Damp, Mould and Condensation Policy

Final – V2.0

Document Control Sheet

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Approved by (Board/Committee/Exec)	Senior Management Team (SMT)
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Policy author	Ian Robinson, Asset Compliance Manager
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Version Control

Guidance: a major change requiring approval moves the whole version number (e.g. V1.0 to V2.0). A minor change not requiring approval moves only the number after the decimal point (e.g. V1.1 to V1.2). Where a document is reviewed but unchanged, the number after the decimal point still moves.

Date	Reviewed by (name and title)	New version number	Summary of changes
21 Nov 2025	Ian Robinson, Asset Compliance Manager	V1.0	New version.
19 Feb 2026	Ian Robinson, Asset Compliance Manager	V1.1	External review carried out and recommendations implemented.
June 2026	House of Risk Ltd (Becky Tucker)	V2.0	Full rewrite into the THA Policy Template. Updated for Awaab's Law Phase 1 (in force 27 October 2025), including statutory timescales and the phased extension to further hazards in 2026 and 2027. Aligned to the rationalised Policy Framework and tiered governance model. Roles, compliance and assurance sections restructured.

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1. Scope

This policy applies to:

- all residential properties owned or managed by THA, including general needs housing, sheltered accommodation, street properties and communal areas;
- all THA colleagues, contractors, consultants and agents acting on behalf of THA; and
- all residents, including tenants, leaseholders, members of their household and licensees, in relation to reporting concerns and providing access.

It covers the prevention, identification, reporting, investigation, remediation and ongoing management of damp, mould and condensation. It applies to occupied homes, void properties and homes subject to mutual exchange.

Exception: where a property is managed by another organisation under a management agreement, the responsible landlord's arrangements may apply. THA will confirm responsibilities in any such case so there is no gap in protection for residents.

2. Purpose and objectives

This policy sets out THA's approach to the prevention, identification, investigation, remediation and ongoing management of damp, mould and condensation in the homes it owns or manages. It treats damp and mould as a potential health and safety hazard and reflects THA's duties as a responsible landlord.

The objectives of this policy are to:

- ensure residents live in safe, healthy and habitable homes;
- comply with Awaab's Law and the wider legal and regulatory framework, including the HHSRS, the Homes (Fitness for Human Habitation) Act 2018 and the Regulator of Social Housing's consumer standards;
- provide clear, time-bound operational expectations for response, investigation and remediation;
- embed a proactive, prevention-focused and vulnerability-informed approach aligned to sector best practice; and
- prepare THA's processes to extend to the wider range of hazards as Awaab's Law is phased in during 2026 and 2027.

3. Policy statement

THA is committed to providing safe, warm and healthy homes, and to responding quickly and fairly where damp, mould or condensation is reported. In delivering this policy, THA will:

- treat damp and mould as a potential health and safety hazard, and never as a 'lifestyle' issue;
- respond promptly, empathetically and proportionately to all reports;
- prioritise vulnerable households and those at greater risk of harm;
- meet the statutory timescales set by Awaab's Law;
- use data, stock insight and learning to prevent recurrence; and

- maintain transparent governance, assurance and resident communication.

4. Definitions

The following terms are used in this policy:

