



EDEN HOUSING ASSOCIATION

DAMPNESS, MOULD & CONDENSATION POLICY

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Policy Implementation Date:	16 October 2025
Revision Cycle	1 year* *or sooner with any changes in legislation that impact

This policy applies to Eden Housing Association and all its wholly owned subsidiaries, including Mitre Housing Association

Review/Amendments Record

Date	Change by	Summary of Change
5 June 24	Stella Eggleston	General review & update
16 May 25	Stella Eggleston	General review & update
19 Sep 25	Stella Eggleston	General review & update in light of updated Awaab's Law guidance
28 July 26	Stella Eggleston	Update to section 6 – reporting, data and trends Update to Appendix A to reflect 2026 changes to HHSRS

DAMPNESS, MOULD & CONDENSATION POLICY

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1. POLICY STATEMENT

- 1.1 Eden Housing Association (EHA) is committed to ensuring the health and safety of our tenants and their households who may be affected by dampness, mould and condensation (DMC) in homes that we own and manage.
- 1.2 DMC in a home can affect the enjoyment of living a home and can have a significant impact on health. EHA will respond promptly to all reports of DMC from tenants, colleagues, advocates and contractors, and will approach with empathy and understanding.
- 1.3 The overall aim of this Policy is to ensure EHA has an effective and proactive approach to addressing DMC in our tenants homes, and all colleagues are aware of and understand the processes in place to address this issue.
- 1.4 The Social Housing (Regulation) Act 2023, aims to introduce a more effective system of regulating social housing, of which, the inclusion of Awaab's Law comes into force on 27 October 2025. The current guidance in relation to Awaab's Law is as follows:

- social landlords will have to address damp and mould hazards that present a significant risk of harm to tenants within fixed timescales.
- social landlords will also have to address all emergency repairs including for damp and mould or other hazards as soon as possible and within no longer than 24 hours.

In response to this EHA will adhere to the proposed timescales set out within the new legislation:

Initial investigation of potential hazards	10 working days from report
Provide written summary of investigation findings	3 working days from inspection
Commence safety work	5 working days from inspection
Emergency repairs addressed	24 hours from inspection

Awaab's Law also sets out

- the circumstances under which properties should be temporarily decanted to protect residents health and safety (in the event of a Category 1 hazard being identified)
 - A requirement for landlords to maintain adequate record keeping throughout repair works.
- 1.5 In 2026, requirements will expand to apply to a wider range of hazards. In addition to damp and mould. The hazards we expect to extend Awaab's Law to in this second stage of implementation include excess cold and excess heat; falls; structural collapse; fire, electrical and explosions; and hygiene hazard.

- 1.6 In 2027, the requirements of Awaab's Law will expand to the remaining hazards as defined by the Housing Health and Safety Rating System (HHSRS) (excluding overcrowding).
- 1.7 The HHSRS is a risk-based assessment framework used in England and Wales under the Housing Act 2004 to evaluate potential hazards in residential properties.
- 1.8 The full list of 29 hazards can be found in Appendix A

2. REFERENCES

2.1 External

Legislation and regulation

- Defective Premises Act 1972 (Section 4)
- Health and Safety at Work Act 1974
- Building Regulations Act 1984
- Landlord and Tenant Act 1985 (Section 11)
- Management of Health and Safety at Work Regulations 1999
- Housing Act 2004
- Housing Health and Safety Rating System 2006
- Equality Act 2010
- Control of Asbestos Regulations 2012
- Data Protection Act 2018
- Homes (Fit for Human Habitation) Act 2018
- Social Housing (Regulation) Act 2023 inclusion of Awaab's Law (Oct 2025) Awaab's Law; Draft guidance for social landlords

Internal

- Asbestos Policy
- Repairs and Maintenance Policy
- Tenancy Policy
- Compensation Policy
- Complaints Policy & Procedure
- Health & Safety Policy
- Safeguarding Policy
- Decant Policy
- Void Management Policy

3. POLICY CONTENT

3.1 DAMPNESS, MOULD & CONDENSATION

We are all exposed to dampness and condensation in our homes. Everyday activities such as cooking, bathing, showering, washing clothes and even breathing create water vapour. This water vapour needs help to escape. If it has nowhere to go, the home will become humid, and the vapour will stick to colder surfaces such as walls or windows.

The external components of a home comprising the roofs, walls, windows and doors are all designed to prevent water from getting into a building. Over time, they can all develop faults, or decay. A single fault, or combination of issues, can cause water to get inside the building and this can result in dampness, condensation and mould growth within the home.

