



Your home, your health, our commitment.

A clear guide for residents on how we manage damp and mould, and what you can expect from us.

We take damp and mould seriously

Damp and mould can affect your health, comfort, and home. That's why we've strengthened how we respond – with faster action, clearer communication, and a stronger focus on prevention.

We follow our new Damp and Mould Policy which meets the requirements of Awaab's Law, part of the Social Housing (Regulation) Act 2023. This means we must act quickly and record every case carefully to keep you safe.

How to report a problem

Tell us straight away if you notice:

- Black mould on walls or ceilings.
- Damp smells, bubbling paint or flaking plaster.
- Persistent condensation, leaks or flooding.
- A room that feels constantly damp or cold.

You can report this by:

- Phoning our Property Maintenance team on 01522 514444, Option 2.
- Speaking to your Housing Manager or visiting staff.
- Mentioning it during any visit from our team.

If we see damp or mould during a visit, we'll act even if you haven't reported it.

Please don't wait – the sooner we know, the sooner we can help.

What happens next – our response under Awaab's Law

We respond based on how serious the problem is and how it could affect your health. Under Awaab's Law, Day Zero is the working day we first become aware of a potential hazard whether you report it, a member of staff notices it, or a contractor tells us. From this date we measure the legal timeframes under Awaab's Law.

Level 1 - Emergency hazard (Awaab's Law applies)

Serious and imminent risk to health or safety — for example, severe black mould in a bedroom or damp affecting electrics. See our Emergency Repairs factsheet for how we respond to other health or safety hazards.

We will:

- Attend and make safe within 24 hours (Day 1).
- If the hazard is fully resolved and made safe within 24 hours, a written report is not required.
- We will still record the actions taken and keep evidence on file.

If further work is needed:

- Provide written findings within 3 working days of the investigation finishing.
- Start or take steps to start safety works within 5 working days of the report.
- If specialist or follow-on works are required (for example surveys, insurance, or external approvals), we'll begin or take steps to begin within 12 weeks of the report.
- Complete all works within a reasonable timeframe, keeping you updated.
- Carry out a reinspection to confirm the hazard has been removed.
- If your home can't be made safe, we'll arrange a temporary decant under our Decant Policy (QP72).

Level 2 – Significant hazard (Awaab's Law applies)

A serious but not immediate risk – for example, spreading mould or water ingress.

We will:

- Inspect within 10 working days of becoming aware.
- Provide written findings within 3 working days of the inspection.
- Start or take steps to start any safety work within 5 working days of the investigation report.
- If other works are needed, we'll start or take steps to start them within 5 working days of the report or within 12 weeks if a specialist survey, insurance assessment or external approval is required.
- All works will be finished within a reasonable timeframe, and we'll keep you informed.
- Carry out a reinspection to confirm the hazard has been removed.

Level 3 – Low hazard (condensation or minor damp)

Localised issues that don't meet Awaab's Law thresholds.

We will:

- Inspect within 10 working days.
- Carry out any routine repairs within 20 working days.
- Monitor the problem and re-check if it worsens or health risks increase.

Extra support if you're more at risk

We give extra priority if you live with:

- COPD, asthma, or other breathing difficulties.
- Frailty, arthritis, or limited mobility.
- Dementia or cognitive difficulties.
- Recovery from surgery or serious illness.
- Living alone with little support.

Please let us know if you think damp and mould is affecting your health.

Welfare checks and the frequency of contact will reflect your needs and support network.

If your home is unsafe to stay in

If damp and mould make your home unsafe to stay in, we'll:

- Make it safe as far as possible within 24 hours.
- Provide temporary accommodation under our Decant Policy (QP72).
- Keep in regular contact until your home is safe to return to or a permanent move is arranged.

How we monitor and learn

Every damp and mould case is recorded in our computer system. This allows us to:

- Track progress and legal timeframes.
- Spot patterns or repeat problems in homes or schemes.
- Target support for residents most at risk.
- Review learning with our repair and housing teams.

We report regularly to our Audit and Compliance Sub-committee and share key information in our Resident Report.

Our commitment: People, Places, Partnerships

This work is part of our wider commitment to:

- **People** – We listen, act early, and treat everyone with fairness, kindness and respect.
- **Places** – We provide safe, warm, energy-efficient homes free from damp and mould.
- **Partnerships** – We work with you, recognising that a safe home is the foundation for everything else.