Term	Definition
Condensation	Moisture that forms when warm, moist air meets a colder surface such as a wall, window or mirror, and the air can no longer hold the water. It often appears where air is still, for example in corners, behind furniture or inside wardrobes.
Relative humidity	The amount of moisture in the air compared with the maximum the air can hold at a given temperature. High relative humidity increases the likelihood of condensation and mould.
Penetrating damp	Moisture entering the home from outside, for example through leaking or cracked pipework, a damaged roof, blocked guttering, gaps around window frames, or defective rendering and brickwork.
Rising damp	Moisture rising through the structure from the ground, usually caused by a defective or absent damp-proof course, often leaving a 'tide mark' above floor level. Remedying rising damp requires a construction-based intervention.
Mould	A fungus that grows in damp or humid conditions and releases spores. Mould is most often linked to condensation that has not been managed effectively, although rising and penetrating damp can also be contributing causes.
Emergency hazard	A hazard that poses an imminent and significant risk to the health or safety of an occupier, such that a reasonable landlord would act to make it safe within 24 hours. Under Awaab's Law, emergency hazards must be made safe within 24 hours of THA becoming aware.
Significant hazard	A hazard that poses a significant risk of harm to the health or safety of an occupier, judged through a person-centred assessment. Under Awaab's Law Phase 1, this covers damp and mould and is subject to fixed investigation and remediation timescales. A hazard need not reach Category 1 under the HHSRS to be significant.
Person-centred assessment	An assessment of risk that takes account of the individual circumstances, health and vulnerabilities of the people living in the home, rather than the hazard in isolation.
Preventative works	Further works, such as improved ventilation, heating, insulation or damp-proofing, carried out to prevent damp and mould recurring once the immediate hazard has been addressed.

Term	Definition
Working day	Any day other than a Saturday, Sunday or bank holiday. The statutory timescales under Awaab's Law are counted in working days unless stated otherwise (the 24-hour emergency timescale runs in real time).
Becoming aware	The point at which THA, or a contractor acting on its behalf, first receives information that indicates a potential hazard. The Awaab's Law timescales are counted from this point.
HHSRS	The Housing Health and Safety Rating System, the risk-based framework under the Housing Act 2004 used to assess hazards in residential properties.

5. Policy

5.1 Our approach

THA treats damp and mould as a potential risk to health and safety. We take a person-centred approach, considering the people who live in the home as well as the condition of the property. We will not apportion unfair 'lifestyle blame'. Where THA is responsible for structural defects, insulation failure or design issues, that responsibility remains regardless of how a resident uses their home.

5.2 Awaab's Law and phased implementation

Awaab's Law (the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025) places statutory duties on social landlords to investigate and address hazards within fixed timescales. It is being introduced in phases:

- **Phase 1 (in force from 27 October 2025):** damp and mould hazards that present a significant risk of harm, and all emergency hazards.
- **Phase 2 (from 2026):** a wider set of hazards, including excess cold and excess heat, falls, structural collapse and explosions, fire and electrical hazards, and domestic hygiene and food safety hazards.
- **Phase 3 (from 2027):** all remaining HHSRS hazards, with the exception of overcrowding.

THA applies the statutory timescales in this policy to damp, mould and emergency hazards now. As each further phase comes into force, THA will extend the same case-management approach and timescales to the additional hazards covered, and will update its supporting procedures accordingly.

5.3 How residents can report

Residents can report damp, mould, condensation, leaks or ventilation concerns through several channels, including by phone, email, in writing, in person, or through any digital reporting route THA provides. Where a resident prefers, a report may also be made through the complaints process.

THA treats every report as a potential health and safety issue. All reports are acknowledged promptly and recorded within an auditable case-tracking system so they can be managed

consistently against the required timescales. Where data indicates elevated risk, THA may also contact residents proactively.

5.4 Investigation and statutory timescales

THA responds within the timescales set by Awaab's Law, counted in working days from the point THA becomes aware (the 24-hour emergency timescale runs in real time):

- emergency hazards are made safe within 24 hours, or the resident is offered suitable alternative accommodation where the home cannot be made safe in that time;
- significant damp and mould hazards are investigated within 10 working days;
- a written summary of findings is provided to the resident within 3 working days of the investigation concluding.

THA may use remote triage, for example a video call, to understand the scale and urgency at the earliest point. This will not delay an in-home inspection where one is needed. When inspecting, THA assesses the condition of the wider home, not only the affected area, and records findings proportionately, including photographs and a hazard assessment where relevant.

Where the cause is not immediately clear, THA appoints a surveyor or specialist contractor with appropriate competence to investigate the underlying causes, including the building fabric, ventilation, heating and moisture pathways. Specialist reports and action plans are shared with the resident. A summary of timescales is set out at Appendix A.

