

Damp, Mould and Condensation Policy

Policy name	Damp, Mould and Condensation Policy
Effective from	April 2025
Effective to	April 2027
Approved by	Customer Services Committee
Date approved	June 2025
Policy owner/department	Repairs and Maintenance
Policy author	Head of Repairs
Version number	V2.0

Version Control

Version	Date	Changes	Reason for the changes	Approver
1.0	March 25		Minor changes to wording for clarity	CSC
2.0	April 25	Removal of word staff and consistency of KPI information mentioned in this and repair policy	Minor changes to reflect consistency of language around employees and timescales and ensure clarity	Risk and Compliance Committee
3.0	July 25	Formatting and change of template	Movement on to new template designed off the back of R and C in April 25	Risk and Compliance Committee

The YHG Plan	
Passionate people <input type="checkbox"/>	Efficient business <input type="checkbox"/>
Safe buildings <input checked="" type="checkbox"/>	Viability <input type="checkbox"/>
Safe environment <input checked="" type="checkbox"/>	Advocating <input type="checkbox"/>
Secure and connected <input type="checkbox"/>	Working in Partnership <input type="checkbox"/>
	Growth <input type="checkbox"/>

Relevant National Standards or Regulation	<ul style="list-style-type: none"> • Safety and Quality Standard • Tenancy Standard • Neighbourhood and Community Standard
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Relevant Legislation	<ul style="list-style-type: none"> • Social Housing Regulation Act (2023) • Building Safety Act (2022) • Awaabs Law • Building Regulations Act 1984 • Commonhold & Leasehold Reform Act 2002 • Construction Design & Management Regulations 2015 • Control of Asbestos Regulations 2012 • Control of Substances Hazardous to Health Regulations (COSHH) 2002 • Data Protection Act 2018 • Decent Homes Standard • Defective Premises Act 1972 • Electrical Equipment (Safety) Regulations 2016 • Environmental Protection Act 1990 • Equality Act 2010 • Gas Safety (Installation and Use) (Amendment) Regulations 2018 • Health and Safety at Work Act 1974 • Home Standard 2015 • Homes (Fitness for Human Habitation) Act 2018 • Housing Act 2004 • Housing Health and Safety Rating System 2006 • Landlord and Tenant Act 1985 • Management of Health and Safety at Work Regulations 1999 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) • The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007 • The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 • Care Act 2014 • Children's Act 1989 & 2004
Partner Responsibilities	<p><i>We cooperate with local authorities and other government bodies, charities, community groups and various other counsels.</i></p>

1. Purpose of the Policy

- a) This policy details Your Housing Group's (YHG's) approach to how the risk of damp, mould, and condensation (DMC) is managed and how YHG will respond to reports of DMC within its portfolio, received by customers, or which become apparent to YHG colleagues as part of their daily duties. Such occurrences of DMC can lead to mould growth and subsequent detriment to YHG's assets and customers. YHG will aim to proactively manage the risk through:
- Cyclical surveying of its stock (20% per annum)
 - Reactive repairs
 - Planned preventative investment.
 - Providing information and guidance to customers
 - Bespoke case management system
- b) It is important that causes of DMC are diagnosed and understood to effectively remediate, this includes a proactive approach to addressing reports and providing relevant information and signposting to customers where appropriate.
- c) In addition to providing a safe home environment to our customers, YHG are to comply with all relevant legislation not just restricted to such legislation identified within this policy.

Aims

- To provide clear lines of responsibility within YHG for the management of DMC related issues
 - To specify individual responsibilities in the management of DMC
 - To clarify the method of reviewing and monitoring DMC reporting
 - To establish a clear, accessible process to enable customers to report DMC issues.
 - To tailor YHG's responses to ensure the individual needs and vulnerabilities of customers are taken into consideration
 - To maintain a safe environment for customers and employees within all YHG properties, and for the prevention of potential damage to YHG's assets.
- To provide assurance to YHG that measures are in place to identify, manage and mitigate risks associated with DMC.

2. Scope of the Policy

- a) This document should be used by all colleagues, customers and stakeholders of YHG to understand the obligations placed upon YHG to maintain a safe environment for their customers and colleagues within the homes of each customer and within all buildings.

- b) This policy applies to all assets within YHG's portfolio where YHG have a maintenance responsibility. Leaseholders should check the detail of their lease agreement to understand their maintenance responsibilities.

