

# Damp, mould and condensation policy

## 1. Introduction

- 1.1 This policy outlines A2Dominion's commitment to preventing and addressing damp, mould and condensation in our homes. We recognise these issues as serious risks to health and wellbeing, and we are committed to ensuring all our homes are safe, secure, and fit for habitation.
- 1.2 This policy applies to all rented homes, communal areas, and emergency/temporary accommodation.
- 1.3 For leaseholders and shared owners, responsibility for damp and mould issues depends on the terms of their lease or ownership agreement. Guidance on how to prevent these issues is available on our website: [a2dominion.co.uk/help/damp-and-mould](https://a2dominion.co.uk/help/damp-and-mould)
- 1.4 This means that leaseholders and shared owners are responsible for the internal condition of their home, while A2Dominion or a third party is responsible for the external and structural parts of the home.
- 1.5 This policy supports compliance with the following key regulations and guidance:
  - **Awaab's Law (Social Housing (Regulation) Act 2023)** – Legal timeframes for landlords to investigate and repair damp and mould, including emergency response within 24 hours.
  - **Housing Health and Safety Rating System (HHSRS)** – Framework for identifying and addressing Category 1 hazards, including damp and mould.



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- **Homes (Fitness for Human Habitation) Act 2018** – Ensures homes are fit to live in throughout the tenancy.
- **Decent Homes Standard** – Requires homes to be free from serious hazards and in a reasonable state of repair.
- **Housing Ombudsman Spotlight on Damp and Mould (2021)** – Recommends action based on knowledge, communication, attitude, and respect, calling for proactive and non-blaming approaches to damp and mould.
- **Regulator of Social Housing (Consumer Standards)** – Requires that landlords deliver safe, well-maintained homes and responsive services that uphold tenant rights.

1.6 We are guided by our duty as a responsible landlord and by the principles set out in the Housing Ombudsman *Spotlight on Damp and Mould*, which highlight the need for strong knowledge, proactive attitudes, transparent communication, and a rights and respect-based approach to our customers. We are also committed to meeting the legal requirements of *Awaab's Law* as they come into effect.

## 2. Policy aims and objectives

- 2.1 Everyone at A2Dominion has a responsibility to identify and report signs of damp, mould, and condensation.
- 2.2 We are committed to maintaining homes that are safe, healthy, and free from hazards. To achieve this, our aims are to:
- 2.3 Ensure that all our homes are safe, secure and, where reasonably practical, **free from damp, mould, and condensation**.
- 2.4 **Protect residents' health and wellbeing** by recognising damp and mould as a serious health and safety issue, not a lifestyle choice.
- 2.5 Promote **trust and accountability** between A2Dominion and its residents through clear communication and prompt action.
- 2.6 We will respond to and manage issues of damp, mould, and condensation in our customers' homes. Our aim is to act quickly and to prevent issues, keeping homes safe, healthy, and comfortable.
- 2.7 We take our responsibilities seriously, as outlined in tenancy agreements and by law. This includes:

- Keeping the outside of your home in good repair, such as drains, gutters, and external areas.
  - Ensuring that installations for water supply and sanitation are working well.
  - Maintaining heating systems so they are always in good working order.
- 2.8 Customers also have responsibilities outlined in their tenancy agreements to look after their home. Our approach is to work in partnership with customers and to provide and maintain dry, energy efficient homes.
- 2.9 We have a clear process for reporting damp, mould, and condensation and for assessing and responding to these reports. For guidance on how to report damp and mould, please visit our website:  
[a2dominion.co.uk/help/damp-and-mould](http://a2dominion.co.uk/help/damp-and-mould)
- 2.10 We'll make sure our customers get the help, advice, and support needed to prevent and actively manage damp, mould and condensation in their homes.