5.5 Person-centred and vulnerability-led prioritisation

Awaab's Law requires a person-centred assessment, and a hazard does not need to reach Category 1 under the HHSRS to be significant. THA will give particular priority to households that include:

- young children;
- older residents;
- disabled people; and
- residents with known health vulnerabilities.

Where higher risk is identified, THA expedites assessment, intervention and follow-up. As a guide, THA aims to assess concerns for higher-risk households within 3 working days where practicable, in addition to meeting the statutory timescales.

5.6 Communication following investigation

Residents receive a written summary within 3 working days of the investigation concluding, setting out the findings and any health risk, the works required and their timescales, and any temporary accommodation arrangements. THA keeps residents informed through a channel that meets their needs and, where required, provides information in alternative formats or languages. Communication is clear, empathetic and focused on health and safety.

Where works are complex or need several visits, THA explains the next steps, the expected timescales and what the resident can expect at each stage, including any temporary safety measures, and agrees how often it will keep in contact.

5.7 Remediation and repairs

THA begins safety works within 5 working days of the investigation concluding where a significant hazard is confirmed. Where a full repair cannot be completed at that point, THA puts interim measures in place to make the home safe. Works to prevent recurrence begin within 5 working days where practicable and are physically started within 12 weeks where they cannot reasonably begin sooner.

Remedial actions may range from mould treatment and redecoration through to repairs addressing water ingress, ventilation upgrades such as extractor fans, heating improvements, insulation works and other measures to prevent recurrence. Where extensive works are required, THA plans the safest approach with the resident.

5.8 Alternative accommodation

Where a home cannot be made safe within the required timescales, THA provides suitable alternative accommodation, taking account of the household's needs, including space, disability and medical requirements. Any request for a longer-term move is considered in line with THA's allocations and transfer arrangements.

5.9 Access

THA takes reasonable steps to gain access to complete inspections and works. Where access is refused or repeatedly not provided, THA may escalate through formal tenancy enforcement routes where necessary, to protect resident health and safety and meet its statutory duties.

5.10 Void homes and mutual exchanges

THA ensures that homes are let in a condition that is safe and free from damp and mould. Where a void or mutual exchange property has a history or indication of damp and mould, THA inspects and treats it before letting and completes any necessary works to address the underlying causes. Where a significant hazard was previously identified, THA considers a post-let follow-up check, for example within 3 months, to confirm the issue has not recurred.

5.11 Housing disrepair claims

Where THA receives a housing disrepair claim relating to damp and mould or associated defects, it continues to prioritise resident safety and progresses the repairs for which it is responsible as quickly as possible. THA does not delay necessary repairs solely because a legal claim is ongoing. Claims are managed in line with THA's disrepair and complaints processes and the relevant pre-action protocol.

5.12 Resident right to review

If a resident believes THA has not followed this policy, or disagrees with the outcome of an assessment, they may request a review. A manager reviews the decision and communicates the outcome. This does not replace a resident's right to use THA's complaints process and to escalate to the Housing Ombudsman.

5.13 Resident responsibilities

Residents play an important part in keeping their home healthy. THA asks residents to:

- report damp, mould, leaks, condensation or ventilation concerns promptly;

- provide reasonable access for inspection, investigation and works; and
- take reasonable care of the home, including using heating and ventilation where provided, where it is reasonably practicable to do so.

THA recognises that structural defects, insulation failure and design issues remain the landlord's responsibility, regardless of resident behaviour.

5.14 Post-remediation follow-up and learning

Once works are complete, THA carries out a structured follow-up review to confirm the issue is resolved, reassesses any repeat or recurring damp and mould, and captures organisational learning to inform prevention and investment. For significant hazards, THA seeks to make follow-up contact or a visit within an appropriate timeframe, for example within 3 months, to confirm the issue has not returned and the resident is safe.

