



Damp and Mould Policy

1.0 Purpose and scope

We recognise the impact that damp and mould can have on our residents, so ensuring healthy, safe homes now and in the future is fundamental to our repairs and asset management plans.

This policy outlines our approach to dealing with damp and mould in properties and communal areas for which we are responsible for carrying out repairs, as determined by the tenancy, licence agreement or lease.

2.0 Definitions

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 three/four main causes of dampness in homes, which each require different solutions.

- **Rising damp:** water that rises through fabric and brick walls of a building after being absorbed from the surrounding ground.
- **Penetrating damp:** water penetrates the fabric of the building from the outside to the inside, for example, because of a leak.
- **Condensation:** occurs when warm, moist air touches a cooler surface such as tiles, windows or walls. If left for a long period of time, it can cause damp and/or mould.

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 of the time and can quickly grow on surfaces where dampness persists, or water has formed into a visible covering.

Housing Health and Safety Rating System (HHSRS): 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.

3.0 Identifying damp or mould

We have a risk-based approach to identifying properties that might have damp or mould.

We carry out stock condition surveys on a five-year cycle, allowing us to continuously assess and monitor our homes. Considering factors such as the age and property type, energy performance certificate (EPC) rating and history of repairs of a property, as well as the presence of any HHSRS hazard, we determine which properties are more likely to require investment.

Along with stock condition surveys, we capture high-resolution aerial images of the external parts of all our buildings every seven years to ensure the fabric remains in good condition and free from rising damp. These aerial photos capture the conditions of the roofs, chimney stacks and anything that is visible.

In addition, our programme of annual visits to each rented home, alongside our regular estate inspections, provide us with further opportunities to identify any potential issues. Our staff discuss with the tenant if there are any damp and mould issues at the home at each visit, and if necessary, inspect the property. Our staff receive training to enable them to do this.

4.0 Letting standard

In line with our letting standard, we do not ask tenants to move into a property where we have identified damp or mould. If damp or mould is present at viewing, this will be remediated before the tenant is asked to move into the property.

5.0 Responding to a report

5.1 Reporting damp and/or mould

Residents are able to report suspected damp and mould through a variety of methods:

- Calling us directly on our dedicated damp and mould phone number (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

A local officer visits a property where damp or mould is reported within 10 days of receiving a report. At the visit, our staff will determine the severity of the issue, and where possible, the cause. They will also consider any evidence of detrimental impact the damp is having on the resident's or anyone in the household's health.

5.2 Remediation works

If a minor repair such as a damp and mould wash is needed, we will arrange for remediation works to take place and will contact the resident to ensure they have been completed and the issue has been resolved. Repairs timescales are set out in our [Repairs policy](#).

For more severe cases, a follow-up inspection by a surveyor will be arranged within 10 days of the first inspection. Remediation works will be prioritised according to the severity of the risk the damp or mould poses. Where a risk to the health and safety of the household is identified, works will be arranged immediately.

5.3 Supporting our residents

Where damp and mould are a result of condensation, we support residents to alleviate any contributing factors that might exacerbate the issue, for example, by improving poor ventilation or offering advice about [how to control moisture levels](#).

We also recognise that residents who could struggle with fuel costs will find it more difficult to control moisture levels. More information about the financial support available to residents experiencing fuel poverty is available on our [website](#).

5.4 Transfers

We refer to our Allocations and Lettings Policy where there is an identified housing need.

Where major works are required, households will be considered for a temporary decant. Information about how we manage cases where a resident is required to move from their home for works to be carried out can be found in our Decant Policy.

6.0 Our approach

In writing this policy we have carried out assessments to ensure that we have considered equality, diversity and inclusion.

7.0 Reference

Key legislation

- Defective Premises Act 1972
- Environmental Protection Act 1990
- Under Section 11 of the Landlord and Tenant Act 1985 landlords must carry out basic repairs within a reasonable time
- [Housing Health and Safety Rating System \(HHSRS\)](#)
- [Decent Homes Standard 2006](#)
- Home Standard, Regulator of Social Housing, 2015 requires registered providers to provide a cost-effect repairs and maintenance service.

Document control

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Version Control

Date	Amendment	Version
14.02.2023	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