

Damp and Mould Management Policy

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1	December 2022	Assistant Director Assets	New Policy	TRH Group Board	15.12.22
2	December 2024	Assistant Director Assets	Review Policy	Exec and AD	01.12.24
3	October 2025	Assistant Director Repairs	Add Awaab's Law information and job title change to policy	Exec Director Homes	24.10.25
4	March 2026	Assistant Director Repairs	Add roles, responsibilities and KPI reporting Information sections and add timeframes for non-urgent works	Exec Director Homes	31.03.26

Contents

1. Introduction
2. Policy statement

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3. Roles and responsibilities
4. Monitoring and reporting
5. Complaints management
6. Reporting a hazard
7. Escalation
8. Key Performance Indicators (KPI)
9. Review and sign-off

1. Introduction

The purpose of this Damp and Mould Management Policy is to set out specific guidelines which enable Two Rivers Housing to be assured it is fully compliant with its legislative responsibilities in relation to all damp and mould reports, ensuring they are inspected and rectified within the required timeframes.

Two Rivers Housing is required by legislation (The Housing Act 2004) to ensure that all hazards are identified using the Housing Health and Safety Rating System (HHSRS). We will adopt the principles set out in The Social Housing (Regulations) Act 2023 including (Awaab's Law) and ensure that any damp and mould HHSRS hazards are inspected within 14 days, any emergency works are completed within 24 hours, and any urgent works will be started within seven days of inspection. All non-urgent works will be started within 30 working days and completed within 12 working weeks, these timeframes are in line with our repairs policy and Awaab's Law.

A written summary of investigation findings will be provided to the tenant within three working days (72 hours) of the completion of the inspection.

Damp and mould hazards are classified as an HHSRS hazard. Any damp and mould hazards within our housing stock, are subject to inspection and works. The inspection and works will be completed within the defined timeframes of Awaab's Law.

2. Policy statement

We acknowledge and accept our responsibilities under the Housing Act 2004, The Social Housing (Regulation) Act 2023, Landlord and tenant Act (section 11), Housing Act 1985 (as amended), Decent Homes Standard, Homes (fitness for habitation) Act 2018, Awaab's Law and the guidance Housing Health and Safety Rating System.

We will comply with all legislation and guidance issued by the government and other national standards in respect of the exposure of our tenants, employees and others to any hazard arising.

All managers responsible for the supervision of key functions will be adequately trained and ensure that staff with day-to-day operational responsibility are fully aware and trained to enable them to undertake their duties.

We will work with our tenants to ensure that cases of damp and mould are investigated and, where necessary, works undertaken to rectify and improve our properties to provide a safe and healthy home in which to live. We will support and advise our tenants on how they can use their homes in a way that minimises the potential for damp and mould to occur including making it easy for tenants to talk about any problems they are having with damp and mould.

We understand that damp and mould is not a lifestyle choice and know that damp and mould is caused by the way some of our homes behave. We will never use language that infers blame on our tenants.

We will proactively improve our homes to prevent damp and mould by:

- Continuing to invest in our homes to make them more thermally efficient.
- Taking every opportunity during planned or programmed works to make our homes more resilient to damp and mould, this will include upgrading ventilation systems where required.
- Using technology to monitor the performance of our homes.
- Listen to our tenants and learn from complaints.
- Learning from our improvement works.

This policy applies to all properties owned and managed by Two Rivers Housing but does not apply to Shared Ownership homes. We will, at prescribed regular intervals or at each time of a change of the legislation and regulations, review this policy and ensure compliance by audit on all aspects of the policy. We will also ensure that adequate financial resources are available for compliance with this policy.

3. Roles and Responsibilities

To ensure compliance of the Housing Act 2004, The Social Housing (Regulation) Act 2023, Landlord and tenant Act (section 11), Housing Act 1985 (as amended), Decent Homes standard, Homes (fitness for habitation) Act 2018, Awaab's Law and the guidance Housing Health and Safety Rating System the following Individuals and/or teams have been appointed to:

Executive and Assistant Director Team

Must give their full support to this policy to ensure that all practical measures are taken and appropriate resources in the form of finance, equipment, personnel and time are made available in respect of damp and mould management.

Responsible Person

The appointed Assistant Director of Repairs is responsible for:

- Ensure that the policy is followed at all times.
- Ensuring that the Key Performance Indicators, as listed in section 8, are completed in a timely manner and accurately

Deputy Responsible Person

The appointed Senior Maintenance Surveyor (Damp and Mould) will deputise the responsible person and be fully responsible in the absence of the responsible person.

The deputy responsible person will:

- Ensure that accountability is taken by the maintenance surveyor's for all cases assigned to them
- Ensure that 10% of cases are audited monthly including a review of the case notes

Maintenance Surveyors

- Ensure that all inspections are completed in line with the appointment date and cases severity is updated at time of inspection
- Ensure that works are raised through the housing management system utilising the system diary note function for sharing the I-Auditor reports
- Ensure I-Auditor reports are provided to the repairs administrator and tenant's following inspection within 72 hours
- Ensure that the case notes are updated regularly in a timely manner and are accurate
- Ensure that the no access procedure is followed with no exceptions
- Ensure that all contractors are procured correctly in line with company Procurement policy
- Ensure that all contractors meet their obligations as detailed within the policy
- Ensure that contractors are updating on work progress in a timely manner including committed start dates, work in progress information, completion dates and no access detail
- Ensure that all damp and mould works are post inspected and contractor post inspection information is provided including photographs