### **3. Damp, mould and condensation**

- 3.1 Damp, mould, and condensation can arise in any home. We recognise that some homes may suffer with condensation or damp from time to time.
- 3.2 The presence of damp and condensation can result in the growth of mould can have an adverse effect on health and wellbeing.
- 3.3 We'll investigate to determine the cause of damp, mould and condensation and then fix the problem in line with the tenancy agreement.
- 3.4 We'll take a proactive approach to the identification and resolution of damp, mould, and condensation, treating them as potential risks to health and not simply as maintenance issues.
- 3.5 The Asset team will carry out property surveys (stock condition surveys) at least once every five years and report their findings following agreed procedures. If a Housing Health and Safety Rating System (HHSRS) hazard, such as a damp and mould, is identified they must pass it on to the Damp and Mould team so the right action can be taken.
- 3.6 We'll treat all customers with respect, making sure they are listened to, believed and supported when they report concerns. We know that poor

living conditions can affect both mental and physical health, so we respond with care and urgency.

- 3.7 We take responsibility for keeping our homes in good condition. That means fixing problems like damp and mould quickly, especially when they're caused by things like leaks, poor ventilation, or structural issues.
- 3.8 We'll maintain customers' rights by ensuring every home meets the Decent Homes Standard and complies with legal obligations under the Landlord and Tenant Act, the Homes (Fitness for Human Habitation) Act, and the Social Housing (Regulation) Act.
- 3.9 We'll ensure that our staff are knowledgeable, well-equipped, and trained to assess and diagnose the root causes of damp and mould. Our teams and contractors will have the technical skills and tools to provide lasting solutions.
- 3.10 We'll communicate clearly with customers, explaining what we're doing, why, and how long it will take, keeping them informed at every stage. We'll provide honest timeframes and updates where issues become more complex, or delays occur.
- 3.11 We'll be inclusive, making sure our services are accessible to all, regardless of language, literacy, disability or digital access. We offer information in a variety of formats and ensure reasonable adjustments where needed in accordance with our Prioritisation policy.
- 3.12 We'll continuously learn and improve, using data to track damp and mould cases, understand patterns and repeat issues, and ensure they are dealt with effectively. This includes learning from complaints and customer feedback.
- 3.13 We will work together with our customers, recognising their lived experience and knowledge of their own homes. We will share practical advice where appropriate but will never shift the responsibility for repairs onto our customers.
- 3.14 We'll align with the Housing Ombudsman Spotlight themes:
  - **Knowledge:** Our staff and contractors are trained to identify the causes of damp and mould and to take appropriate action. We invest

in the tools and systems needed to track and monitor problem areas effectively.

- **Communication:** We prioritise clear, two-way communication, providing clear updates, offering practical support where needed. We will avoid jargon and make sure our responses are prompt and empathetic.
- **Attitude:** We treat damp and mould as a matter of safety and dignity, not lifestyle. We believe and support our customers, and will act quickly, always putting customer needs first.
- **Rights and respect:** Every customer has the right to live in a home that is safe and free from hazards. We take our responsibilities seriously and commit to acting within the timescales set out under Awaab's Law, showing respect and urgency in our responses.

3.15 We will not be able to control condensation and damp where it is not our legal responsibility or it's unreasonable or impractical to do so. For example, where a repair would not solve the problem). This can include poor construction or design (not meeting current construction and living standards) for example:

- Cold bridging areas in the fabric of the building cannot be eliminated.
- Non-habitable rooms, e.g. out buildings and sheds that have been converted, including linking buildings between the house and outbuilding and other add-on structures.
- Unheated or uninsulated external toilets and storerooms.

3.16 If it is unsafe for a customer to remain in their home whilst significant works are carried out, alternative accommodation arrangements will be made. This may be on a day-by-day basis or a temporary decant to an alternative property, in line with our prioritisation policy to ensure the most appropriate and timely support is given.

## 4. Service level agreements

4.1 In accordance with the legal duties introduced by Awaab's Law, we are committed to taking timely and effective action to address reports of damp and mould.

We'll

- Investigate all reports of damp and mould within **14 calendar days** of receiving the report.
  - Provide a written summary of the inspection findings to the resident within **2 calendar days** of the investigation being completed (no later than day 16).
  - Begin all necessary repairs (remedial works) within **7 calendar days** of issuing the inspection summary (no later than day 23).
  - Complete the **Emergency repairs**, where there is a risk of serious harm, within **24 hours**.
- 4.2 Senior Surveyors will check the quality of surveys, especially those done by trainees or new team members, to make sure they meet the right standards. During this time, customers can speak with their Case Manager and share any concerns. If a customer isn't happy with the service at any point, they'll be guided to our Complaints Procedure for a formal review by our central team.

