legislation and regulatory framework for the location of the home, alongside our routine responsive repairs process.

If condensation leads to damp and mould, we will work with our customers to put appropriate mitigation measures in place. This may involve providing guidance on managing moisture, improving ventilation, or maintaining adequate heating to help keep dampness to a minimum.

4.4 Investigating damp and mould

We carry out timely and competent investigations when we become aware of a potential emergency or significant hazard in England, or where a Scottish home is or may be affected by substantial damp or mould.

The type of investigation carried out will vary based on how serious or urgent the issue is, as well as whether additional inquiry is required.

The table below explains how investigations are triggered and managed in England and Scotland. England uses the Awaab's Law hazard categorisation framework, for significant and emergency hazards. Scotland uses a different test, which considers whether the home is substantially free from damp and mould and whether relevant safety work is required.

Investigation type	Applies to	When triggered / required	What we will do	Key timeframes
Standard investigation	England and Scotland	England: when we become aware of a potential significant hazard. Scotland: when we are notified by a customer, or otherwise become aware, that the home is or may be affected by substantial damp or mould.	England: assess whether there is a significant or emergency hazard and identify required works. Scotland: a competent person investigates whether the home is substantially free from damp and mould and whether relevant safety work is required.	Within 10 working days of becoming aware of the issue.
Renewed investigation	England only	If, after a standard investigation, a customer requests an in-person inspection, or a material change occurs.	Carry out an in-person inspection, confirm whether there is a significant or emergency hazard, and identify required works.	Within 10 working days of the request or material change.
Emergency investigation	England only	Where there are reasonable grounds to believe there is an emergency hazard, or one is identified during another investigation.	Confirm the hazard and identify immediate work needed to make the property safe, including temporary safety measures where needed.	Within 24 hours of becoming aware of the possible emergency hazard.
Further investigation	England and Scotland where needed	Where the cause, extent, or required works cannot be confirmed through the initial investigation.	Use specialist surveys or technical inspections. Safety work that can already be done must not wait. In Scotland, further investigation supports the decision on whether relevant safety work is required.	As soon as reasonably practicable. Scotland: repair commencement duties still apply where relevant safety work is confirmed.

We will ensure that damp and mould investigations and any resulting remedial works are undertaken by competent and appropriately trained colleagues or contractors, in accordance with applicable legal requirements in England and Scotland.

For new build homes, if the warranty provider e.g. developer is unable to complete the repairs within the specified timeframes, we will ensure the repairs are carried out promptly by organising them ourselves.

4.5 Timescales for action

Emergency hazards: England

Under Awaab's Law, we will investigate and address emergency hazards within 24 hours. This means investigations and safety work will be carried out as soon as reasonably practicable and, in any event, within 24 hours once we become aware of the issue.

If we cannot make the home safe within 24 hours, we will offer suitable alternative accommodation at our expense in line with our Alternative Accommodation (decants) policy and procedures.

Any additional work needed beyond the immediate safety works, will be completed within a reasonable time period.

Significant hazards: England

Under Awaab's Law, we will investigate any potential significant hazards within 10 working days of becoming aware of the issue.

We will complete the necessary safety works within 5 working days of concluding the investigation. This includes taking steps to begin further remedial/supplementary works to prevent recurrence of the hazard.

If for any reason it is not reasonably practicable to begin all supplementary works within 5 working days, then we will start the works as soon as reasonably practicable, and in any event within 12 weeks of the investigation concluding.

We will satisfactorily complete all works within a reasonable time period, without undue delay, taking account of the nature of the works, the customer's circumstances, and the scale of the required repairs.

If the property cannot be made safe within the required timescales, we will offer suitable alternative accommodation to the customer at our expense until it is safe to return.

If the hazard escalates to an emergency hazard during assessment, the 24-hour rule applies.

