



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 will adopt our new Damp and Mould Policy – during September 2025 - ahead of new legal duties coming into effect under **Awaab's Law in October 2025**.

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, water leaks or flooding.
- A bathroom, kitchen or bedroom 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.
- Mentioning it during any visit from our team or contractor.

If we see damp or mould during a visit, **we'll act even if it hasn't been reported.**

Please don't wait until a meeting or event – the sooner we know, the sooner we can help.

What happens next

We respond based on how serious the issue is and whether your health could be affected. Here's what you can expect:

If it's an Emergency Hazard (Level 1 – Awaab's Law Applies)

This includes serious damp or mould affecting a vulnerable person, or where a health risk is immediate.

We will:

- Attend within **24 hours**.
- **Make the area safe** straight away.
- Schedule full repairs as needed.
- Keep in contact with you throughout.
- **Monitor the case weekly** until resolved.

For all other cases (Level 2 and 3)

This includes significant but not urgent damp and mould, or smaller issues like condensation or black spots near windows.

We will:

- **Inspect the issue within 10 working days.**
- We may need to bring in a specialist (like a damp surveyor or ventilation contractor), this may take up to 10 working days.

We'll let you know if this is the case.

- Carry out repairs based on how serious the issue is:
 - Up to 12 weeks for significant issues.
 - 20 working days for more minor repairs.
- Keep in touch while work is being done.
- **Re-inspect or monitor the case** to check the problem doesn't return – especially if your health could be affected.

Extra support if you're more at risk

Some residents are more vulnerable to the health effects of damp and mould. We will prioritise your case if you're living with:

- COPD, asthma, or other breathing difficulties.
- Frailty, arthritis or restricted mobility.
- Dementia or cognitive difficulties.
- Recovery from surgery or serious illness.
- You live alone and have limited support.

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

We monitor, improve and report

Every case of damp and mould is tracked on our system. We use this information to:

- Respond more quickly.
- Spot patterns in schemes.
- Target support for vulnerable residents.
- Improve how we work with our contractors and repair teams.

We report this regularly to our Audit and Compliance Sub-committee and review what we've learned.

Our commitment: People, Places, Partnerships

This work is part of our wider commitment to:

- **People** – We listen, treat residents with fairness and respect, and act early to protect your health and wellbeing.
- **Places** – We invest in safe, warm homes that are free from damp, mould, and other hazards.
- **Partnerships** – We work **with** you, not just for you – recognising that a safe home is the foundation for everything else.