



POLICY DOCUMENT

DAMP, MOULD & CONDENSATION POLICY

POLICY TITLE:	Damp, Mould & Condensation Policy
LEAD OFFICER:	Head of Asset Management
DATE APPROVED:	August 2026
APPROVED BY:	St Leger Homes Board
IMPLEMENTATION DATE:	August 2026
DATE FOR NEXT REVIEW:	August 2029 (or sooner if new guidance or legislation is introduced)
ADDITIONAL GUIDANCE:	Damp, Mould & Condensation Operating Procedures
ASSOCIATED CUSTOMER/EMPLOYEE PUBLICATIONS:	• Asset Management Strategy • Repairs & Maintenance Policy • Customer Complaints Policy • Environmental Strategy • Tenant's Handbook • Tenancy Agreement • Damp & Mould Operating Procedures • No Access Policy • Recharge Policy • Decant Policy
TEAMS AFFECTED:	All staff and departments
THIS POLICY REPLACES	Damp and Mould Policy (2023)

Brief Policy Summary: This policy sets out the organisation's approach towards managing damp, mould and condensation in tenanted homes.

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DOCUMENT CONTROL

Revision History

Date of this revision:	August 2026
Date of next review:	August 2029
Responsible Officer:	Head of Asset Management

Version Number	Version Date	Author/Group commenting	Summary of Changes
1.0	01.06.2023	HoAM	Original version for initial consultation with EMT
1.1	04.07.2023	EMT, Customers, Staff	Minor tweaks throughout the document following consultation feedback
1.2	19.07.2023	EMT	Minor tweaks to the document following final consultation
2.0	27.10.2025	Damp, Mould and Disrepair Manager	Refresh in line with Awaab's Law.
2.1	January 2026	PS Mgt Team	Minor tweaks to the document following consultation
2.2	January 2026	One Voice Forum	No Changes Requested
2.3	June 2026	Directorate Working Together	Minor tweaks to the document following final consultation
2.4	July 2026	EMT	Addition of new logo following final consultation
2.4	August 2026	Board	Policy Approved by Board

Policy Creation and Review Checklist

Action	Responsible Officer	Date Completed
Best practice researched (HouseMark, HQN, Audit Commission, general websites)	D,M & C Working Group	31.05.2023
Review current practices from similar organisations	D,M & C Working Group	31.05.2023
Review customer satisfaction data from the area the policy relates to	Head of Customer Services	N/A
Review Customer complaints from the area the policy relates to	Head of Customer Services	06.06.2023
Undertake customer consultation if applicable	Head of Asset Management Damp, Mould & Disrepair Mgr	June 2023 January 2026

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Staff consultation if applicable	Head of Asset Management Damp, Mould & Disrepair Mgr	June 2023 January & June 2026
Trade Union consultation if applicable	Head of Asset Management	N/A at present
Stakeholder consultation if applicable	Head of Asset Management	N/A at present
Equality Analysis carried out	Head of Asset Management	19.06.2023
General review and refresh	Head of Asset Management	N/A at present

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DAMP, MOULD & CONDENSATION POLICY

1. Introduction

This policy is intended to provide clarity for customers, staff and other key stakeholders around the level of service that can be expected from St Leger Homes, and the approach that will be taken in relation to Damp, Mould and Condensation.

The policy sets out SLHD's commitment to ensuring that damp, mould and condensation issues are always taken seriously, and that these are dealt with in true partnership with tenants, with each party having their own responsibilities and roles to play.

The tragic death of Awaab Ishak is a stark reminder of the devastating consequences of the failure to manage damp and mould in homes can have. The Regulator of Social Housing expects all registered providers of social housing to fulfil their responsibility to take action to protect tenants from hazardous damp and mould. More importantly, our customers rightly expect to be able to live in safe and decent housing.

On October 27th 2025, Awaab's Law was introduced into the Social Housing (Regulation) Act 2023, which sets out in legislation, steps a landlord must take to investigate and remediate and reports of damp and mould hazard.

St Leger Homes of Doncaster (SLHD) wants to do the right thing, and we are firmly committed to providing good quality, safe and decent homes and ensuring the safety and wellbeing of our tenants. This commitment is a key objective within our corporate plan and is at the heart of our customer-focused approach to delivering our services.