3. Consultation

- a) The Director of Repairs and Maintenance has reviewed this policy with input from representatives from the wider business.
- b) As part of the review of this Policy and in line with the Home Standard consultation, a review by the Customer Connect panel has been undertaken. This policy is also subject to approval by the Customer Services Committee before publication.

4. Background and Context

- a) DMC is caused by excess moisture. Moisture in buildings can be caused by leaking pipes, rising damp in basements or ground floors, or rain seeping in because of damage to the fabric of the building, roof or around window frames.

A newly built home may be damp if the water used when building it is still drying out – for example, in the plaster on the walls. Excess moisture indoors can also be caused by condensation.

- b) DMC-related health outcomes may affect people regardless of age or current health; the frail elderly, very young children and those with other vulnerabilities are potentially more at risk.

We recognise that our customers have diverse needs and that in some circumstances customers may require additional assistance. YHG, in adherence to our Repairs Policy and Vulnerability, Support for Customers & Reasonable Adjustments Policy, are committed to ensuring the repairs service is accessible by all and where required we may adjust response times and increase our service offering on a case-by-case basis.

If customers require additional assistance, every attempt will be made to identify any individual circumstances at first point of contact to ensure all operatives and colleagues are aware when visiting customers' homes and, where necessary, make reasonable adjustments to conduct the repair.

- c) The main types of damp are:
 - **Rising Damp** – movement of moisture from the ground rising through the structure of the building through capillary action (a phenomenon in which liquid spontaneously rises or falls in a narrow space such as a thin tube or in the voids of a porous material)

- **Penetrating Damp** – water penetrating the external of a structure or internal leaks causing damage to the internal surfaces or structure. Causes of penetrating damp may be due to:
 - Defective components – for example, external wall doors and windows, roof coverings.
 - Defective or blocked rainwater gutter and pipes.
 - Defective or leaking internal waste pipes, hot and cold water and heating systems.
 - Water ingress through brickwork, leaks or defective design of the structure.
 - Flooding.
 - **Condensing Damp** – moisture held in warm air meeting cold surfaces, subsequently condensing and causing water droplets. Causes of condensation may be due to:
 - Excess moisture– for example, pans do not have lids on when cooking and drying washing inside the property without adequate ventilation
 - Lack of ventilation – for example, windows are not opened, trickle vents are closed, extractor fans are not used, furniture is placed too close to external walls
 - Inadequate heating resulting in the property repeatedly being below 21 degrees Celsius
 - Defective insulation, for example where insulation has become dislodged in lofts
 - Overcrowding, for example, insufficient bedrooms for the number of occupants (as per the legal definition).
- d) Mould is a natural organic compound that develops in damp conditions and will only grow on damp surfaces. It is often noticeable in situations where condensation damp is present.
- e) The Social Housing White Paper published in November 2020 also set out a number of expectations placed upon social landlords, a number of these themes are appropriate to this policy, including:
- To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
 - To have your complaints dealt with promptly and fairly, with access to a strong ombudsman who will give you swift and fair redress when needed
 - To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants
 - To have your voice heard by your landlord, for example through regular meetings, scrutiny panels or being on its board.
 - The government will provide access to help, if you want it, for you to learn new skills to ensure your landlord listens

- To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair
- f) In October 2021, the Housing Ombudsman issued a report to social landlords, recommending that they adopt a zero-tolerance approach to damp and mould. The report recognised the challenges for landlords tackling these issues, and identified best practice and 26 items for landlords to implement including:
- Greater use of intelligence and data to prevent issues.
 - Adopting a consolidated policy for actions it may take based on diagnosis.
 - Reviewing communication with residents to improve tone.
 - Improve access to complaints to resolve issues, including alongside disrepair claims, and learn from them.
- g) In June 2023, the Regulator of Social Housing issued a report (Damp and mould in social housing – learning the lessons) which relayed a summary of the responses they had received to a survey of social housing landlords undertaken in December 2022. The report identified, what the Regulator considered, were the better and weaker response to damp and mould issues. The report covered areas of:
- governance
 - stock condition data and systems
 - operational approach
- h) In July 2023, the Social Housing (Regulation) Act received Royal Assent, and this also formally introduced ‘Awaab’s Law’ onto the statute books. In February 2025, the government confirmed the timelines for the implementation of Awaab’s Law, which will introduce time limits for social landlords to respond to potential hazards in residents’ homes. The following requirements will be introduced, in a phased approach:
- From **October 2025** social landlords will be required to address **damp and mould hazards that present a significant risk of harm to tenants within fixed timescales**. From the same point in time, they will also have to address **all emergency repairs**, (whether they relate to damp and mould or not), as soon as possible and within no longer than **24 hours**.
 - In **2026**, requirements will expand to a **wider range of hazards beyond damp and mould**. The government has not yet fully determined which hazards will be included in this second phase but expects it to include excess cold and excess heat, falls, structural collapse, fire, electrical and explosions, and hygiene hazards.
 - Then in **2027**, the requirements of Awaab’s Law will expand to apply to the remaining **hazards as defined by the Housing Health and Safety Rating System (HHSRS)** but excluding overcrowding.

