



Damp and Mould Policy

1.0 Purpose and scope

We recognise the impact that damp and mould can have on our residents and ensuring safe homes now and in the future is fundamental to our repairs and asset management plans. We take a zero-tolerance approach to damp and mould, meaning that we take quick action to address this hazard when it occurs and if there is risk of it developing. This is to ensure we provide and maintain safe, warm and comfortable homes for our residents and to ensure the fabric of our property is protected from deterioration and damage, resulting from damp and mould.

This policy outlines our approach to dealing with high-risk damp and mould in our temporary, supported and social housing properties and communal areas for which we are responsible for carrying out repairs, including those that our contracts are liable for under defect agreements. This policy is also used to steer our approach to dealing with damp and mould in any rented properties that we own or manage, albeit where legal requirements vary. This policy does not apply to leasehold homes, including shared ownership homes.

Our approach to dealing with non-urgent reports is outlined in our [repairs policy](#) and our approach to dealing with poor housing conditions and disrepair is outlined in our [disrepair policy](#).

2.0 Definitions

Housing Health and Safety Rating System (HHSRS): is a risk-based evaluation tool which places a legal duty on landlords to assess and regularly review the condition of their properties to ensure that properties are safe and free from hazards. This includes issues related to damp and mould.

Awaab's law - part of the Social Housing (Regulation) Act, which aims to improve living conditions in social housing by requiring landlords like NHG to address hazards rated as category one by HHSRS, such as damp and mould, within specific, strict timeframes.

Significant hazard - a hazard that poses a 'significant risk of harm' to the health or safety of a resident. This means the hazard can cause serious but not life-threatening harm, meaning it needs to be resolved urgently.

Emergency hazard - poses 'an imminent and significant risk of harm' to the health or safety of the tenant in the social home. This means the hazard is rated as category one on the HHSRS as life-threatening and needs to be resolved within 24 hours.

Damp: an excess of moisture that can't escape from a structure, which can also go on to cause significant damage to the building. There are four main causes of dampness in homes, which each require different solutions.

Mould: is a type of fungus. It spreads through spores, which are invisible to the naked eye but are in the air around us all the time and can quickly grow on surfaces where dampness persists, or water has formed into a visible covering.

3.0 Preventing damp and mould

We engage in a number of actions to help prevent the occurrence of damp and mould in our homes:

- We use stock condition surveys and internal data to prevent failure over the long term.
- we ensure that our local officers and repair staff are trained to recognise the signs and causes of damp and mould.
- We use annual visits as an opportunity to gain a greater understanding of the resident and their home, so we can make any necessary repairs or adjustments to ventilation in the property to prevent damp and mould.
- We provide support for issues such as fuel poverty or overcrowding, which can increase risk of damp and mould.

4.0 Reporting damp and mould

We respond to reports of damp and mould, whichever way are communicated to us, with care and consideration. See [appendix](#) for reporting routes.

Once we receive an initial report of damp and/or mould, we will assess what level of response is required and consider whether it poses an emergency or significant hazard to the household.

Our risk-based assessment of the severity of the damp and/or mould will take into account the following factors:

- Who is living in the home and what health conditions they have
- The severity of the damp and mould, as determined by HHSRS

5.0 Repairing damp and mould

We conduct additional investigations if there has been a material change to any hazards reported. This can be a change in the severity of the hazard such as mould spreading to additional rooms or the impact it is having on the resident's health, such as the mould starting to affect their breathing. The timeframes below for investigations will apply from when the change is reported.

5.1 Emergency hazards

If there is an emergency hazard, we will attend the home to complete relevant works to make the home safe within 24 hours.

5.2 Significant hazard

If there is risk of a significant hazard, we will complete our investigation within 10 working days, in most cases this will be a virtual investigation. However, we may investigate in-person if we believe this is needed. We will also arrange an in-person inspection if this is requested by the resident, which we will arrange within 10 working days of the request.

If our investigation concludes that there is a significant hazard, a contractor will attend and we will complete relevant works to ensure the safety of the household within 5 working days of the investigation concluding.

If the investigation outlines that further supplementary work is needed to prevent reoccurrence of the hazard, we take steps to begin these within 5 working days of the investigation's conclusion and start these within 12 weeks and complete them within a reasonable time frame.

5.3 Relocation

If we are unable to complete repair works in these timeframes, residents will be required to temporarily relocate. Accommodation will be suitable for the household's needs in terms of size and location. However, residents also have the option of seeking their own alternative accommodation. See our [relocation policy](#) for further information.

5.4 Routine repairs

If we determine that the hazard is not an emergency or at risk of causing significant harm, we will attend to the issue in line with our [repairs policy](#) and associated timeframes.

5.5 Disrepair

If a resident makes a disrepair claim due to damp and mould in their home, we will follow our [disrepair policy](#) and our processes to remove any immediate risk of harm from damp and mould in the resident's home, to ensure that the resident is safe.

5.6 Keeping residents updated

Once we have investigated the hazard, we provide the resident with a written summary of our findings within 3 working days. The summary will include:

- If the investigation identified a significant or emergency hazard, and what the hazard is
- If action is required under Awaab's law; we will specify what that action is and a target timeframe for starting and completing this
- If no action is required under Awaab's law; we will specify this and explain why no action is required
- Information on how to contact us

5.7 Post-inspections

All repairs will be post-inspected to ensure that work is completed to expected standards. Most of this will be done via a desktop review, using completion images supplied by the contractor and we will regularly inspect a sample of repairs will be in person for quality assurance.