Substantially free from damp and mould: Scotland

For Scottish homes, where we are notified by a customer, or otherwise become aware, that a home is or may be affected by substantial damp or mould, we will investigate the issue within 10 working days and provide a written summary of our findings within 3 working days of completing the investigation. Where the investigation identifies that work is required to ensure the home is substantially free from damp and mould, we will commence that work within 5 working days of the investigation concluding.

If we cannot meet a required timescale due to circumstances beyond our control, we will explain this to the customer in writing, including the reasons for the delay and the expected timescale for compliance. Where a required timescale cannot be met, we will consider and, where practicable, put in place reasonable interim measures to reduce the impact of damp and mould on the customer, and their household while the required action is completed. This may include temporary safety measures, regular updates, additional support, or suitable alternative accommodation where needed.

Where we fail to meet statutory timescales, customers may be entitled to compensation in accordance with the applicable legislative requirements.

England and Scotland

Working days exclude weekends and public holidays and timescales apply from the day we are notified or otherwise become aware of the issue, and not from when the issue is confirmed.

Routine repairs

All reports of damp and mould will be assessed against the applicable statutory requirements in England and Scotland before being managed as routine responsive repairs.

Repairs managed as a routine responsive repair are usually completed within 28 days. Where specialist parts or materials are needed, we aim to complete repairs within 56 days.

4.6 Providing a written summary to the customer

Where we have investigated a significant or emergency hazard under Awaab's Law in England, or investigated damp or mould under the Scottish regulations, we will provide the customer with a written summary of the investigation findings within 3 working days of the investigation concluding.

In England, where the regulations allow an exception for example, where all required works have been completed within the 3 working day period, or the reported issue is outside the scope of regulations, a written summary is not required. We will still ensure our records are updated.

- For England, we will confirm whether a significant or emergency hazard was found, and what we found (unless the investigation is a further investigation).
- For Scotland, we will confirm whether the home is substantially free from damp and mould and whether relevant safety work is required.

We will always:

- Describe any required safety works, including immediate or temporary works needed to make the home safe or prevent harm, relevant information about alternative accommodation if needed, or the reasons why there is no action required.
- Set out any supplementary, further, or preventative works needed to address the root cause and reduce the risk of recurrence.
- Explain the next steps, including when works will begin, expected completion timescales, any follow up action, how the customer can contact us, and details about our complaints process.
- Where applicable, explain why a required timescale cannot be met, the reason for the delay, and the expected timescale for compliance.

We will use the information we hold, and consider the customer's individual needs, to make sure the written summary is clear and accessible. We will provide it in a way that works for the customer, which may include in person, by post, by email, by text message, or by leaving it at their home. Where needed, we will also provide the summary in an alternative or accessible format, in line with our Person-Centred Delivery policy.

4.7 Providing suitable alternative accommodation

If we are unable make the home safe or suitable while damp and mould investigations or relevant safety works are arranged or completed, we will arrange and fund suitable alternative accommodation for customers in line with relevant tenancy obligations, statutory requirements, and our Alternative Accommodation (Decants) policy and procedures.

In England, this will be provided:

- Within 24 hours of identifying an emergency hazard, or
- Within 5 working days following an investigation that confirms a significant hazard.

We will update customers on progress and anticipated return dates, along with explanations for any delays that may occur.

Where alternative accommodation is needed to protect health and safety, we will explain the risks of remaining in the home and provide clear written advice. Customers may accept or decline the accommodation offered, return home once it is safe, or make their own arrangements. If they decline the offer or choose to remain in the home, we will record their decision, continue to consider our wider responsibilities, and review arrangements if circumstances change.

4.8 Supporting customers

We understand that certain customers may be more vulnerable to the effects of damp and mould, for example due to age, disability, health conditions, or other factors. Our approach is proactive in identifying and addressing these risks, so that those who need the most support receive it promptly. We will assess each situation individually, prioritising investigations and remedial actions according to the specific needs and circumstances of each household. Our communication, support, and decision-making are tailored to reflect the necessary requirements.