5. Policy Detail

YHG are committed to:

- a) offering advice and assistance to customers living in our properties, including information on thermal comfort, and preventing condensation, and support from YHG's Money Advice Team for customers who may be experiencing fuel poverty.
- b) complying with legal and regulatory requirements.
- c) implementing arrangements designed to ensure that:
 - there is a suitable and sufficient response to initial reports of DMC.
 - we identify the cause of damp occurring in the property and order remedial works where required within set timescales, including advice and assistance to the Customer.
 - there is increased awareness for Customers through communication and information on how to combat condensation.
 - YHG colleagues have adequate levels of basic damp and condensation awareness through effective training programmes.
 - there is adequate review of DMC performance information within YHG to inform targeted interventions such as information campaigns.
 - components are installed as part of the responsive repairs and maintenance service and planned investment programmes to prevent DMC.

6. Responsibilities under this Policy

Landlord Responsibilities

- a) Within legislation YHG as a landlord are responsible for keeping the structure of our assets in good repair in addition to maintaining heating, sanitation and service installations. YHG is responsible for those installations that are fitted by us, or which have been adopted by us.
- b) Ensure diagnosis and repairs are ordered aligned with those detailed in YHG's Repairs & Maintenance Policy.

Customer Responsibilities

- c) The Customer is responsible for ensuring no damage occurs to YHG Assets in line with their responsibilities as detailed within their tenancy agreement and should ensure they:
 - Report any repairs that YHG is responsible for as soon as possible.
 - Give YHG, or its contractors, access to the property, provided a minimum of 24 hours' prior written notice has been given, in order to inspect or survey, carry out any repairs, servicing, treatment, modernisation, replacement or Improvement works; or safety inspections.

Customers will be provided with information and guidance on minimising condensation in their home via newsletters and the YHG website. There are also small, practical actions customers can take to prevent and reduce any conditions that can lead to condensation, damp and mould, these include:

- Managing humidity levels in the home and maintaining these at a healthy level. This can be achieved by keeping levels of moisture to a minimum, for example, covering pans when cooking, drying washing outside and keeping the kitchen or bathroom door closed when cooking or bathing.
- Adequately heating rooms – ideally between 18 and 21C.
- Keeping the property well ventilated, for example, opening windows when cooking or bathing and showering, turning on and ensuring that the extractor fan is working, keeping trickle vents in windows open, and allowing air to circulate around furniture.
- Informing YHG if their household circumstances change, particularly if someone moves into the property.

Chief Executive

- d) The Chief Executive will need to ensure that resources are made available to allow the actions and measures detailed in this policy and any associated procedures to be effectively delivered. They will discharge their responsibilities for the delivery of services in line with policy and procedures to the Director of Asset Management and Director of Repairs and Maintenance. However, the Chief Executive will retain an oversight on progress/performance.

Board Members

- e) Board Members will review reports and/or performance indicators that provide progress updates to ensure that YHG is meeting the requirements of its obligations under industry guidance and the policy measures.

Director of Asset Management

- f) Director of Asset Management will work closely with the Director of Repairs and Maintenance to seek assurances that obligations under industry guidance and the policy measures are being adhered to and services are delivered in line with budget. They will carry out regular strategic performance reviews of contractors to ensure compliance with their contractual obligations.

