



Damp and Mould policy compliance note

Summary Statement

Part of our customer promise is to provide a safe place to live and deliver a reliable repairs service. Our [property management policy](#) sets robust standards of practice in regard to all aspects of property management. Policy compliance notes contain further detail on how we work in order to comply with the policy. This statement is a summary of our policy compliance note regarding damp and mould.

Further information on the causes and prevention of damp and mould is available [here](#).

This policy compliance note sets out our approach to preventing, investigating, and resolving damp, mould, and condensation in our customer's homes. It helps ensure compliance with the requirements of the Hazards in Social Housing (Prescribed Requirements) Regulations 2025 (commonly known as Awaab's Law), and our wider duties under the Social Housing (Regulation) Act 2023, Landlord and Tenant Act 1985, Housing Health and Safety Rating System (HHSRS), the Decent Homes Standard, and industry best practice.

Responsibility for dealing with damp and mould in leasehold properties will depend on the individual agreements.

We take a **zero-tolerance approach** to damp, mould, and condensation interventions. We know that no one chooses to live somewhere that is damp or mouldy, so we won't use customers' lifestyles as an excuse for not doing the right thing.

At the core of our approach are our guiding principles:

Principle one: Being proactive, we

- Ensure our systems and methods of reporting are accessible to all customers to help us 'find our silence' and encourage customers to feel confident in making reports to us.
- Make the most of every opportunity to identify and address damp and mould issues. Whether responding to a request for routine repairs, carrying out a post-letting inspection or contacting a customer for any other reason, we will make every contact with our customers count.
- Actively monitor ongoing cases to ensure we keep on top of the situation, and the customer does not need to chase up.
- Use strategic planning to identify high risk areas and carry out estate sweeps.
- Undertake preventative measures and ensuring every property meets minimum standards such as the Decent Homes Standard.

Principle two: Working in partnership with customers, we

- Provide information to customers on how they can help minimise condensation and spot signs of damp or mould developing. This information will be available in a range of

formats such as leaflets, face to face interactions, over the phone, and on our website. It will be provided at key points of contact such as tenancy sign-ups and mutual exchanges (list not exhaustive).

- Do not place the onus on the customer to sort out issues with damp, mould or condensation, and we act in accordance with the requirements of the law and regulations.
- Must apply a person-centred approach and consider the customer's circumstances when assessing the risks, e.g. a customer with age or health related vulnerabilities may be at significant risk if their home is affected by damp and mould (list not exhaustive).
- Use opportunities to consult with customers and gain insight into their experiences as well as suggestions for improvement e.g. information from the Insight Team, life swaps, customer forums, surveys and reports (list not exhaustive).
- Are supportive and offer additional help such as financial inclusion advice, and tips on keeping homes warm and dry.

Principle three: Providing a timely and reliable response, we

- Ensure processes support a risk-based person-centred approach so responses are timely, reflect the urgency of the issue, and are in accordance with the law and regulations.
- Act on surveyor recommendations in a timely manner.
- Ensure one team or individual has overall responsibility for ensuring repairs are resolved in line with our relevant procedures.
- If the matter results in a complaint, we deal with it in line with our complaints procedures.

Principle four: Communicating effectively, we

- Regularly engage and communicate with customers - keeping customers updated on ongoing repairs, outcomes, survey inspection results, and other important information.
- Have processes for following up after repairs are completed to check for recurrence in case escalation is needed.
- Avoid silo working by promoting a culture of communication and collaboration between colleagues in maintenance and service delivery, with regular updates to monitor actions to be taken and clear accountabilities.
- Refer to our 'phrase bank' developed with customers to help us ensure we strike the right tone when talking to customers.
- Access appropriate translation, interpretation, and other language services (such as Easy Read or Braille) to communicate effectively with people, for whom language may be a barrier to receiving a good quality service that is responsive to their needs.

Principle five: Continuously learning and improving, we

- Keep accurate and robust records of damp and mould issues by all colleagues, so the dedicated dashboard shows an authentic and up to date picture of what we are dealing with.
- Report back on themes and trends of instances and treatment of damp and mould from analysing dashboard data to senior management, e.g. increases, hot spots, timeframes being met etc.
Identify gaps in colleagues' skills, then review and update training, processes, and procedures accordingly.
- Conduct Lessons Learned sessions on serious cases such as disrepair claims, involving Serious Incidents Panel if necessary, to identify areas for improvement in line with Incident Management procedures.