Providing safe and decent homes includes ensuring that any damp or mould issues identified within our properties are robustly addressed in a reasonable timescale, commensurate with the scale of the issue, and with the collaboration and support of our tenants.

SLHD recognises the wider impact damp, mould and condensation within a home can have on our tenants, and we understand our responsibilities and obligations in addressing such

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issues when they occur. We have developed this policy to set out our commitment to tackling issues of damp and mould, demonstrating the importance we place on meeting our responsibilities and obligations.

To enable us to fulfil our obligations we also recognise the need to work in true collaboration and partnership with our tenants, working together to achieve a common goal: ensuring our homes are decent, modern, safe and free from hazards.

2. Purpose

This policy sets out our specific commitment to a **zero** tolerance approach to damp and mould in our properties. This policy complements and supports other key strategies, policies and documents including SLHD's:

- Asset Management Strategy
- Repairs & Maintenance Policy
- Customer Complaints Policy
- Environmental Strategy
- Tenant's Handbook
- Tenancy Agreement
- Damp & Mould Operating Procedures
- No Access Policy
- Recharge Policy
- Decant Policy

The policy will underpin the work of our dedicated Damp and Mould Team to provide assurance that SLHD:

- Takes the health, safety and wellbeing of tenants seriously.
- Takes all reports of damp and mould seriously.
- Takes appropriate and reasonable measures to maintain the Decent Homes Standard and Safety & Quality Standard across its managed housing stock.
- Has robust systems in place to ensure that tenants' homes are free from hazardous levels of damp and mould, alongside comprehensive operational processes in place to identify and effectively deal with cases that may arise within a reasonable timescale.
- Complies with all relevant associated legislation and takes account of existing and emerging best practice.

3. Scope

This policy applies to:

- All City of Doncaster Council residential properties under the management of SLHD.
- Communal spaces in residential accommodation under the management of SLHD.

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It covers:

- Rising, penetrating and condensation damp, including internal leaks. A definition of the different types of damp is covered in Appendix 1.

It sets out:

- SLHD's responsibilities for identifying and dealing with damp, mould and condensation.
- Tenants' responsibilities for identifying, reporting and dealing with damp, mould and condensation.

It confirms:

- Our commitment to addressing damp and mould issues and how we will meet these promises.

It also:

- Clarifies the guidance, advice, and assistance available throughout the process to all tenants living in SLHD managed properties.
- Identifies situations where SLHD will not be able to undertake works to rectify damp, mould and condensation.

4. Ownership and Responsibilities

Our Statutory Obligations

The key statutory and contractual obligations applicable to this policy are:

- Housing Act 2004.
- Decent Homes Standard.
- Homes (Fit for Human Habitation) Act 2018.
- Housing Health and Safety Rating System (HHSRS).
- Defective Premises Act 1972 (Section 4).
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994.
- Landlord and Tenant Act 1985 (Section 11).
- Tenancy Agreement.
- Equality Act 2010.
- The Health And Safety At Work Act 1974.
- Social Housing (Regulation) Act 2023 (Including Awaab's Law)

Our Responsibilities

In preventing and managing issues relating to damp, mould and condensation, SLHD is responsible for:

- Maintaining the main fabric of the building in good condition including: walls, roof, chimneys, doors, windows, guttering, fascia and soffit.

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- Ensuring that internal components such as pipework, heating, insulation and ventilation are in good working order.
- Responding to reports of faulty components or repairs in a reasonable timescale (and in accordance with our repairs and maintenance policy and other legislative timescales).
- Triaging reports of damp and mould, whilst considering severity and customer vulnerability.
- Responding to reports of damp and mould, in accordance with the legislative timescales dictated under Awaab's Law where applicable. Utilising data and other asset intelligence to proactively identify potential issues.
- Delivering the specific commitments contained within this policy.

Tenant Responsibilities

In preventing and managing issues relating to damp mould and condensation, tenants are responsible for:

- Regularly checking for, and reporting in a timely manner, any damp or mould issues. This includes faulty equipment that will hamper the management and control of damp, condensation, and mould (e.g. leaks, faulty extract fan, unable to open windows, faulty or absence of heating in habitable spaces etc.).
- Regularly checking for mould and cleaning signs of mould as soon as they are discovered.
- Following all advice and guidance issued by SLHD on managing and controlling damp and condensation and taking all reasonable steps to reduce and manage condensation within the home.
- Using any product issued by St Leger Homes, in accordance with instructions and guidance, to treat and manage mould within their property.
- Adequately heating the property (recommended between 18-21 degrees) and keeping humidity levels below 60% relative humidity (rh)
- Providing reasonable access for repairs and inspections, in accordance with the tenancy agreement.

