

Damp, Mould, and Condensation policy

Policy Category	Property Management
Policy Reference Number	HG_GRP_PM_252
Version Number	1.0
Date Effective From	3 rd February 2026
Next review of policy due	January 2029
Approved by	Board
Equality Assessment	December 2025
Distribution	Internal: All Home Group colleagues, volunteers and agency workers. Communicated via Home World Intranet, Workvivo and leadership groups External: Policy published on Home Group website
Key search terms	Awaab's Law; condensation; damp; decant; hazards; mould; repairs; written summary <ul style="list-style-type: none">• Please avoid referring to printed versions of this policy or saving it on shared/ individual drives. All policies and supporting resources can be found under 'Policy and Procedures' on the intranet. Printed and saved versions may quickly go out of date- contact policy@homegroup.org.uk for support and advice

1.0 Damp, Mould, and Condensation policy statement

It is essential that all reports of damp, mould, and condensation are taken seriously. 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

Our policy standards provide further details on how we put our principles into practice.

2.0 Policy scope

This policy sets out our approach to dealing with damp, mould, and condensation in our homes and communal areas, ensuring compliance with relevant legislation and regulations. It covers the services we provide to customers who rent their home under a tenancy agreement, and those who occupy under a licence. Our responsibility to leaseholders is set out in terms of the lease.

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, set out in our policy standards below.

It links to several of our other policies including our Property Management policy, Tenure 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.

2.1 Compliance Requirements

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; Pre-Action Protocol for Housing Conditions Claims (England), 2021; Scottish Social Housing Charter; Housing (Scotland) Act 1987, 2001, 2006, 2010 & 2014; Property Factors (Scotland) Act 2011; Property Factors (Registration) (Scotland) Regulations 2024; and Housing Ombudsman Service Spotlight report on damp and mould – it's not lifestyle.

3.0 Standards

Standard 1: Prevention

We provide information through our website and other communication channels to raise awareness of the causes of damp and mould. 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.

Standard 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:

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

Standard 3: [Triaging cases and hazard categorisation](#)

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 a potential hazard (meaning a change in the originally reported circumstances).

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

Other reports of damp and mould may not require an immediate or urgent response and will be dealt with under our routine responsive repair procedures.

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.

Standard 4: [Investigating significant and emergency hazards](#)

We carry out timely and competent investigations when we become aware of a potential emergency or significant hazard.

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.

Investigation type	When triggered / required	What we will do	Key timeframes
Standard investigation	When we become aware of a potential hazard that could be 'significant'. This could be triggered by the customer reporting the issue, a survey, or an inspection.	We determine whether there is a hazard, assess if it is 'significant' or 'emergency', and identify what work is needed to make the property safe and prevent recurrence. It is possible to carry out a remote assessment unless an in-person assessment is deemed necessary.	Must be done within 10 working days of becoming aware of the potential hazard.
Renewed investigation	If after a standard investigation a customer requests an in-person inspection or new material change occurs.	We carry out an in-person inspection; confirm whether there is a 'significant' or 'emergency' hazard; identify required works.	Must be done within 10 working days of the request.
Emergency investigation	If there are reasonable grounds to believe there is an 'emergency' hazard (serious/imminent risk to health or safety), or such a hazard is uncovered during another investigation.	We confirm the hazard and identify immediate work needed to make the property safe, possibly with temporary safety measures.	Must be investigated within 24 hours of belief that there is an 'emergency' hazard.
Further investigation	Where previous investigations cannot fully determine the cause, extent, or what is needed to remediate, e.g. structural damp or hidden causes.	We engage specialists for detailed surveys or technical inspections. Safety work that can already be done must not wait.	Must be completed as soon as reasonably practicable. Safety work must begin within 5 working days for non-emergency hazards; within 24 hours for emergency hazards.

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.

Standard 5: **Timescales for action**

Emergency hazards: as part of Awaab's Law we will investigate and address within 24 hours (i.e. investigations and safety work 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 decants procedures.