How to report issues to us:

Customers can report damp and mould to us in several ways, by:

- o Calling our Customer Contact Centre on **0345 141 4664**
- o Using our online [Get in Touch](#) form
- o By email: contactus@homegroup.org.uk
- o To any colleague
- o Or by live chat on our website – look for the symbol below.



Triaging cases

We will triage every case to assess the impact on people within the household, the severity of the issue, and timescales for action. This means that circumstances may be different for each case, and we will not apply a one-size-fits-all approach.

Some of the cases we will triage may not require an immediate or urgent response and will be dealt with in accordance with our 'procedures for handling routine repairs'. You can find out more information on our website [Home Group | Our and your responsibilities](#).

Other damp and mould cases may be more serious and will need to be dealt with quickly, triggering certain mandatory actions under Awaab's law.

Awaab's law

Awaab's Law was introduced after the tragic death of two-year-old Awaab Ishak, who died from a severe respiratory condition caused by prolonged exposure to mould in his home. His story led to new national rules to make sure this never happens again.

We have strengthened our approach to tackling damp and mould in line with Awaab's law, and we take all reports of damp and mould extremely seriously.

What the Law Means

Under Awaab's law, social landlords must act quickly when damp and mould are found. Issues are classed as either emergency or significant hazards, and each has clear time limits for action.

Emergency Hazards

These are issues that pose an immediate and serious risk to health or safety, for example, severe mould growth affecting air quality.

What we'll do:

- Investigate and make the home safe within 24 hours of becoming aware of the problem.
- If the home cannot be made safe within that time, we will offer suitable alternative accommodation following our decants process.
- Send a written summary of what we found within 3 working days after our investigation finishes. If all required works (both to make the home safe and prevent the problem recurring) are completed to address the emergency hazard before the end of the 3 working day period, a written summary won't be required, but we will inform the customer that the

work has been completed.

- Complete full repairs or follow-up works within a reasonable time after the immediate danger has been removed.

Significant Hazards

These are problems that could harm health or safety but are not immediately life-threatening.

What we'll do:

- Investigate the issue within 10 working days of being made aware of it.
- Send a written summary of our findings within 3 working days of the investigation finishing. If all required works (both to make the home safe and prevent the problem recurring) are completed to address the significant hazard before the end of the **3 working day** period, a written summary won't be required, but we will inform the customer that the work has been completed.
- Carry out essential safety works within 5 working days after the investigation concludes.
- If extra remedial work is needed, it will begin as soon as possible, and no later than 12 weeks after the investigation ends.
- All works will be finished within a reasonable timeframe, based on the scale of the job and the individual circumstances.
- If the home cannot be made safe within these timescales, we will offer suitable temporary accommodation in line with our decants process.

It is important to note that working days exclude weekends and public holidays. Timescales start from the day we become aware of the issue, not from when we confirm it.

How we treat damp and mould

Every case is different. We will tailor our response to the type and severity of the issue and the needs of the household, tackling both the symptoms and the root cause to prevent the problem from coming back.

Keeping our customers updated

We'll stay in regular contact with our customers throughout the process, from the first report to final resolution, so they always know what's happening and when.

Record keeping and support

We'll keep full records of every step, from the first report to the completed repair. If any of our customers need reasonable adjustments (for example, due to disability, age, language, or pregnancy), please let us know so we can adapt our services.

Colleague training

All our colleagues receive training on how to identify, report, and manage damp and mould effectively, and on their responsibilities under Awaab's Law. This ensures every report is handled quickly, safely, and with care.

Complaints, compliments, and comments

We want to get things right, but if you're unhappy with how we've handled a damp or mould issue, or if you'd like to share feedback or a compliment, please use our Complaints, Compliments, and Comments process. You can find the full policy on our website or by contacting us.

Full version

The full version of the damp, mould, and condensation policy compliance note can be requested by emailing policy@homegroup.org.uk.