If the tenant fails to take the advice and reasonable steps to reduce damp, mould and condensation, the tenant may be recharged for any resulting repairs required which are considered to be as a result of this neglect.

5. Policy

5.1 Our Ethos

SLHD will make it easy for tenants to report and raise concerns relating to damp, mould and condensation and take all reports seriously to protect their health, safety and wellbeing. The damp and mould team will strive to identify the root cause of the problem. It is acknowledged that property use can have an impact on damp, mould and condensation, but we will never assume 'lifestyle' is the sole cause and all necessary testing will be carried out to rule out any construction defect with the property. The Damp and Mould team will ensure that concerns raised are listened to, and tenants are treated fairly and with respect, focusing on

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working in partnership with tenants and other business areas to resolve any issues raised together.

5.2 Awaab's Law

SLHD will adhere to legislative timescales and guidance as detailed in Awaab's Law which forms part of the Social Housing (Regulation) Act 2023. As the legislation is being introduced on a phased approach it may be subject to changes with each additional phase, so specific details have not been included within this policy. The policy is however supported by the organisations documented Awaab's Law Operating Procedure, which will be routinely updated with changes in legislation.

A Damp and Mould hazard is not considered in scope of Awaab's Law under the following circumstances:

- If the hazard arises due to tenant neglect or misuse, such as failing to ventilate properly, not heating the property adequately, or causing damage that leads to damp or mould.
- External Factors Beyond Landlord Control. i.e. Hazards caused by extreme weather events, flooding, damages caused by a third party or other external circumstances where immediate repair is not possible.

Where no defect in the property is identified, the case may fall outside the formal scope of Awaab's Law. However, SLHD adopts a robust and proactive approach by assessing all reports of damp and mould in line with the principles of Awaab's Law. Wherever possible, where a significant or emergency hazard is identified, SLHD will aim to complete remedial works within Awaab's Law timescales, even where the case technically falls outside of scope due to factors beyond the landlord's control.

This approach reflects SLHD's commitment to safeguarding residents' health and wellbeing. SLHD recognises that some contributing factors to damp and mould may be outside the control of both the landlord and the tenant, such as the affordability of energy and the ability to adequately heat the home.

5.3 Triaging

We will conduct an initial remote triage of all reports of damp, mould, and condensation to assess whether an 'emergency' or 'significant' hazard exists, as defined under Awaab's Law. This process ensures that investigations are carried out within the required timescales. Where the triage confirms that no 'emergency' or 'significant' hazard is present, the inspection will proceed in accordance with other organisational policies and the terms of the tenancy agreement.

SLHD will adopt a risk assessment matrix when triaging damp, mould and condensation issues, with consideration of tenant circumstances and vulnerabilities to ensure a fair and consistent approach is applied across all damp and mould reports.

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We will not request medical evidence to confirm vulnerabilities; however, tenants may be encouraged to update their tenancy records if a vulnerability is not currently listed. Any deliberate attempt to exaggerate a medical condition in order to gain priority will be considered a breach of tenancy and may result in an investigation by the housing management team.

Tenants have the right to decline answering questions about personal circumstances or vulnerabilities during the damp and mould triage. However, SLHD cannot accept responsibility for any inaccuracies in the application of the risk assessment matrix that may arise as a result.

5.4 Damp and Mould Investigations

Following the triage, the Damp and Mould Team will arrange an investigation into the reported issue. Any 'emergency' or 'significant' hazards will be investigated within the timescales set out under Awaab's Law.

In minor cases, not all reports will require a physical visit; in some instances, the investigation may be completed during the triage process.

Where appropriate, the team may use digital technology to assist with investigations. For example, tenants may be asked to provide initial photographs via email, although other digital tools may also be used. Personal circumstances will always be considered, and digital methods will not be used where a tenant is unable to participate. Even if an investigation is carried out remotely, a physical visit may still be required depending on the findings.

Following the initial investigation of a potential 'emergency' or 'significant' hazard, the investigating surveyor will produce a report outlining the findings, any required repairs, and next steps, including associated timescales.