We understand that a range of factors can contribute to damp and mould issues. We will work together with customers to provide the right advice and support. This includes ensuring regular ventilation through windows, help in accessing welfare benefits through our Financial Inclusion Team, and signposting to other agencies that can offer additional assistance if needed.

4.9 Keeping in touch

We will keep in touch with customers throughout the investigation and repair process, providing updates on progress and timescales of any actions. Where no further action is required, we will clearly explain the reasons for this decision. We will also provide customers with relevant safety advice where appropriate while repairs or remedial works are being completed.

4.10 Treatment

Treatment is tailored to the type and severity of the issue, considering the individual needs of the household, and the root cause of the problem, so that we protect the health of our customers, uphold property standards, and prevent recurrence.

When carrying out damp and mould investigations, safety works or preventative works, we will ensure that any action taken does not compromise other safety features or building safety requirements, including fire safety, compartmentation, ventilation, evacuation arrangements, or statutory approval processes. Where works may affect wider building safety arrangements, we will involve the appropriate teams, responsible persons, or external agencies as required.

4.11 Access

Where access is needed to investigate or complete required works, we will work with the customer to arrange access as quickly as possible. We will offer suitable appointment options, consider individual needs and reasonable adjustments, explain why access is required, and keep clear records of all contact, attempted visits and agreed arrangements. Where access cannot be obtained within the statutory timescales despite reasonable steps being taken, we will record the reasons and continue to use all reasonable endeavours to comply with our obligations. We will follow our no access procedures.

In Scotland, where access is required to inspect the condition of the home or carry out necessary repairs, reasonable endeavours to achieve entry may include forcible entry. This will only be considered as a last resort, after reasonable opportunities to allow voluntary access has been provided.

4.12 Record keeping

We maintain up-to-date records for every stage of a damp, mould, or condensation case, from the initial report through to resolution and any follow-up action. Records must be detailed, auditable and show how we have met the relevant legal and regulatory requirements in England and Scotland.

This includes recording key information such as when we became aware of the issue, investigation dates and outcomes, the nature, location, and extent of the problem, and whether the relevant legal test or duty has been met. Records must also capture required works, key timescales, customer communications, reasons for delay, alternative accommodation decisions, compensation considerations, completion dates, interim measures, and follow-up action where applicable.

4.13 Escalation and follow up

Sometimes situations worsen and issues may need escalating for different reasons. We deal with all escalations in a consistent manner and appropriate to the severity. Where this happens, we will clearly communicate with customers ensuring they are updated on next steps and timeframes.

For example:

- A customer's health may deteriorate
- Repairs stall
- There is a safeguarding concern e.g. hoarding
- There is evidence of damp / mould in multiple properties in a location e.g. a block of flats
- Missed appointments and access issues
- New information comes to light

This list not exhaustive.

Colleagues remain adaptable and prepared to respond appropriately to the circumstances, for example:

- Reassessing the hazard level, which may move the hazard from 'significant' to 'emergency' in England.
- Following our guidance on welfare checks and safeguarding procedures if there is a concern for a customer's welfare.
- Where appointments are continuously missed because access cannot be gained to the property, and damp and mould issues could be worsening, we may take action to gain access to carry out the repairs in line with our Repairs and Maintenance Standard Operating procedures, the law, and our no access processes.
- Relocating the household by securing suitable temporary alternative accommodation before issues are remedied.
- Informing relevant services or partner agencies where the circumstances require it, for example where repairs may affect a customer's safety, evacuation strategy (where necessary), or support needs.

Depending on the nature of the issue, follow up action may include visual inspection of previously affected area(s), taking moisture and humidity readings and photographic comparisons, verification that underlying causes e.g. leaks, poor ventilation has been rectified, checks that any installed ventilation or heating measures are operational and being used effectively (list not exhaustive), and seeking feedback on repairs.