There are three common types of dampness that affect our properties: condensation, rising damp and penetrative damp. Dampness can be caused by a variety of factors:

- **Condensation:** Typically forms on windows, walls or other surfaces. This is caused by too much humidity indoors from poor ventilation, lack of heating and poor insulation. Overcrowding and significant differences in the temperature inside and outside of the building can also cause condensation.
- **Rising Damp:** Relates to ground moisture entering the building, often being drawn up through the brickwork by capillary action (for instance, if the damp course has failed or been compromised).
- **Penetrative Damp:** Is caused by water penetrating the external or internal structure of the building. It can cause dampness, rot and damage to internal surfaces and structures. This kind of damp includes water that enters the property through defective design and work on the structure of the property. Defective components may include the roof, doors, windows; water drainage systems, and leaking internal or communal water pipes.

Mould growth is generally restricted to dampness arising from condensation, rarely from other forms of dampness. Mould can produce allergens, irritants and toxic substances that can cause health problems.

3.2 OUR APPROACH

Reporting

We will investigate all reports of DMC within our tenants homes. Tenants or advocates acting on their behalf can make reports to EHA via phone, email, text and online. Contractors and colleagues visiting tenants homes will also make reports of any concerns of DMC.

Investigation

We will complete a triage process to assess the level of risk at point of reporting where ever possible. If a potential significant or emergency hazard is identified, we will respond in the timeframes set out by Awaab's Law as set out in the diagram in Appendix B and in the table below;

Process/Stage	Timescale
Investigation	Within 10 working days
Written Summary of findings	3 working days of investigation concluding
Undertake relevant safety work	Within 5 working days of investigation concluding
Begin any further works	Within 5 working days and must be physically started within 12 weeks

Where no risk of significant harm is identified, a routine inspection and/or necessary repairs will be raised in line with our Repairs and Maintenance Policy.

We will encourage tenants to provide photographs where possible to help us prioritise inspections; where there is significant DMC which may be considered a health hazard and/or there are vulnerabilities within the household an inspection will be carried out within 10 working days of the issue first being reported.

Where there are reports of minor DMC and no health issues within the household reported or identified (and is out of scope of Awaab's Law), a routine inspection will be carried out within 20 working days of the issue first being reported.

At the inspection our staff will provide tenants with advice and information on how to manage DMC. Information leaflets will be provided which reiterate and confirm the detailed information provided through discussion.

Repairs

Following the inspection if non-emergency works in relation to a significant hazard are identified, these will commence within 5 working days of the inspection being conducted.

Any emergency repairs identified will be addressed within 24 hours of the inspection/investigation.

Tenants will be advised of any repairs which will be raised, for those cases considered a hazard to health, this will be confirmed in writing within 3 working days of inspection.

Where DMC is not due to a defect in the property, we will work with tenants to manage moisture and condensation within the home.

Specialist Surveys

In more severe cases of DMC, staff may need to request a survey from a damp specialist who would also carry out an inspection and provide recommendations for works to be completed.

Monitoring

All tenants who have reported DMC will receive a follow up survey via email, text or telephone 6-12 weeks after repairs are completed to ensure any work we have carried out, and advice given, have been effective in resolving the issue. If this is not the case, further works may be raised.

Where a significant hazard was identified EHA will encourage tenants to allow colleagues to complete a physical post-inspection of the works.

Temporary Move (aka decant)

Where there are severe cases of DMC which poses a risk to our tenants health or there are extensive works to complete, it may be necessary to temporarily rehouse the household in line with our Temporary Move Policy whilst works are carried out to resolve the issue.

Where this is necessary we will work with our tenants to secure suitable alternative accommodation to meet their needs as best we can; the primary objective will remain completing the work as promptly as possible and getting our tenants back to their home. Temporary moves should not cause significant additional expense for our tenants, though there may be a little inconvenience.

If a tenant declines a temporary move, we will ensure the risks of staying in the home are made clear and advise of any actions the household can take to mitigate the risks if they choose to remain in the property. If the tenant changes their mind, EHA will find alternative suitable accommodation.

If a tenant chooses to return to the property before works are complete, this should be confirmed in writing to EHA; at which point the duty to provide alternative accommodation will end.

Access

EHA will work with tenants to take all reasonable steps to carry out investigations and remedial repairs, using all forms of available contact and at various times. Full records will be kept of all attempts.

EHA will use all information available in relation to our tenants to ensure any barriers to access are considered and multiple efforts will be made to overcome these barriers.