5.15 Prevention and stock insight

THA uses stock condition data and reporting trends to identify and address underlying causes. Where multiple reports arise in particular properties or blocks, THA commissions specialist surveys, for example structural, damp-proofing or ventilation audits, to remedy systemic issues rather than treat symptoms. Damp-proofing, ventilation, insulation and heating measures are built into void management, planned maintenance and improvement programmes, and residents are given accessible guidance on managing moisture in the home.

6. Compliance

Compliance with this policy is monitored by the Asset Compliance Manager through the case-tracking system, using performance indicators that measure response against the Awaab's Law timescales. Performance is reported to the Executive and to the Board through the Compliance and Assurance Report.

In line with the Policy Framework, this policy is subject to an annual Policy MOT and a formal review in line with its tier. Adherence to the framework, including the use of the correct template, approval route and review timeliness, is also assessed.

THA provides training so that colleagues and contractors understand their responsibilities under this policy and under Awaab's Law. Where the policy is not followed, THA will take appropriate action, which may include further training, contractual measures for contractors, or, in serious cases, action under THA's disciplinary procedures.

7. Sustainability

At Teachers' Housing Association, we recognise the critical importance of sustainability in our operations and services. We are committed to embracing sustainable practices that contribute to environmental protection, social equity and economic viability.

To reduce the incidence of damp and mould, THA will:

- incorporate damp-proofing, good ventilation, adequate insulation, heating and moisture management into void management, planned maintenance and improvement programmes;

- ensure that new or refurbished properties meet or exceed Decent Homes and building-regulation requirements for thermal comfort, ventilation, damp resistance and drainage;
- provide residents, on moving in and periodically, with guidance on using heating, ventilation and moisture-control systems effectively; and
- commission specialist surveys where repeated reports arise, to identify and remediate root causes rather than treating symptoms.

8. Responsibilities

The following roles are responsible for delivering this policy:

Role	Responsibility
Board	Provides strategic oversight of damp, mould and condensation as a safety and regulatory priority, and seeks assurance that THA meets its Awaab's Law duties.
Executive / SMT	Provides operational oversight, approves this policy, ensures resources are in place to meet statutory timescales, monitors performance, and reports compliance through the Compliance and Assurance Report.
Policy Owner	Holds overall accountability for the policy, ensures it is implemented and effective, and authorises updates in line with the Policy Framework.
Asset Compliance Manager (Policy Author)	Manages the day-to-day damp and mould response, oversees case management against statutory timescales, and reports performance to the Executive and Board.
Repairs, maintenance staff and contractors	Carry out inspections and works within the required timescales, record findings proportionately, and escalate emerging or recurring hazards.
Surveyors and specialists	Diagnose underlying causes where these are not immediately clear, and produce reports and action plans that are shared with the resident.
Customer-facing and housing staff	Log reports promptly, support and update residents, and identify vulnerability so cases can be prioritised appropriately.
All colleagues	Treat damp and mould as a potential health and safety issue and report any concerns through the correct route without delay.

9. Equality and diversity

THA is committed to delivering this policy in a way that is fair, inclusive and compliant with the Equality Act 2010. We will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equality Act 2010.

THA recognises that some residents and staff may have additional needs that affect their ability to receive, understand or act on damp, mould and condensation information. In delivering this policy, THA will:

- provide information in accessible formats where required, including alternative languages or formats for those with sensory impairments;
- consider reasonable adjustments for residents with disabilities, learning needs, cognitive impairments or mobility issues;
- ensure staff and contractors understand their responsibilities in supporting vulnerable or at-risk groups;
- consider access needs when arranging inspections, appointments and works; and
- take sensitive and proportionate steps where temporary accommodation (a decant) is required.

No action taken under this policy will adversely affect residents or staff with protected characteristics without due consideration and mitigation. Where an Equality Impact Assessment is required under THA's Policy Framework, this will be completed and recorded.