Director of Repairs and Maintenance

- g) Director of Repairs and Maintenance is responsible and accountable for the overall implementation, and regular review, of this policy and ensuring its objectives are achieved. They are also responsible for performance reporting to the Executive Director of Housing and Customer, Board and Chief Executive. They will ensure that

any performance compliance and/or Health and Safety related issues are brought to the attention of the Executive Director of Housing and Customer and provide regular updates on service delivery against budget.

Head of Housing/Supported Housing/Older Persons Services

- h) These roles will ensure Housing Management colleagues adhere to the access procedure, ensuring appropriate and timely action is taken to secure access to properties.

Head of Repairs and Maintenance

- i) This role will be responsible for the day-to-day operational delivery. They will effectively manage the performance of service delivery (both direct employees and contractors), including their ongoing competence, and proactively monitor service delivery against targets. They will be responsible for monitoring the quality of work undertaken and ensuring all certification is received and verified. They will act as the organisations technical lead, ensuring that YHG continue to work in line with the most up to date regulations and industry guidance.

Head of Asset Strategy and Sustainability

- j) This role will be responsible for obtaining and analysing data (including but not limited to repair trends, stock condition data) to identify suitable and reasonable measures which seek to prevent the occurrence of DMC.

7. Risk Management

The risks of not following this policy are that we will not comply with the requirements of legislation detailed in the Housing Act 2004 and the Landlord and Customer Act 1985.

8. Data Protection, Record Storage and Retention

This policy complies with the principles of GDPR and YHG's Data Protection Policy, any personal information relating to customers affected by this policy will be stored on YHG systems which are compliant with.

9. Equality and Diversity

- a) As part of the development of this Policy, an equality impact assessment will be undertaken. The outputs of that review will be considered to shape the policy before publication.
- b) This Policy will be applied in a way which ensures equality of treatment for all customers without discrimination, or victimisation on account of any protected characteristic as defined within the Equality Act 2010. In developing this policy YHG has considered its public sector equality duties under s149 of the Equality Act 2010, namely the need to:

- eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited under the Act.
 - advance equality of opportunity between people who share a relevant protected characteristic and persons who do not share it.
 - foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- c) The policy pays regard to diversities around access to and delivery of any services.
- d) An Equality Impact Assessment (EIA) has been undertaken on this policy and copies of the EIAs are available upon request.
- e) On request YHG will provide translations of all its documents, policies and procedures in various languages and formats including computer disc, braille, large print and tape.

10. Communication

This policy is available to view by all customers on the YHG website and will be updated with any changes. Internally this policy will be viewable and accessible by all colleagues and stored on the group's intranet site Yougggle.

11. Learning and Development

All colleagues in the Asset Management and Housing Management Teams will be required to read this policy in line with their duties and responsibilities.

12. Performance Management of this Policy

Performance will be reported to Group Board and Property Operations Committee to demonstrate the compliance with the Decent Homes Standard. The Key Performance Indicators include:

KPI	Definition	Reporting
Emergency	Attended within 24hrs	
DMC Triage	Cases triaged within 72 Hours	Board
Report	Investigation undertaken and a written report created within 14 calendar days (written summary of findings issued to customer within 48 hrs of the investigation concluding)	Board
Repairs	Work commenced within 21 calendar days of receiving the initial report (work should commence within 7 calendar days of the written report being issued)	Board
Volume of DM cases	Number of cases received monthly	Boar

Cases closed	Number of cases closed monthly	Board
Customer Satisfaction	% of customers satisfied with triage and works	Committee

13. Review of this Policy

- a) This policy will be reviewed every two years, or sooner if required by statutory, regulatory, best practice, emerging developments, or circumstances arising from reviews of other Group wide policies.
- b) The policy will be reviewed by the Director of Repairs and Maintenance.

Related Documents

Document Type	Name
Connected Policies and Procedures	Asset Management Strategy Asset Compliance Policy Repairs Policy Vulnerability, Support for Customers & Reasonable Adjustments Policy
Forms and Letters	
Leaflets/Publicity Material	https://www.yourhousinggroup.co.uk/media/2474/yhg-1066-yhg-damp-mould-flyer-final.pdf
Training Materials Available	Mandatory Read - Damp, Mould and Condensation Awareness video - Youggie (interactgo.com)
Intranet/ Website Page	Damp and Mould (yourhousinggroup.co.uk)