Financial Inclusion

We understand some of our tenants who are experiencing DMC may be struggling with the increased cost of living resulting in not being able to afford to use heating or extractor fans which can contribute towards DMC.

Where colleagues or contractors identify this as a potential concern, a referral will be made to our Housing Team and Financial Inclusion Officer with the view to working with the tenant to maximise income where possible.

Stock Condition Surveys

All of our properties will receive at least one full stock condition survey within a five year cycle, meaning around 1/5 of homes are inspected every year. Surveyors are required to respond to a specific question in relation to DMC and any cases identified will have a damp inspection raised.

4. STAFF TRAINING

Visiting staff in Property and Housing teams along with responsible Managers have undertaken HHSRS training appropriate to their role. All front line staff will receive awareness training on our policy and procedures when any changes are made.

We work with our external and in-house contractors to ensure operatives have an awareness and understanding of DMC and how to report this to EHA in a timely manner.

5. REPORTING, DATA AND TRENDS

Tenants will receive a follow up survey following the completion of repairs. This will be used to identify any trends and allows us to continually improve our services.

Data will also be used to identify trends and drive a proactive approach for preventative measures, for example areas for future investment in the planned maintenance programme.

The following performance will be reported to Board on a quarterly basis as part of the standard Health & Safety Report;

Measure/KPI
1. No of reports of DMC
2. Of those identified in (1) how many cases are in scope of Awaab's Law
3. Of those identified in (2) how many have had works commence within 5 working days?
4. Of those identified in (2) how many had repairs confirmed in writing within 3 working days
5. Cause of damp of all reports (1)
6. Case Study of an Awaab's case

Board will receive quarterly updates on the KPI's below;

DMC1	Number of reports of damp/mould or condensation (mild or moderate)
DMC2	% of reports with damp/mould or condensation (mild or moderate) inspected during the reporting period, inspected within timescales
DMC3	Number of properties with reports of damp/mould or condensation (mild or moderate) with outstanding inspections within timescales
DMC4	Number of properties with reports of damp/mould or condensation (mild or moderate) with outstanding inspections exceeding timescales
AR13i	Number of new emergency and significant risk damp cases logged, as defined in Awaab's law
AR13j	Percentage of new emergency and significant risk damp cases, as defined in Awaab's law, inspected within timeframe

This information will be used to report to management team, executive team and the Board on a quarterly basis to ensure oversight of our position on DMC.

6. EQUALITY IMPACT ASSESSMENT (EIA)

An EIA has been completed to establish if any protected groups under the Equality Act 2010 are at risk of discrimination, or have been disadvantaged against, as a result of this policy. The EIA is located at Appendix B.

7. MONITORING & REVIEW

This Policy will be kept under regular review and will be amended to take account of any regulatory changes and Corporate Policies.

Monitoring results will be used by Eden Housing Association to inform future Policy reviews in this area. All reviews will consider whether:

- the current Policy adheres to legislative and regulatory requirements, and reflects current good practice
- the aims and objectives of the Policy being met
- the current Policy outcomes meet the needs and aspirations of our customers
- the Policy offers Value for Money

8.0 RESPONSIBILITY

- The Director of Operations retains the overall responsibility for the implementation of this Policy.

Updated: 28.7.26

- The Repairs & Maintenance Manager is responsible for the operational delivery of the Dampness, Mould & Condensation Policy and the associated procedures.
- The Repairs & Maintenance Manager is responsible for providing high quality and effective communication with tenants reporting DMC.

APPENDIX A-

HHSRS HAZARDS

Protection against accidents

1. Falls on the level
2. Falling on stairs etc.
3. Falling between levels
4. Fire and explosions
5. Flames, hot surfaces, etc.
6. Collisions, entrapment and ergonomics
7. Structural collapse and falling elements
8. Electrical hazards

Physiological requirements

9. Excess cold
10. Radiation
11. Damp and mould growth
12. Lead
13. Indoor air pollutants
14. Excess heat
15. Asbestos and MMF