10. Related documents

This policy should be read alongside the following related documents:

- Repairs, Maintenance and Disrepair Policy;
- Housing Safety Compliance Policy;
- Complaints and Compensation Policy;
- Safeguarding Policy;
- Health and Safety Policy;
- Allocations and Lettings Policy, and Tenancy Management Policy;
- Repairs Procedure, Decant Procedure and Contractor Management Procedure; and
- the Damp, Mould and Condensation operational procedure and process map.

11. Legislation and regulation

The legislation listed in this policy is not intended to cover all legislation applicable to this policy. To comply with clause 1.1 of the Regulator of Social Housing's Governance and Financial Viability Standard, which requires adherence to all relevant law, THA will take reasonable measures to ensure compliance with all applicable legislation by reviewing policies and procedures and amending them as appropriate. Any queries relating to the applicable legislation should be directed to the policy owner.

Legislation and regulation directly relevant to this policy includes:

- Awaab's Law – the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025;
- Social Housing (Regulation) Act 2023, and the Regulator of Social Housing's consumer standards, including the Safety and Quality Standard;
- Landlord and Tenant Act 1985 (including the implied repairing obligations);
- Homes (Fitness for Human Habitation) Act 2018;
- Housing Act 2004 (the HHSRS);
- Defective Premises Act 1972;
- Equality Act 2010;
- Environmental Protection Act 1990;
- Health and Safety at Work etc. Act 1974;
- Decent Homes Standard;
- Building Regulations (ventilation, thermal comfort and moisture-control requirements); and
- the Pre-Action Protocol for Housing Conditions Claims (England).

THA will comply with all applicable current and future legislation, and will work cooperatively with regulators, local authorities and the Housing Ombudsman. Where THA does not meet its statutory duties, this may give rise to resident redress, regulatory intervention or legal action; THA manages this risk through the monitoring and assurance arrangements set out in this policy.

12. Review

This document will be reviewed every 3 years, or sooner if significant changes occur in the relevant legal or operational landscape. As a Tier 2 (Operational Service Policies) policy, it is approved by the Senior Management Team (SMT) and is subject to an annual Policy MOT between formal reviews.

A review may also be triggered by changes in legislation or regulation (including the further phases of Awaab's Law), changes to organisational strategy or structure, audit or assurance findings, learning from cases or complaints, or feedback from residents and other stakeholders. The review will consider the policy's continued relevance, its legal and regulatory compliance, and feedback from stakeholders.

Appendix A – Awaab's Law response timescales at a glance

This summary supports the operational process map. Timescales are counted in working days from the point THA becomes aware, except the 24-hour emergency timescale, which runs in real time.

Stage	Statutory timescale	What this means in practice
Report received	On the day THA becomes aware	The report is logged and tracked and triaged to confirm whether it is a potential emergency or significant hazard.
Emergency hazard	Made safe within 24 hours	Where a hazard poses an imminent and significant risk, THA makes the home safe within 24 hours or provides suitable alternative accommodation if it cannot.
Investigation (significant damp and mould)	Within 10 working days	A competent person investigates, in person or remotely, assessing the whole home and the people living in it. A physical inspection follows where needed.
Written summary of findings	Within 3 working days of the investigation concluding	The resident receives a written summary setting out what was found, the works required, and the expected timescales.
Begin safety works	Within 5 working days of the investigation concluding	Works to address a significant hazard begin within 5 working days. Interim measures are used where a full repair cannot be completed immediately.
Preventative works	Begin within 5 working days; physically started within 12 weeks	Works to prevent recurrence begin within 5 working days where practicable and are physically started within 12 weeks where they cannot reasonably begin sooner.
Alternative accommodation	Where the home cannot be made safe in time	Suitable alternative accommodation is offered, taking account of space, disability and medical needs.
Follow-up	Typically, within 3 months	For significant hazards, THA makes follow-up contact or a visit to confirm the issue has not returned and the resident is safe.