Diagnosing and resolving damp and mould can be complex, and further investigations may be necessary. These could include:

- A revisit by an SLHD surveyor to carry out intrusive testing
- Installation of specialist monitoring equipment
- A specialist survey by a partnering contractor

If further investigations are required, tenants will be kept informed throughout the process. In some cases, the investigation may conclude that no constructional defect exists (i.e., no repairs are required). In these instances, we will work with the tenant to provide advice and support to help improve conditions in their home. Further details are outlined in section 5.8.

5.5 Repairs

If repairs are required following an investigation into damp, mould, or condensation, the Damp and Mould Team will raise a repair order, typically with the in-house Repairs and Maintenance team. In a small number of cases, specialist contractors may be required.

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While the Damp and Mould Team does not have direct management control over the Repairs and Maintenance team, we will work collaboratively to ensure repairs are completed efficiently and without unnecessary delay.

Where an 'emergency' or 'significant' hazard exists, repairs will be logged within the timescales set out under Awaab's Law. In these cases, repairs may have two separate timescales:

- Urgent repairs to immediately reduce or remove the hazard
- Additional repairs to prevent the hazard from recurring, completed within a reasonable timeframe

Where no 'emergency' or 'significant' hazard is identified, any findings and repairs will be managed in line with organisational policies and the tenancy agreement.

5.6 Mould Treatments

St Leger Homes will only carry out mould wash treatment where one or more of the following conditions apply:

- The mould growth is caused by factors outside the tenant's control (e.g., an internal plumbing leak)
- The issue is persistent or extensive
- The problem cannot be managed by the tenant despite previous documented attempts
- The tenant has vulnerabilities that prevent them from undertaking treatment independently

Most commercially available mould wash products are bleach-based. Bleach is ineffective on porous surfaces such as plaster because it only lightens the surface, giving the impression that mould has been removed, while the underlying root system often remains, leading to regrowth. For this reason, St Leger Homes only permits the use of antimicrobial solutions. These products provide a more effective and long-lasting treatment, are environmentally friendly, and are considered safe for operatives, tenants, children, and pets.

Antimicrobial solutions do not bleach surfaces, so black staining may remain after treatment. This does not indicate treatment failure. It is generally the tenant's responsibility to redecorate to remove any residual staining.

Where a mould wash treatment does not meet the above criteria, St Leger Homes may provide tenants with an antimicrobial mould treatment spray to enable them to manage the issue effectively themselves.

5.7 Specialists and Contractors

Where necessary, St Leger Homes may appoint independent specialist contractors to carry out surveys and/or repairs. This typically occurs when the work is considered extensive and

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beyond the scope of the Repairs and Maintenance team, for example, large-scale damp proofing projects. We will ensure that only competent and approved contractors deliver works on behalf of SLHD.

Contractors are not responsible for sharing survey details directly with tenants. All findings will be communicated by the Damp and Mould Team.

In some cases, major components may need to be removed to facilitate damp and mould remediation works. Contractors engaged for these works are responsible solely for the remediation process and, unless exceptional circumstances arise, will remove and refit existing items as part of the works. Any repairs to fixtures and fittings will be assessed and undertaken by the Repairs and Maintenance Team. Contractors will only be held accountable for general repairs where damage is a direct result of their actions during remediation.

SLHD may provide support to tenants with the temporary removal and storage of large furniture items where these prevent essential works, and the tenant is unable to relocate them independently.

Appointed contractors will take reasonable steps to protect floor coverings using heavy-duty sheeting. However, tenants are advised to consider temporarily removing floor coverings while works are in progress.

Following works, floor coverings may not fit correctly due to changes in skirting profiles or wall levels. In such cases, SLHD will not normally reimburse tenants for replacement flooring, as flooring remains the tenant's responsibility. Each case will, however, be assessed on its individual merits, considering the age, condition, and expected lifespan of the floor covering. In exceptional circumstances, SLHD may offer a contributory payment as a gesture of goodwill.

If flooring needs to be removed to facilitate works to the floor, the tenant will be responsible for any costs associated with removal and refitting through their chosen flooring contractor. The Damp and Mould Team is responsible for the operational management of contractors appointed for damp, mould, or condensation remediation. Quality control measures will be in place to ensure value for money, high standards of workmanship, and that tenants are treated fairly and with respect.