We will record all escalation and follow-up activity and follow the relevant procedures.

4.14 Complaints, compliments, and comments

If a customer is unhappy with our response or would like to provide a compliment or comment about our services, we offer advice in line with our Complaints, Compliments, and Comments policy and procedures.

In the case of a complaint, a complaint owner will be assigned, and they are responsible for coordinating actions across the relevant teams including consulting with the customer.

Where cases involve disrepair/legal claims, we will continue to follow our processes to try and resolve any issues as quickly as possible.

4.15 Training

We ensure that colleagues receive damp, mould, and condensation training appropriate to their role, giving them the knowledge and skills to identify potential issues so they can be reported and managed effectively.

5. Roles and responsibilities

Clear roles and responsibilities help ensure damp, mould, and condensation concerns are identified, reported, investigated, and resolved promptly, in line with this policy and the relevant legal and regulatory requirements in England and Scotland.

The policy owner is accountable for ensuring this policy remains compliant with applicable legal and regulatory requirements, as well as Home Group's organisational standards. This includes making sure the policy is reviewed and updated when requirements change, and that appropriate assurance is in place to support effective implementation.

All colleagues have a responsibility to take damp, mould, and condensation concerns seriously and report any issues they become aware of, whether these are identified through direct customer contact, visits to a customer's home, correspondence, complaints, or other interactions. Concerns must be reported through the appropriate channels so they can be assessed and acted on without delay.

Maintenance colleagues are responsible for investigating reported issues, assessing the cause, severity and required action, and arranging or completing remedial works within the relevant timescales, as necessary. This includes ensuring investigations and works are carried out by competent colleagues or contractors and that accurate records are maintained.

Contractors working on our behalf are expected to meet the same standards when identifying, reporting, investigating, or carrying out remedial works. They must report any damp, mould, or condensation concerns they become aware of and complete agreed works safely, competently and within the required timescales.

6. Monitoring and reporting

Home Group will maintain monitoring, assurance, and reporting arrangements to support delivery of this policy and compliance with relevant legal and regulatory requirements.

Operational procedures, colleague training, customer awareness activity, and contractor arrangements will be reviewed and updated where needed to support consistent delivery, accurate record keeping, clear escalation routes, and achievement of required timescales.

We will use regular operational and strategic reporting and carry out audits to monitor compliance, performance, case volumes, trends, and areas for improvement. This will include tracking and monitoring performance against key KPIs linked to legal and regulatory measures, alongside oversight of response times, inspections, written summaries, safety works, follow-on works, complex cases, and access issues.

Performance and compliance will also be reviewed through appropriate governance routes, with Board oversight maintained to ensure the policy remains current, effective, and aligned with legislative and regulatory requirements.

7. Key definitions

Word / phrase	Definition
Awaab's Law (England)	Introduced through the Social Housing (Regulation) Act 2023. It places specific duties on social landlords in England to investigate and address prescribed hazards within set timescales. The England framework uses hazard categorisation, including significant hazards and emergency hazards.
Scottish damp and mould investigation and repair commencement regulations	The Investigation and Commencement of Repair (Scotland) Regulations 2026 apply from 6 October 2026. The regulations introduce duties for relevant landlords in Scotland to investigate damp and mould within set timescales and commence required repairs within set timescales where work is needed to ensure a home is substantially free from damp and mould. Unlike England, the Scottish framework does not use the significant hazard and emergency hazard categories for damp and mould reports.
Condensation	Condensation is when warm, moist air meets a cold surface, such as a window or external wall, and condenses into water droplets. The practical meaning of condensation is the same for England and Scotland. The difference is how damp, and mould linked to condensation is assessed under the relevant legal framework.
Competent person	A person with the appropriate knowledge, skills, and experience to investigate damp and mould and determine whether relevant safety work is required.
Damp:	Damp describes unwanted moisture in the home and can include rising damp, penetrating damp, damp caused by leaks, and damp linked to condensation. The practical meaning of damp is the same for England and Scotland. The legal assessment differs: England considers whether damp and mould create a significant or emergency hazard, while Scotland considers whether the home is substantially free from damp and mould and whether relevant safety work is required.
Decant	The temporary move of a household from their home to suitable alternative accommodation, so that essential repairs or safety issues can be addressed. The practical meaning is the same in England and Scotland, but the trigger for considering alternative accommodation depends on the relevant legal duties, tenancy obligations, and decant procedures.
Emergency hazard: England only	An emergency hazard is one that poses an imminent and significant risk of harm to the health or safety of the occupier in the social home. This is an

