

Housing Landlord Services

Affordable Housing Damp, Mould & Condensation Policy

1	Introduction
1.1	Eastleigh Borough Council is committed to its legal and moral obligations as a social housing landlord with regards to responding to and addressing damp, mould and condensation issues in our properties. Damp, mould and condensation are complex issues requiring regular action from us as a landlord and our tenants.
1.2	We recognise that damp, mould and condensation can have severe impacts for our tenants physical and mental health and wellbeing. We are committed to responding proactively, sensitively and with urgency when engaging with tenants following a report of damp, mould and condensation, to identify the severity and potential risks posed to tenants.
1.3	<p>This policy aims to:</p> <ul style="list-style-type: none"> • Comply with statutory and regulatory requirements • Clarify how tenants can report issues • Ensure tenants are treated fairly and consistently • Ensure available resources are used effectively and efficiently to deal with reports of damp, mould and condensation • Ensure the fabric of our properties are protected from deterioration and damage
1.4	Our tenants will be provided with comprehensive advice and guidance on preventing and managing damp, mould and condensation in their homes.
1.5	We will work in partnership with tenants to prevent and resolve damp, mould and condensation issues.
2	Scope
2.1	This policy relates to Eastleigh Borough Council's responsibilities as a social housing landlord. It sets out the framework of guiding principles and arrangements for how we will take every reasonable action to identify, remedy and where required, provide advice on damp, mould and condensation in the home.

3	Legislative and Regulatory Requirements
3.1	Landlords are required to adhere to the following regulations related to damp and mould. A lack of compliance can place tenants at risk of harm, and landlords at risk of prosecution or financial penalties. The legislation and standards are sometimes different for social and private rented landlords, they include:
3.2	<p>Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 – also known as Awaab’s Law</p> <p>Effective from 27 October 2025, Awaab’s Law introduced statutory timeframes for landlords to investigate and resolve all emergency hazards and all damp and mould hazards that present significant risk of harm to tenants.</p>
3.3	<p>The Housing Act 2004</p> <p>Introduced the Housing Health and Safety Rating System, HHSRS, a risk-based evaluation tool used to assess potential risks and hazards to the health and safety of occupants. The assessment covers 29 categories of hazard which includes damp and mould.</p>
3.4	<p>The Environmental Protection Act 1990</p> <p>Gives tenants and local councils powers to take legal action where homes contain a ‘statutory nuisance’, which includes where they are in such a state as to be prejudicial to health.</p>
3.5	<p>The Homes (Fitness for Human Habitation) Act 2018</p> <p>Requires properties to be free of hazards, including damp and mould, that could cause significant harm so that the dwelling is not suitable for occupation.</p>
3.6	<p>The Decent Homes Standard</p> <p>Requires properties to be free from dangerous ‘category 1’ hazards, in a reasonable state of repair and provide a reasonable degree of thermal comfort. Disrepair and/or inadequate thermal comfort may result in damp and mould.</p>
3.7	<p>The Minimum Level of Energy Efficiency Standard (MEES)</p> <p>Works to heating and ventilation systems and the replacement of window are controlled works. Landlords must comply with the Building Regulations 2010 when undertaking controlled works.</p>
3.8	<p>Other Legislation</p> <p>Not an exhaustive list includes:</p> <ul style="list-style-type: none"> • The Building Regulations 2010 • The Landlord and Tenant Act 1985 • The Social Housing (Regulation) Act 2023

4	How to Report Damp, Mould and Condensation
4.1	Our tenants can report concerns in the following ways: <ul style="list-style-type: none"> • Calling 02380 688 181 during office hours • Online via our repairs reporting system Fixflo • Emailing residents@eastbrookehomes.co.uk
4.2	Further information is available in the tenant handbook and the Council's website.
5	Our Responsibilities – how we will respond
5.1	We will ensure tenants and staff/contractors can easily report damp, mould and condensation to us. When responding to reports of damp and mould we will:
5.2	Respond sensitively and assess the issue to identify the severity of damp, mould and condensation and the potential risks to tenants and their household.
5.3	Investigate and diagnose the cause the root cause of the damp, mould and condensation promptly using all available intelligence and without assumption to deliver effective remedial solutions.
5.4	Act within 24 hours when concerns have been raised about medical conditions and impact to health. Medical evidence is not a requirement for action.
5.5	Provide tenants with comprehensive guidance on managing and controlling damp, mould and condensation.
5.6	Ensure tenants are informed about the steps that will be taken to remove mould (where applicable), address any underlying issues and establish timeframes for the work.
5.7	Keep tenants regularly informed throughout the process.
5.8	Prior to the removal of the mould, photograph and document the location of the mould, to aid monitoring and insight to help identify the source.
5.9	Identify and tackle the underlying causes of damp and mould, including building deficiencies, inadequate ventilation and condensation.
5.10	Contact the tenant 6 weeks after the remedial work has been carried out to discuss the effectiveness of the works.
5.11	Inspect the home at 3, 6 and 12 months after remedial work has been carried out, to ensure that the issue has been fixed and damp and mould have not reappeared. If damp and mould have reappeared, carry out further investigation and intervention to remedy.
5.12	Keep clear records of all attempts to respond to and remedy reports of damp, mould and condensation, including all correspondence with the tenant and any contractors.