5.8 Supporting our Tenants

Tenants will have access to comprehensive advice and guidance on managing and controlling damp, mould, and condensation. This information will be available via our website, social media channels, HouseProud, or directly from an SLHD employee. All advice will be periodically reviewed, and literature updated as necessary to ensure it remains current and relevant.

Where appropriate, SLHD will support tenants in taking proportionate and reasonable actions to help manage condensation-related issues within their home. In exceptional

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circumstances, SLHD may consider installing additional equipment or technology to assist further. This may include, but is not limited to:

- Positive Input Ventilation (PIV)
- Central Mechanical Extract Ventilation (CMEV)
- Remote Monitoring Environmental Sensor Technology

Any energy costs associated with operating installed equipment will remain the responsibility of the tenant.

If a triage and/or investigation identifies that financial hardship or other vulnerabilities have contributed to damp, mould, or condensation issues, a referral may be made to the Tenancy Sustainability Team. This team will work with the tenant to maximise income and build financial resilience.

5.9 Case Management

To ensure compliance with Awaab's Law, a case management approach will be applied to all significant and emergency hazards. Cases within the scope of Awaab's Law will remain open until all identified repairs and/or investigations have been completed.

The case management system will record all evidence of SLHD's efforts to comply with the legislation, including (but not limited to):

- Triage investigations
- Survey reports
- Outcome reports issued to customers
- No-access records
- Customer contact logs
- Follow-on actions (e.g., repairs or further investigations)
- Any recorded data

Full operational guidance is detailed within the organisation's Awaab's Law Procedure.

5.10 Decoration

Responsibility for decoration within the home lies with the tenant, as outlined in the tenancy agreement. However, in exceptional circumstances, SLHD may exercise discretion and consider contributing as a gesture of goodwill. An example of this would be where extensive damp-proofing works are required, which are outside the tenant's control.

SLHD does not generally provide decoration allowances following mould clearance. Even after treatment, black staining may remain; however, this does not indicate that mould has not been eradicated. It remains the tenant's responsibility to redecorate to remove any residual staining.

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Decoration allowances, where applicable, will be calculated in accordance with the amounts specified in the Repairs and Maintenance Policy.

5.11 Decants

Where a hazard falls within the scope of Awaab's Law and an investigation determines that an 'emergency' or 'significant' hazard cannot be resolved within the required legislative timescales, appropriate temporary accommodation will be offered to the household. This provision applies to all individuals residing at the property, including those who may not be formally listed on the tenancy but occupy the home on either a permanent or temporary basis, such as children in shared custody arrangements.

The organisation's approach to temporary moves is governed by a separate Decant Policy, which provides a clear framework for identifying when a decant is required and the types of decant that may be implemented, including emergency, temporary, and permanent relocations. The policy also outlines the support available to customers, including the provision of suitable alternative accommodation, assistance with removals, and access to financial support where appropriate.

The policy delivers a joined-up, multi-service approach to managing decants, ensuring that customers feel informed, supported and safe throughout the process. It also provides clear expectations for staff, enabling more consistent decision-making, and strengthen assurance by aligning delivery with regulatory requirements and Housing Ombudsman standards.

5.12 Vulnerable Persons

While SLHD has a separate Customer Support and Accessibility Policy, the definition of vulnerability within the Awaab's Law Operating Procedure may differ slightly, as a more rigorous approach is required to accurately assess damp and mould risk. These guidance notes have been developed using Housing Health and Safety Rating System (HHSRS) operating guidance, NHS advice, and Government recommendations.

Although damp and mould pose a health risk to everyone and should always be addressed promptly, it is particularly important to act with urgency for the following groups, who are more vulnerable to significant health impacts:

- People with pre-existing respiratory conditions (e.g., allergies, asthma, COPD, lung cancer, or other respiratory diseases), who are at increased risk of worsening symptoms and developing fungal infections or additional allergies
- Individuals of any age with weakened immune systems, such as those undergoing chemotherapy, recovering from a transplant, or taking immunosuppressive medication
- People living with mental health conditions, where damp and mould may act as a trigger that worsens their condition

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- Pregnant women, unborn babies, and women who have recently given birth, who may have reduced immunity
- Children and young people aged 14 or under, whose organs are still developing and who are more susceptible to respiratory problems
- Elderly people, whose immune systems weaken with age, making them more vulnerable to damp and mould-related illness
- Individuals who are bedbound, housebound, or have mobility issues, making it harder for them to leave a damp environment and access fresh air

Surveyors reserve the right to adjust the risk score based on the likelihood of time spent in affected rooms. Any such adjustments must be fully justified and documented within the case management system.