	England-specific term used under the England Awaab's Law framework and is not the categorisation used for Scottish damp and mould reports.
Household	Any person residing in the property alongside the resident, including family members, dependants, or others forming part of the household. This meaning is used consistently across England and Scotland for the purpose of this policy.
Imminent and significant risk of harm: England only	An imminent and significant risk of harm is defined in the England regulations as a risk of harm to the occupier's health or safety that a reasonable lessor with the relevant knowledge would take steps to make safe within 24 hours. This is an England-specific test and is not the test used for Scottish damp and mould reports.
Key Performance Indicator (KPI)	A measure used to track performance e.g. property made safe, number of inspections and follow on works complete.
Mould	Mould is a type of fungus that grows and develops in damp or humid conditions, often where condensation or persistent moisture is present. The practical meaning of mould is the same for England and Scotland. The legal assessment differs: England considers whether mould contributes to a significant or emergency hazard, while Scotland considers whether the home is substantially free from damp and mould and whether relevant safety work is required.
Right to Repair: Scotland only	A legal scheme that requires certain urgent repairs to be completed within specific timescales. Compensation and/or alternative action may be taken if deadlines are not met.
Relevant safety work: Scotland only	Work identified by a competent person as needed to ensure the home is substantially free from damp and mould. Where relevant safety work is required, it must commence within the timescale set by the Scottish Regulations unless this is not possible for reasons beyond our control.
Significant hazard: England only	A significant hazard is one that poses a significant risk of harm to the health or safety of an occupier of the social home. This is an England-specific term used under the England Awaab's Law framework and is not the categorisation used for Scottish damp and mould reports.
Substantially free from damp and mould: Scotland only	A Scottish repairing standard requirement. For Scottish cases, the investigation considers whether the home is substantially free from damp and mould. Where it is not, the investigation must determine whether relevant safety work is required.
Significant risk of harm: England only	A 'significant risk of harm' is defined in the regulations as 'a risk of harm to the occupier's health or safety that a reasonable lessor with the relevant knowledge would make safe as a matter of urgency. This is an England specific test and is not the test used for Scottish damp and mould reports.

8. Version history

Version Number	Effective Date	Amendment made by (name & job title)	Version approved by (name & job title)	Description of Changes
1.0	3 rd February 2026	Policy Business partner	Board	First standalone Damp, Mould, and Condensation policy. Replaces the Damp, Mould, and Condensation policy compliance note and published Policy Compliance Summary Statement.
2.0	5 th October 2026	Policy Business Partner	N/A	Updated to incorporate the Investigation and Commencement of Repair (Scotland) Regulations 2026 requirements. Minor amendments also made to reflect new phase 2 guidance issued for Awaab's Law. Wider Phase 2 hazards will be addressed separately in our Property Management policy in line with the required timescales for implementation. Policy put into new template. Regulation and legislation section, and key definitions updated. Roles and responsibilities and monitoring and reporting sections included. Added reference to Alternative Accommodation (Decants) policy and sections on keeping in touch and access added. Treatment section updated with information on building safety requirements and information on seeking feedback on repairs added to escalation and follow up section. Policy wording updated to improve flow, reduce duplication, and clearly distinguish between English and Scottish requirements.