Health and Safety Team

- Ensure that the policy is followed by all employees
- Ensure that all training is recorded including renewal dates within the T100 system
- Advise different departments on training requirements and renewals

Lettings Team

- Ensure that no homes are let with a live damp and mould case
- Ensure that any damp and mould in TRH homes is reported to the customer service team and that a case is raised in a timely manner
- Ensure that staff are adequately trained to carry out their duties

Repairs Team

- Ensure that damp and mould works are scheduled and completed in line with Awaab's Law and policy timeframes
- Carry out responsive and void repairs to Two Rivers Housing properties
- Ensure that access procedures are followed, and no access are reported to the housing team for escalation
- Ensuring diary notes, photographs and any other relevant documents are provided following completion of works
- Ensure that all sub-contractors meet their obligations as detailed within the policy
- Ensure that staff are adequately trained to carry out their duties

Housing Team

- Ensure that any damp and mould within a home is reported to the customer service team and cases are raised in a timely manner
- Ensure that the no access procedure is followed at all times
- Ensure that staff are adequately trained to carry out their duties

IT Team

- Ensuring that the system are adequate and working in line with the company's expectations
- Ensure that the IT staff work with the repairs to ensure that the systems are amended if required in a timely manner
- Ensure that staff are adequately trained to carry out their duties

Customer service team

- Ensure that all damp and mould cases are raised in a timely manner through the housing management system and appointed to the correct maintenance surveyor
- Ensure that all damp and mould cases are triaged and severity is assigned to each case when the case is raised
- Ensure that staff are adequately trained to carry out their duties

It is the responsibility of all staff to report any damp and mould within a Two Rivers Housing Home.

4. How we monitor the levels of damp and mould in our property portfolio

We will:

- Provide easy and simple ways for tenants to tell us that they have damp or mould in their home.
- Regularly review the data we hold on repairs that help us determine the extent of the damp and mould problems we have.
- Undertake an in-depth assessment of any property where we receive complaints about damp and mould.
- Attempt to contact those tenants who have little interaction with us to ensure that their living conditions are acceptable.
- Ensure all staff who visit our homes have sufficient training and knowledge to identify and report damp and mould to our customer service team.
- Use modern technologies to monitor the condition within a home.
- Inspect all our homes once every five years to strategically monitor the extent of damp and mould problems in our homes.

5. How we will deal with complaints about damp and mould

- We will never make judgements on the way tenants chose to live in respect of the cause of damp and mould.
- We will be open and explain to our tenants what we think is the cause of the problem.
- We will act swiftly to undertake repairs when we can identify improvements that are needed to stop damp and mould in our homes.
- We will ensure our technical staff are trained and have the appropriate equipment to ensure the correct diagnosis of defects is made and the correct remedial works are undertaken.
- Where cases of damp and mould are considered extensive or a potential category 1 hazard under the HHSRS, we will work with our tenants to ensure they are safe within their home, or we will find them urgent temporary accommodation until the problem has been resolved.
- We will use technology to monitor our homes where we have issues with damp and mould, and work with our tenants to take steps to make improvements where they are identified.
- We will support our tenants where conditions within the home may have an adverse effect on the levels of moisture within the air.

6. Reporting of a hazard

When a tenant tells us they have damp and/or mould in their home, we will take the following steps:

- All calls will be triaged by our customer service team. We have developed a series of questions to determine what course of action we need to take.
- All cases will be recorded monitored and managed through our housing management system.
- All case will have a priority score based on the severity.
- In all cases we will arrange for a surveyor to attend within the timeframes set out in the introduction and policy statement. A surveyor will attend within five days if we believe the damp is severe.
- Where we are either not sure at triage stage what is causing the damp and mould, or where our surveyor visit was inconclusive, we will consider installing removeable digital monitoring equipment (Switchee) to assist with our diagnosis.
- If following a surveyor visit and digital monitoring we cannot identify a cause, we will arrange for destructive tests or specialist investigations to take place.
- We will provide a named point of contact for our tenant, and we will keep them regularly updated on progress. We will also tell them how they can complain if they think things are not progressing quickly enough.
- We will arrange and carry out any works in line with the timeframes set out in the introduction and policy statement.

7. Escalation

Compliance and current performance will be reported through to the leadership team and the Board at monthly and six monthly intervals as described in section 7. However, if there is at any time the need to escalate a concern, the below flow chart will show the route of escalation:



Following the Chief Executive being notified, they will escalate to the Chair of the Board if there is a requirement to do so.

8. Key Performance Indicators (KPI)

TRH will report the following KPI's:

- Inspection completed within 14 calendar days
- Inspection reports provided to tenants within 72 hours of inspection
- Emergency repairs completed within 24 hours
- Damp and mould Urgent repairs completed within 7 calendar days
- Number of live cases
- Number of category 1 HHSRS cases

The KPI information will be provided to the Executive and Assistant Director team on a monthly and quarterly basis. The KPI information will also be provided to the Assets, Investment and Development committee and Group Board quarterly.

9. Review and sign-off

The Executive Director of Homes and Assistant Director of Repairs will be responsible for ensuring that this policy is reviewed regularly.

The policy will be reviewed two yearly, unless any changes to current legislation that may affect this policy are implemented. In this case the review of the policy will take place immediately.

Next review due in: March 2028