5.13 Complaints

All complaints will be handled in accordance with the Compliments, Comments, and Complaints Policy.

SLHD takes all complaints relating to damp and mould extremely seriously, ensuring that every concern raised is listened to and addressed. Tenants will be treated fairly and with respect, and individual needs, circumstances, and vulnerabilities will be considered throughout the investigation and resolution process.

SLHD is committed to continuous improvement, learning from complaints and customer feedback to enhance the quality of our service.

5.14 Compensation

SLHD will not normally reimburse tenants for personal items damaged by damp or mould unless it is proven that St Leger Homes has been negligent. Tenants are responsible for ensuring they have adequate contents insurance to protect their belongings.

The presence of damp and mould alone is not generally considered evidence of negligence. Where a tenant believes St Leger Homes has been negligent, they may submit a claim through our insurers. Claims can be made by post or online, and the outcome of any claim will be determined solely by our insurers.

Compensation may be considered only as a gesture of goodwill in exceptional circumstances where there has been a clear service failure. Any compensation offered will be in accordance with St Leger Homes' Compensation and Disturbance Policy.

5.15 Data

SLHD aim to use information and data to take a proactive approach in its response to damp and mould. Analysis of data and information gathered from reports of damp and mould will be used to learn from previous approaches as well as identify areas of interest, including common archetypal issues, to inform future investment programmes across the housing stock, ensuring strong links with the journey to net zero carbon.

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All data gathered will be processed in accordance with the organisations data protection and data retention policies.

5.16 Leaseholders

The relationship between the landlord and leaseholders is founded on shared responsibility for maintaining safe, decent, and well-managed homes. The organisation will meet its statutory and contractual obligations in relation to the structure, external fabric, and communal areas of buildings, and will take reasonable steps to investigate and address any reports of damp, mould, or condensation that fall within these responsibilities. Leaseholders are expected to maintain internal elements of their property in accordance with the terms of their lease, ensure adequate heating and ventilation within the property, promptly report any issues that may impact the wider building, and provide reasonable access for inspections and works where required.

SLHD will not be responsible for instances of damp, mould, or condensation that arise as a result of a leaseholder’s failure to adequately heat or ventilate the property. Both parties are expected to work collaboratively, maintaining open and constructive communication to enable timely resolution of issues, protect the condition of the building, and ensure the health and safety of all residents.

5.17 Environment

We have a separate Environmental Strategy, which sets out SLHD’s commitments to energy conservation, carbon reduction and wider environmental sustainability issues.

6. Policy Limitations

When responding to concerns about damp, mould, and condensation, there are certain limitations and exclusions to what SLHD can provide. These include, but are not limited to:

- Hazards arising from tenant neglect or misuse, such as failing to ventilate properly, not heating the property adequately, or causing damage that leads to damp or mould.
- External factors beyond landlord control, such as hazards caused by extreme weather events, flooding, damage caused by third parties, or other circumstances where immediate repair is not possible,
- Situations where controlling damp and mould is unreasonable or impractical, or where remedial action would be ineffective—for example, poor construction or design that does not meet current standards (e.g., listed buildings or cold bridging areas in the building fabric that cannot be eliminated). Where such properties are identified, their future retention and use will be reviewed,
- Non-habitable rooms, such as outbuildings, add-on structures, or unheated/uninsulated semi-external toilets and storerooms. Tenants considering

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converting or using non-habitable spaces must seek advice and permission from SLHD in accordance with tenancy agreement conditions.

- Internal conditions that prevent inspections or remedial work from being carried out safely, such as overcrowding or excessive hoarding of personal belongings. In these cases, SLHD will provide support and assistance to review the tenant's options, which may include moving to more suitable accommodation or referral for additional support services

7. Monitoring, Compliance and Effectiveness

The Director of Property Services has overall responsibility for this policy, including ensuring its effective implementation and delivery of the commitments specified.