## 5 Definitions

- 5.1 **Damp and condensation** – Damp is unwanted moisture in a building, often caused by leaks, rising water from the ground, or poor ventilation. It can lead to mould and damage to walls, floors, and ceilings.

Condensation happens when warm, moist air touches a cold surface (like a window or wall) and turns into water droplets. It's a common cause of damp, especially in homes with poor airflow.

- 5.2 **External penetrating damp** – this happens when water gets in the home from outside, usually through walls. It can be caused by things like leaking roofs, broken gutters or downpipes, or issues with chimneys or window seals.
- 5.3 **Rising damp** – this is when moisture rises from the ground into the lower walls of your home, usually up to about 3 feet (or 1 metre). It can leave a 'tide mark' on the walls and may be caused by a fault in the damp proof course or where it's been bridged.
- 5.4 **Internal leak** – These are leaks from inside the home, usually from water pipes or plumbing. Common causes include leaks under sinks, around baths or showers, from radiator valves, or from joints in pipework.
- 5.5 **Condensation/mould growth** – This is caused when warm, moist air meets cold surfaces like windows or walls, leading to water droplets (condensation). Over time, this can lead to mould growing, often in areas

you may not see straight away. It's usually linked to a build-up of moisture in the home.

## **6. Monitoring and reviewing**

- 6.1 This policy will be reviewed every three years or sooner if there are any significant changes in legislation or regulatory requirements, recommendations from the Housing Ombudsman, the Regulator of Social Housing or other relevant bodies.
- 6.2 We'll regularly check how well our approach is working and look for any areas where we're not meeting standards or could make improvements.
- 6.3 We'll keep track of staff and contractor training to make sure they've completed it and are well prepared to follow this policy.
- 6.4 We will actively monitor our response times to ensure they meet the standards and timescales set out in this policy.

## **7. Consultation**

- 7.1 Consultation has taken place with Property Services and the Damp and Mould Team. Feedback has been incorporated into this policy.
- 7.2 The policy has been reviewed by the Resident Scrutiny Panel.<sup>8</sup> Equality, diversity & inclusion statement
- 8.1 A2Dominion Group, colleagues, partners, stakeholders and contractors are committed to providing services, which are relevant and appropriate to the needs of people. We will treat everyone fairly and without discrimination.
- 8.2 We will ensure that all our services relating to this policy are accessible and available for all customers as set out in the requirements of the Equality Act 2010.
- 8.3 An equality impact assessment has been completed for this policy.

## **9 Data Protection Statement**

- 9.1 The protection of personal data is of great importance to A2Dominion Group and more than just a legal obligation.
- 9.2 A2Dominion Group and affiliate organisations are the data controllers registered with the ICO with the following registration numbers:

- A2Dominion Housing Group Limited: Z4843307
  - A2Dominion Homes Limited: Z9799978
  - A2Dominion South Limited: Z7835340
  - A2Dominion Housing Options Limited: Z5412073
  - A2Dominion Residential Limited: Z3391351
  - A2Dominion Developments Limited: ZA103931
  - Pyramid Plus London LLP: Z3594227
  - Pyramid Plus South LLP: Z3594230
- 9.3 Our data protection policy and procedures are governed by the Data Protection Act 2018. We collect and process personal information in order to provide housing services and meet our contractual and legal obligations. Anyone allowed to access personal data must always handle it properly and follow the relevant laws and regulations at all times.
- 9.4 For information on how we collect, store, process and use customers' personal data, please visit our website on <https://www.a2dominiongroup.co.uk/privacy-and-cookie-policy>.
- 9.5 For employee related privacy statement, please contact our People Services team at [people.support@a2dominion.co.uk](mailto:people.support@a2dominion.co.uk).
- 9.6 You can also contact the Data Protection Officer / Data Compliance team at [governance@a2dominion.co.uk](mailto:governance@a2dominion.co.uk)

## 10 Associated documents

- Responsive Repairs Policy
- Decants Policy
- Disrepair Policy
- Complaints Policy
- Compensation Policy
- Diversity & Inclusion Policy
- Health & Safety Policy
- Voids Policy