Protection against infection

16. Domestic hygiene
17. Water supply

Psychological requirements

18. Crowding and space
19. Entry by intruders
20. Noise
21. Lighting and obstructed views

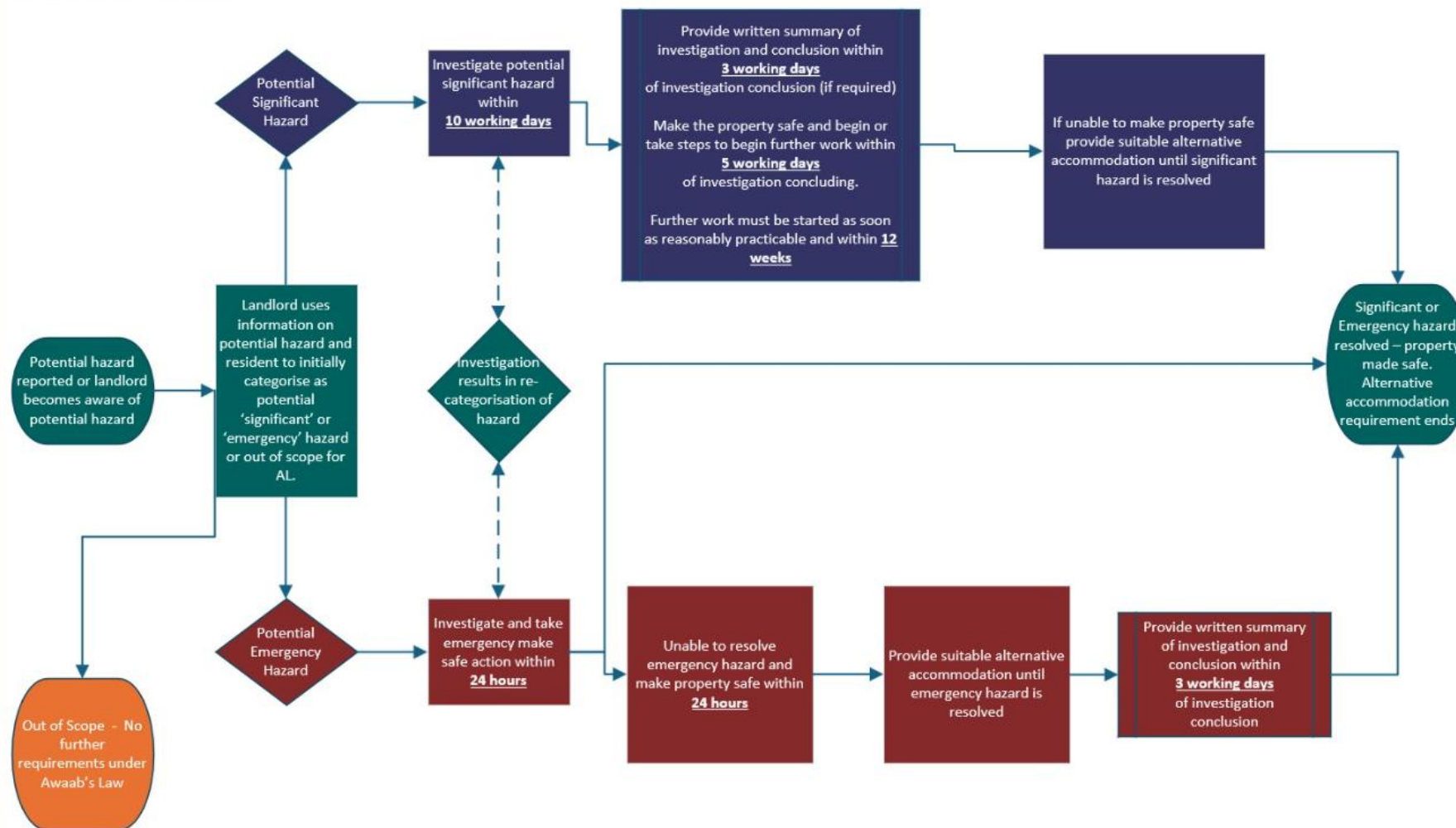
- Each hazard is assessed based on 'risk severity' (likelihood and potential harm).
 - Category 1 hazards - pose the most serious risks and require urgent action.
 - Category 2 - Less severe but still actionable.

APPENDIX B –

Diagram 1: Awaab's Law Process Flow

Diagram 1 - Awaab's Law Process Flow

Note : Does not include, renewed and further Investigation timeframes



(Awaab's Law; draft guidance for social landlords)

Appendix C**Equality Impact Assessment**

Question	Response
1. Name of the policy/practice/activity being assessed	Damp and Mould Policy
2. Summary of aims and objectives of the policy/practice/activity	To ensure EHA has an effective and proactive approach to addressing damp and mould in our customers' homes, and all staff are aware and understand the processes in place to address this issue.
3. What involvement, consultation, engagement has taken place for the policy/practice/activity (e.g relevant groups/stakeholders)	For internal consultation with Executive Team
4. Who is affected by the policy/practice/activity	Staff, customers and external specialists/contractors
5. What are the arrangements for monitoring and reviewing the impact of the policy/practice/activity	The policy is reviewed annually, as well as being updated when there is a change in legislation