- The Head of Asset Management is responsible for:
 - The day-to-day implementation and delivery of the policy.
 - Monitoring the day-to-day performance and delivery of the policy.
 - Reviewing the policy.
- The Damp and Mould Manager has responsibility for:
 - Supporting the development and ongoing review of this policy.
 - Developing the processes and procedures that underpin this policy.
 - Delivering the Damp & Mould action plan, which brings to life the aims and commitments within this policy.

As a minimum, the Policy will be reviewed every three years, or sooner if required in response to:

- Legislative changes.
- SLHD strategy or policy changes.
- Customer feedback, including complaints.
- Emerging new best practice.
- Ineffective policy terms.

Oversight, governance and monitoring of this policy will be provided through the existing SLHD & CDC Board & Committee structure, with monthly damp and mould updates being provided as a minimum via the Health, Safety and Compliance report.

8. Performance Standards

SLHD's performance monitoring and Key Performance Indicators (KPIs) include all damp and mould cases managed in line with Awaab's Law principles, including those which may technically fall outside of its statutory scope. This ensures transparency, drives consistent service standards, and reflects SLHD's commitment to treating hazards with the same level of urgency, regardless of their formal classification.

There are a number of Key Performance Indicators that will be used to measure individual(s) and team(s) performance, as well as legislative compliance, these include:

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- Number of damp and mould inspection requests
- Number of damp and mould inspections completed
- Time taken to complete a damp and mould inspections
- Number of repairs raised following a damp and mould inspection.
- Number of repairs completed following a damp and mould inspection.
- Time to complete damp and mould repairs following an inspection.
- Number of reports with an emergency or significant hazard.
- Time taken to abate an emergency or significant hazard.
- Number of open cases related to an emergency or significant hazard.
- Time taken to close a case with an emergency or significant hazard.
- Number of decants due to an emergency or significant hazard.
- Number of properties where a category 1 hazard in relation to damp and mould.
- Number of properties where a category 2 hazard is relation to damp and mould.
- Number of referrals made to the tenancy sustainability team.

The above key Performance indicators will be included in the Quarterly Assets Performance Report, which is monitored by the Executive Management Team and Building Safety Committee (on behalf of the Board).

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9. Appendices

Appendix 1: Types of Damp & Mould

The types of damp covered by the policy are:

Rising Damp: The movement of moisture from the ground rising up through the structure of the building through capillary action.

Penetrating Damp: (including internal leaks); Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure. The cause can be the result of, for example:

- Water ingress due to defective or poor original design or workmanship of the structure.
- Defective components for example roof coverings, external wall doors and windows.
- Defective or blocked rainwater gutters and pipes.
- Defective or leaking internal waste pipes, hot and cold water and heating systems.
- Flooding due to burst pipes.

Condensation: Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets. This can take two main forms:

- Surface condensation arising when the inner surface of the structure is cooler than the room air.
- Condensation inside the structure where vapour pressure forces water vapour through porous materials (e.g., walls), which then condenses when it reaches colder conditions within the structure.

The Conditions that can lead to condensation are:

- Inadequate ventilation – For example, lack of opening windows or mechanical ventilation or extraction, not opening windows, blocking up vents not turning on extractor fans, not allowing air to circulate around furniture.
- Inadequate heating – For example, absence of suitable heating system or not heating property appropriately (acknowledging that in some cases fuel poverty may be a contributing factor).
- Defective insulation – For example, insulation in lofts becoming dislodged or missing
- High humidity – For example, not covering pans when cooking and drying laundry inside without proper ventilation.
- Overcrowding – For example, ore people in a property means more moisture from breathing, cooking, and washing
- Water leaks or water ingress – contributing to additional moisture in the air.

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Black Mould

Black mould is a type of fungus that thrives in damp, warm, and poorly ventilated environments. It appears as dark green or black patches.

How Does Black Mould Grow?

- Moisture is essential – Black mould needs a constant source of moisture to grow. This can come from condensation, leaks, flooding, or high humidity.
 - Organic material – It feeds on materials like wood, paper, wallpaper, plasterboard, and fabrics.
 - Poor ventilation – Areas with little airflow, such as behind furniture, in bathrooms, kitchens, or basements, are prime spots.
 - Warm temperatures – It grows best in warm indoor environments.
- Once established, black mould releases spores into the air, which can spread to other damp areas and pose health risks, especially for people with respiratory conditions, weakened immune systems, or allergies.

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