6.0 No access

We will make all reasonable measures to contact the resident and attempt to gain access, such as contacting the resident through several different routes or attempting to visit at several different times of day. Exact details of the time of attendance, attendees, photographs and statements will be required for each no access visit to prove attendance.

If we have taken all reasonable steps but access, or vacant access if necessary, is refused or prevented by the resident, we will not be in breach of our responsibility to resolve the damp and mould issue.

Repeated failed access attempts will be escalated via our [no access](#) process. Where we feel there is an immediate health & safety risk, we may proceed with legal action to gain access to the home to ensure necessary works are carried out.

7.0 Individual circumstances

We consider the individual circumstances of the household and how these can cause damp and mould to have a more significant impact. In certain circumstances, there may be a need to prioritise individual cases, if the damp and mould poses a significant risk to the household's safety. This means we may ask for details about our residents and people in the home when damp and mould issues are reported to us, however, residents do not need to provide proof of health conditions for these to be considered as part of our investigation and risk assessment.

Those considered to be at higher risk of harm from damp and mould can include, but are not limited to:

- people with a pre-existing health condition which affects their breathing
- people who have a weakened immune system, such as people who have cancer
- pregnant women, their unborn babies and women who have recently given birth
- children and young people whose organs are still developing and are therefore more likely to suffer from respiratory problems
- people who are aged 65 or over
- people who are bedbound, housebound or have mobility problems which make it more difficult for them to get out of their home with damp and mould and into fresh air
- people with language or communication requirements

Considering residents individual circumstances may mean that we check resident's service adjustment profile and prioritise repairs or offer to relocate residents, even if a hazard is not classed as category one under the HHSRS.

8.0 Quality assurance

To ensure the quality of our response, our director of repairs will arrange for an independent audit at least once every two years. This audit will specifically test for compliance with the regulation, legislation and approved codes of practice and identify any non-compliance issues for correction.

9.0 Our approach

In writing this policy we have carried out assessments to ensure that we are considering Equality, Diversity & Inclusion

We also carry out consultation with our staff, customers and the wider community. If you'd like more information about this work, please get in touch at policy@nhg.org.uk

10.0 Reference

- [Defective Premises Act 1972](#)
- [Homes \(Fitness for Human Habitation\) Act 2018](#)
- [Environmental Protection Act 1990](#)
- [Section 11 of the Landlord and Tenant Act 1985](#)
- [Housing Act 2004 Part 1](#) – Housing Health and Safety Rating System [Decent Homes Standard 2006](#)
- [Social Housing \(Regulation\) Act 2023](#)
- [Hazards in Social Housing \(Prescribed Requirements\) \(England\) Regulations 2025](#)

Document control

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Approved by	Brett Hohls/Policy Review Board
Policy owner	Director of repairs

Version Control

Date	Amendment	Version
14.02.23	New stand-alone policy	1.0
3.3.2023	Clarified that initial visit is carried out the local officer; added 'damp and mould wash' as an example of a minor repair; added link to leaflet; added statement around fuel poverty	1.1
1.06.2024	Full review of policy	2.0
1.10.2025	Full review of policy, considering Awaab's law changes	3.0

Appendix 1: report damp and mould

Residents can report suspected damp and mould through a variety of methods:

- Calling us directly on our dedicated damp and mould phoneline: 020 8451 8001
- In person, for example, at their annual visit
- Online through their individual 'My Account' housing account
- By email or phone to their named local officer
- Via our live chat functionality on our website which can receive reports in a range of languages

We do not accept reports of damp and mould via social media posts, as these do not allow us to capture the information we need to take action.

Damp and mould can also be reported by staff, if it is noticed during an annual visit, stock condition survey or during the completion of another related repair.

Appendix 2: key roles and responsibilities

Our board will have overall governance responsibility for ensuring the damp and mould policy is fully implemented to ensure full compliance with the regulatory standards, legislation, and approved codes of practice. Our executive board will formally approve this policy and review it every two years (or sooner if there is a change in regulation, legislation, or codes of practice).

Before publishing any changes to our policies and procedures, we will consult with residents to ensure that our approach accommodates their needs and is easy to understand.

Our board will receive regular updates on the numbers of damp and mould issues reported and subsequent progress against performance along with notification of any non-compliance issue which is identified. This is so they have assurance that the policy is operating effectively in practice.

Our director of repairs has strategic responsibility for the damp and mould policy and will oversee the implementation of the policy.

Our heads of service within operations and repairs will be responsible for implementing the key outcomes of the damp and mould policy.

The Executive Board will receive enhanced KPI reporting, including trend analysis, geographical insights, and repeat repair data. These KPIs will be reviewed quarterly and benchmarked against sector standards. They will also be notified of any legal cases ongoing.

Our housing teams will provide key support in gaining access into properties where access is proving difficult and use standard methods to do so. They will also facilitate the legal process to gain access, if agreed it is necessary.

Our director of customer experience will be responsible for ensuring the policy is reviewed every two years, and will notify our board, and operational team

responsible for the delivery of the policy. Our director will ensure that this review process takes place before the policy expires.

Our customer experience director will ensure that this policy is saved on the organisation's intranet and distributed to all relevant members of staff.