Protected Group	Is there a potential for a positive or negative impact	Explain and provide evidence/data used	Action to address the negative impact
Disability	No		
Gender reassignment	No		
Marriage or civil partnership	No		
Pregnancy or maternity	No		
Race	No		
Religion or belief	No		
Sexual orientation	No		
Sex (gender)	No		
Age	No		

Evaluation

Question	Explanation	
Is it possible the proposed policy/practice/activity could discriminate or unfairly disadvantage people	Staff are encouraged to work flexibly within the policy and to recognise where disability, age, or other factors may need to alter how we deliver the policy. (e.g. urgent inspection where health issues within the household)	
Decision	Tick the relevant box	Include any justification required
1. No barriers identified – proceed	x	
2. Barriers identified towards one (or more) protected groups – stop		
3. Barriers identified towards one (or more) protected groups – adapt or change the policy/practice/activity		
4. Barriers identified towards one (or more) protected groups – no proportionate way to amend the policy/practice/activity so proceed with caution		

Completed by – and date	Stella Eggleston – 20 May 2024		
Reviewed by – and date	Executive Team – September 2025		
Review Date (if applicable)	Oct 2025		
Will this EIA be published			Not Required

Action (To be completed as required)

If the Evaluation has resulted in Decision 4, complete a risk assessment and record on Operational Risk Register	Date Completed:
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Change Log

Name	Date	Version	Change
	When published	1	

APPENDIX D

**Policy / Procedure / Strategy drafting / review
Engagement Assessment**

– is engagement with tenants necessary?

Policy Name	Damp Mould and Condensation Policy	
Impact	Tick relevant box	Note any details / justification
No Impact on current tenants – you can proceed without engagement.	N/A	
Direct or indirect impact on current tenants. Stop! Identify who will be affected ie all tenants or a specific group	Yes	Anyone living in an EHA property
Influence	Tick relevant box	Note any details / justification
No influence for tenants – i.e. wholly legislative – you can proceed without engagement.		
Possible influence on areas of policy/ practice/ activity impacting on tenants – stop. Arrange engagement with EIO	Yes	We need assurance from residents that our policy demonstrates how we recognise and effectively respond to reports of Damp, Mould and condensation

Completed by – and date	Stella Eggleston 08.08.25		
Reviewed by – and date	Exec Team – September 2025		
Review Date (if applicable)			
Will this assessment be published	Completed assessments will be appended to each policy document. Any public related policies will be uploaded to the EHA website		

Tenant group impacted and engaged (i.e. all/ sheltered)	Scrutiny Task Force Top Tenants (random selection)
Consultation method	Survey Demonstration Face to Face Q&A session
Summary of engagement	Policy and associated document initially shared with tenants in 2023 highlighting a positive response to approach and also making recommendations which have since been implemented. Further survey in 2025 to gauge feedback on follow-up inspections, which was in-conclusive. Decision to survey tenants with the option of a follow up visit.
Key themes/ implications	Feedback confirmed assurance.

Updated: 28.7.26

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Summary of engagement (To be completed as required)

APPENDIX DE: Health & Safety Policy Review Assessment

Question	Additional information	
Does this policy/practice/activity address any Health & Safety practices?	The policy explicitly considers DMC as a potential health hazard.	
What is the key legislation related to this policy?	HHSRS Awaab's Law	
Is the policy a control of a corporate or operational risk register? (if yes name risk)	CRR6 'H&S risk' ORR135 'Awaab's Law'	
Tick groups/ departments who require knowledge of this policy		
	All staff	
	ICT	
	Finance	
	Housing Options	
	Housing	x
	Customer Services	x
	Property	x
	HR	
	Governance	
	Assisted Living	x
	Contractors	x
	Tenants	
Risk to tenants	Tick the relevant box	Additional Information
1. Are there additional measures required to reduce risk level to tenants.	No	The policy is focussed on H&S
2. Has that risk been assessed?		
3. No Health & Safety implications		
4. Does it require tenant visibility?		

All assessments completed by:	Author: Stella Eggleston Date: 19/09/2025
All assessments reviewed by:	Reviewer(s): Executive Team Date: September 2025
Will these assessments be published?	Completed assessments are appended to each policy. Any appropriate public related policies are uploaded to the EHA website