The Whiteley Homes Trust

Damp and Mould Policy

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Owner	Pippa Claydon, Director of Operations
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Review Tracker

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Sept 2025	**Pippa Claydon**	**New Policy**	**Board**	**02/10/25**	**1**

Introduction

At The Whiteley Homes Trust, known throughout this policy as the Trust, we're committed to fostering a safe, inclusive, and transparent environment for everyone who lives, works and is associated with us. This policy sets out the standards, procedures, and responsibilities relevant to damp, mould and condensation, and is designed to ensure clarity, consistency, and confidence across all interactions and practices.

We believe that transparency builds trust, so this document uses language that reflects the many roles and relationships within our community. Whether you are an employee, resident, volunteer, contractor, supplier, or third-party partner, this policy aims to guide and inform you in a way that's accessible, respectful, and representative.

Through clarity and openness, we aim to foster understanding, accountability, and confidence across our workforce and wider community.

Scope of Applicability

This policy applies to all individuals engaged with The Trust, including employees, agency workers, bank workers and volunteers. Throughout this policy, these groups are referred to collectively as *"employees"* for clarity and ease of reference.

It also covers residents including beneficiaries, tenants in our private let homes and their households. Throughout this policy, these groups are referred to collectively as "residents" for clarity and ease of reference.

In addition, this policy extends to third-party stakeholders, including contractors, suppliers, and external individuals or organisations that provide services on behalf of the Trust.

The Trust is committed to communicating with openness and transparency. By clearly outlining who is covered by our policies, we aim to foster understanding, accountability, and trust within our diverse community.

Purpose

This policy outlines how the Trust will respond to reports of damp, mould and condensation in our properties in line with our values and legal obligations, including compliance with Awaab's Law.

Awaab's Law requires social landlords to address all emergency hazards and all damp and mould hazards within set timescales.

Policy

We understand that living in hazardous conditions can have a substantial impact on people's health, safety and wellbeing. We encourage all residents who have concerns about damp, mould or condensation to report this to the Trust immediately. Awaab's Law does not apply to properties let under licence, but the Trust has followed the requirements of the Law in setting this policy to provide a clear and consistent approach for all residents.

We are committed to identifying, addressing and preventing damp and mould in residents' homes in a timely and effective manner. We will ensure that:

- Residents have clear, accessible channels to report damp and mould concerns.
- All reports are taken seriously and responded to promptly.
- Investigations are carried out swiftly, and appropriate remedial action is taken to remove hazards and prevent reoccurrence.
- The underlying causes of damp and mould are assessed and treated, not just the symptoms.
- Residents are provided with clear information about the causes of damp and mould, how to reduce the risk and what support they can expect from us.
- We proactively identify damp and mould through employee and contractor visits, not solely relying on resident reports.

When residents report damp and mould we will:

- Carry out an inspection within the timescales set out in Awaab's Law
- Look for all potential causes
- Ask specialist surveyors to inspect if it is a complex case or needs more expertise

- Check if the property is safe to live in. If not, we will discuss with the resident and may move the household to suitable temporary accommodation while the work is carried out
- Provide regular updates to residents to ensure they are kept informed

This policy and its associated procedures ensure compliance with all relevant statutory, regulatory and legal requirements, including but not limited to the Housing, Health and Safety Rating System (HHSRS) and Awaab's Law.

1. **Initial Investigation**

When we receive a report of damp or mould, we will review the available information and the resident's circumstances. We may contact the resident for more details (such as where the mould is and how big an area it covers) or ask them to provide photographs or videos to help us properly diagnose the problem. Based on this information, we will decide if this is a potential significant or emergency hazard or if it is outside the scope of Awaab's Law and this policy.

An emergency hazard is a hazard that means a home may not be safe to live in. We will investigate potential emergency hazards and carry out relevant safety work within 24 hours of becoming aware of them.

We will investigate any potential significant hazards within 10 working days of becoming aware of them.

If the cause of the damp or mould is not clear or the case is complex, we will appoint a specialist surveyor to investigate and provide a full report with recommendations on how to resolve the issue.

After the inspection we will provide the resident with a written summary of the findings within 3 working days of the conclusion of the investigation.

2. Carrying out Works

As stated above, if there is an emergency hazard, we will carry out relevant safety work within 24 hours of becoming aware of them.

If the investigation identifies the damp and mould hazard poses a significant risk of harm to the health and safety of a resident, we will carry out the relevant safety works within 5 working days of the investigation concluding. These can be temporary works if necessary.

We will try to start all other works in 5 working days. Where this is not possible, we will start works as soon as reasonably practical and definitely within 12 weeks.

We will keep the resident updated throughout the process and provide information on how to keep safe.

If a property cannot be made safe, we will explain this to the resident and offer suitable alternative accommodation, in line with our decant policy, until the hazard has been resolved.

We will keep clear records of our actions including records of communication with residents and contractors. If we are unable to comply with the timescales for reasons beyond our control, we will keep records and evidence explaining the reasons that prevented us from doing so.

3. **Proactive Approach**

The Trust takes a proactive approach to prevent damp and mould in our properties. This includes:

- Carrying out preventative works in void (empty) properties where mould has previously been reported or if we are aware similar properties have had mould or damp.
- Providing information for residents on how to reduce condensation and support for residents to achieve this.
- Carrying out upgrades to help reduce condensation, for example installing mechanical extraction or renewing loft insulation.
- Encouraging residents to promptly report repairs that could cause damp and mould, such as leaks or blocked gutters.
- Multi-team working so Housing and Support teams are involved if the damp, mould or condensation could be linked to lifestyle or if the resident is vulnerable and requires additional support.
- For market let homes, if the damp, mould or condensation is caused by lifestyle issues or overcrowding, we will provide advice to these residents.
- Using data to forecast which properties may be more susceptible to damp and mould and prioritise these homes for upgrades.