



Damp Mould and Condensation Policy

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Introduction

Empower Housing Association (EHA) is regulated by the Regulator of Social Housing and has a statutory responsibility for discharging the landlord's obligations to ensure the health, safety and welfare of our tenants, colleagues and others who may be affected by damp, mould and condensation (DMC) in properties that EHA own or manage.

EHA aims to work in partnership with our tenants, carers and advocates to ensure that a well-functioning, dry, warm, healthy and safe internal environment is provided. Each individual case of DMC will be assessed on its own merit and fully reviewed, taking into consideration the layout, construction and age of the properties including assessing any impact from neighbouring properties.

Following the Government's guidance on the planned implementation of Awaab's Law on 27 October 2025, all social landlords will be required to address damp and mould hazards within their homes in fixed timescales.

Scope of the Policy

The overall aim of this policy is:

- To ensure the effective management of damp, mould and condensation (DMC) in all our homes so that all properties meet the Decent Homes Standard and Homes (Fit for Human Habitation) Act 2018.
- To provide an efficient, prompt, and cost-effective repairs and maintenance service, and to ensure that the fabric of our properties is protected from deterioration and damage caused from damp, mould and condensation and that customers are safe in their home.
- This policy applies to all EHA properties owned and managed by EHA including all communal areas.
- This policy is relevant to all EHA colleagues, tenants, contractors and other persons or other stakeholders who may work in, occupy, visit, or use its premises, or who may be affected by its activities or services.

The Policy

The policy will ensure that EHA will provide the following:

- EHA will utilise the policy to identify the root cause and rectify the causes of DMC and address in an effective way whilst delivering a high standard of service to our tenants.

- Provide guidance and support to tenants and their support providers so that they can recognise and report cases of DMC.
- To ensure colleagues and contractors are trained and skilled to be able to identify cases of DMC along with the causes.
- To communicate and maintain an open line with tenants and listen to them through tenant feedback and involvement.

How we manage DMC

EHA will maintain detailed records of all inspections, reports, and communications with tenants regarding any reports of damp, mould or condensation in its homes. All remedial actions related to damp, mould and condensation will also be monitored to ensure the association adheres to the appropriate timescales.

Specific timescales are to align to the guidance in Awaab's Law and include the following:

- Investigate any potential emergency hazards and undertake work to make safe within 24 hours.
- Investigate any reports of damp, mould, and condensation within 10 working days and ensure works required are within the scope of regulation. This excludes very minor occurrences of mould that could be remedied as part of a reasonable domestic cleaning regime.
- Where damp, mould or condensation is within scope i.e. to an extent beyond that set out in the DMC Procedure, produce a written summary of the investigation findings and provide this to the tenant within 3 working days of the conclusion of the investigation.
- Where an occurrence of damp, mould or condensation is considered 'out of scope', to record the rationale behind the categorisation in the notes associated to the works on SDM.
- Undertake any work required within 5 working days of the conclusion of the investigation.
- Secure the provision of suitable alternative accommodation for the tenant if the property cannot be made safe within the specified timescales.
- EHA will contact the tenant after 3 months from the initial report of damp, mould, and condensation to see if any symptoms have returned following the work completed to remedy any issue.

- EHA are committed to keeping the tenant updated throughout the process ensuring they are aware of information on how to keep safe.

The Property and Compliance Manager (PMC) will report on EHA's performance against the proposed Government Guidelines to both the Senior Management Team and the EHA Board.

Responsibilities

The PCM will fulfil the role of the appointed responsible person on behalf of EHA to ensure the appropriate actions are adhered to in relation to DMC. The PCM will ensure that there are suitable arrangements in place for the implementation of the DMC Policy. They are also responsible for the delivery of all reactive / remedial works, the standard of the works and the monitoring of the works going forward.

EHA's Maintenance and Compliance Team will provide DMC advice and guidance along with any supporting information provided by external specialist contractors in line with this policy. We are supported by several partners and contractors who will help us with specialist skills. These include such areas as ventilation, damp proof works, and structural issues, and to provide support in times of increased demand.

Related Legislation, Regulation and Codes of Practice

- Social Housing (Regulation) Act 2023
- Housing Act 2004
- Landlord and Tenant Act 1985
- Environmental Protection Act 1990
- Decent Homes Standard 2006
- Landlord and Tenant Act 1985
- The Homes (Fitness for Human Habitation) Act 2018
- Housing Health and Safety Rating System (HHSRS)
- Supported Housing Regulatory Oversight Act 2023
- Awaab's Law 2025

Related Policies, Procedures and Documents

- Repairs Policy
- Temporary Decant Policy
- Reasonable Adjustments
- Data Retention Policy
- Equality, Diversity and Inclusion Policy
- Damp, Mould and Condensation Procedure

Reporting and Monitoring

The Maintenance Team will monitor DMC reports on a daily weekly and monthly basis. Performance is reported to SMT each month and quarterly to Board. Board also receive a detailed update of properties with repeated visits re ongoing DMC issues twice a year.

Consultation and Publicising Policy

Consultation on this policy has taken place with
Senior Management Team
Management Team

A group of tenants – (note this was prior to the issue of the draft guidance issued in July 25).

This policy will be published on EHA website and all colleagues will be required to acknowledge that they have read and understand their responsibilities. Training will be provided to colleagues as required.

Review

The policy will be reviewed every two years or sooner if there is a change in regulation, legislation or codes of practice.

Equality Impact Assessment

An Equality Impact Assessment has been completed.