5.13	Ensure we comply with the timescales and requirements outlined in the Social Housing (Prescribed Requirements) (England) Regulations 2025.
6	Our Responsibilities – timeframes
6.1	We will triage all reports of damp, mould and condensation based upon an assessment with tenants to identify the risk and vulnerability of tenants and/or members of their household and prioritise resources to endeavour to respond to the following targets in line with the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025.
6.2	Emergency hazards or where the tenants/household members are identified as higher risk, will be given an emergency response category and an investigation of the property will be carried out within 24 hours of the initial report. Should the investigation confirm an emergency hazard, the property will be made safe and all relevant safety works completed within 24 hours . If this is not possible, suitable alternative accommodation will be offered until the emergency works are completed.
6.3	Significant hazards or where the tenants/household members are identified as medium risk, will be given an urgent response category and an investigation of the property will be carried out within 10 working days of the initial report. If the investigation confirms an emergency hazard, this will be dealt with as outlined in 6.2.
6.4	A written summary of the investigation findings will be provided to the tenants within 3 working days .
6.5	Works to resolve the findings will start within 5 working days of the of the investigation concluding. If it is not possible to begin work in 5 workings days, for example due to a shortage of materials, labour or the complexity of the solution required, the work must be done as soon as possible and be physically started within 12 weeks . All works will be completed within a reasonable timeframe.
6.6	For all other cases, the tenant will be provided with information and guidance on managing moisture and cleaning of mould.
6.7	A physical inspection may not be required in all cases. Where suitable and sufficient visual evidence has been provided by the tenant, a remote investigation can determine any defect, underlying cause and remedy.
7	Our Responsibilities – assessing risk
7.1	We will assess whether a hazard is or is likely to negatively affect a tenant's health and safety by considering any vulnerabilities of the tenant and/or members of their household.
7.2	We will prioritise those tenants and/or members of their household with known or identified vulnerabilities and connection between the vulnerability and health effects of the reported hazard:

	<ul style="list-style-type: none"> • Pre-existing health condition likely to be impacted by damp and mould (for example asthma, COPD, cystic fibrosis, other lung disease and cardiovascular disease) • Weakened immune system, such as a cancer diagnosis, undergoing chemotherapy, or taking medications that suppress the immune system • Pregnancy and recent childbirth • Elderly and children aged under 14 • Bedbound, housebound or mobility issues making it difficult to leave the home
7.3	We will not place any requirement on tenants who have health conditions to provide evidence from a regulated healthcare professional.
8	Our Responsibilities – taking a proactive approach
8.1	We have adopted a proactive approach to the identification, tackling and the remedy of damp, mould and condensation. This includes:
8.2	Meeting our repairing responsibilities as detailed within our Tenancy Agreements.
8.3	Maintaining our homes so that they meet the Decent Home Standard.
8.4	Signposting tenants who are experiencing financial difficulties and are struggling to afford to heat their homes.
8.5	Providing guidance on how to reduce condensation and the risk of damp and mould developing.
8.6	Where tenants are experiencing damp, mould or condensation and the home is overcrowded we will work with them to explore their housing options.
8.7	Where vulnerable or tenants with a disability have nobody to assist them and are unable to do works themselves such as redecoration after remedial works, we will consider how to support and assist them on a case-by-case basis.
8.8	Provide suitable and sufficient training to ensure staff: <ul style="list-style-type: none"> • Have an awareness of damp, mould and condensation and the associated health risks • Understand the need to address the underlying causes of the issue not just remove visible mould • Are aware of the processes to report and address damp and mould • Understand the importance of being sensitive to tenants' circumstances and vulnerabilities
8.9	Utilise our day-to-day visits to tenants' homes to identify damp, mould and condensation issues.
8.10	As part of our void inspections, our properties will be checked for damp, mould and condensation and any issues will be rectified prior to the property being re-let.

9	Tenant Responsibilities
	Tenants are responsible for:
9.1	Taking appropriate steps to prevent condensation occurring.
9.2	Following advice and guidance issued by us on managing and controlling damp, mould and condensation.
9.3	Cleaning condensation and low levels of mould.
9.4	Reporting defects and repairs, including leaks, blocked guttering, faulty heating, windows, extractor fans and evidence of damp, as soon as is practically possible.
9.5	Using the home in a proper manner and keeping it in good condition.
9.6	Ventilating and heating their home adequately.
9.7	Where mould wash treatments or remedial works have been undertaken by us, the tenant is responsible for any redecoration. It is recommended that anti-fungal paint is used.
10	Equality and Diversity
10.1	This policy recognises and acknowledges the serious impact that damp, mould and condensation can have on people, both physically and mentally.
10.2	<p>Certain tenants may be at increased risk of health impacts of damp and mould exposure. This could be due to health or age-related vulnerabilities, or because they are less able to report and act on guidance, or fall within groups that are more likely to live in a home with damp and mould, including those:</p> <ul style="list-style-type: none"> • with a long-term illness who struggle to heat their home and/or are experiencing fuel poverty • on low incomes • with disabilities • from ethnic minority backgrounds; and • living in temporary accommodation
10.3	While damp and mould pose a risk to anyone's health, it is recognised in section 7.2 of the policy that it is particularly important to address with urgency for those more vulnerable to significant health impacts. The policy sets our approach to identifying these tenants and prioritising our response.
11	Monitoring & Review Process
11.1	Damp and mould cases are a key performance indicator and will be monitored on a monthly basis by the Housing Landlord Services team and reported quarterly as part of the Council's Executive Summary Reporting, ESR.
11.2	The Head of Housing Landlord Services and the Repairs and Maintenance Manager are responsible for its compliance and review.
11.3	This policy will be reviewed every two years.

Author	Department Owner	Effective From	Review Date
Amber Russell	Housing Landlord Services	22/1/2026	22/1/2028
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Other Related Policy and Procedures		HLS Damp, Mould & Condensation Procedure HLS Damp, Mould & Condensation Leaflet HLS Tenancy Conditions and Tenant Handbook	
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Version No.	Date	Summary of Change	Author and Approver