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

Significant hazards: as part of 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 emergency during assessment, the 24-hour rule applies.

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

Routine repairs

For issues that are not covered by Awaab's Law, we investigate the problem and usually complete any required repairs within 28 days. In circumstances where specialist parts or materials are needed, we aim to complete repairs within 56 days. Further information can be found [here](#).

Standard 6: **Providing a written summary to the customer**

Where we have investigated a significant or emergency hazard under Awaab's Law, we will send a written summary of the investigation findings to the customer within 3 working

days of the investigation concluding. If all required works (both to make the home safe and prevent the problem recurring) are completed to address the emergency or significant hazard before the end of the 3 working day period, a written summary will not be required, but we will inform the customer that the work has been completed.

The written summary will:

- Set out the findings of the investigation and whether a hazard was confirmed including the nature, location, and extent of the hazard.
- Describe the required safety works including what immediate or temporary works are necessary to make the property safe e.g. relevant safety works and/or prevent harm.
- Set out the next steps and supplementary works and what further or preventative works are needed to address the root cause and prevent recurrence, and when this will begin.
- Specify a timescale and schedule including when works will begin or when full completion is expected (or the 'reasonable time period' for concluding the necessary works) and next steps including any follow up.
- Provide details of how to contact us.

We will use our data and take account of the customer's individual needs to help ensure the written summary is easy to understand. This includes ensuring the written summary is available in alternative and accessible formats where needed, following our Person-Centred Delivery policy.

Standard 7: Providing suitable alternative accommodation

If we are unable to complete the necessary works to make the property safe within the required period, we will arrange and fund suitable alternative accommodation for customers in line with our Tenure policy and decant procedures.

We will assess the suitability of alternative accommodation based on the specific needs of the household. 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.

Standard 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.

Standard 9: 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.

Standard 10: Recording keeping

We maintain up to date records to ensure we have detailed, auditable information for every stage of an Awaab's Law damp and mould case, from the initial report through to resolution and any follow up.

Standard 11: 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 ensure the customer is 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'.
- 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 and no access processes.
- Relocating the household by securing suitable temporary alternative accommodation before issues are remedied.

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).

Any follow up activity is recorded, and written confirmation is given to the customer.

Standard 12: 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.

Standard 13: 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.

4.0 Key definitions

Word / phrase	Definition
Awaab's law	Introduced through the Social Housing (Regulation) Act 2023. It was introduced in response to the tragic death of two-year-old Awaab Ishak, who died from prolonged exposure to mould in a social housing property. The law places specific duties on social landlords to investigate and address issues within specific timescales.
Condensation	Condensation: is when warm, moist air hits a cold surface such as a window or external wall and condenses, running down the cold surface as water droplets.
Damp	Rising Damp: is caused by a failed or 'bridged' damp-proof course. This allows moisture in the ground to rise up through the ground floor of a home, sometimes to a height of one meter. Penetrative Damp: is classed as any water that finds its way inside from the outside, it can occur at all levels of the building and is generally higher up.
Decant	The temporary move of a household from their home to suitable alternative accommodation, so that essential repairs or safety issues can be addressed.
Emergency Hazard	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.
Household	Any person residing in the property alongside the resident, including family members, dependents, or others forming part of the household.
Imminent and significant risk of harm	An 'imminent and 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 take steps to make safe within 24 hours'.
Mould	Mould: is a type of fungus that grows and develops in damp or humid conditions where condensation is present. If moisture is persistent, mould growth will often occur on indoor surfaces. Fixing the source of damp or following steps to reduce the amount of condensation in the home, will reduce the likelihood of mould developing.
Significant Hazard	A 'significant hazard' is one that poses a significant risk of harm to the health or safety of an occupier of the social home.
Significant risk of harm	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 take steps to make safe as a matter of urgency'.

5.0 Supporting documents

In order to comply with Home Group's approach to damp, mould, and condensation and achieve the standards set out above, the relevant procedures and processes must be followed in line with stated roles and responsibilities. Colleagues should refer to our internal index for the full list of supporting documents.

6.0 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.