



# **DAMP, MOULD AND CONDENSATION POLICY**

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VERSION 1.0**

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## Links to Council priorities:

Council ambition	Linked?
<b>Working for a prosperous future</b> <i>We want to ensure the best possible local economy, with opportunities for our tenants to succeed and achieve</i>	Yes
<b>Healthier, safer communities</b> <i>Tenants should feel safe in our Borough and supported to be more active in order to improve their health and wellbeing</i>	Yes
<b>A greener and cleaner environment</b> <i>It's important to everyone that we look after our environment</i>	No
<b>Restoring the Council to good health</b> <i>We will place our Council on a sound financial footing and ensure resilience – delivering the service our tenants deserve and expect</i>	Yes
<b>We ♥ Castle Point</b> <i>We will help create and maintain the best possible place to live in, work in and visit</i>	Yes

**Lead Officer responsible for owning the policy and internal approval body (meeting / board where the Policy is approved for adoption or approved for referral to PFH or Committee for adoption)**

Name: STEVE COLK, HEAD OF HOUSING TECHNICAL SERVICES

Approved by: IAN BUTT, DIRECTOR PLACE AND COMMUNITIES

## Lead Member and Committee responsible for approving Policy

Name: COUNCILLOR ROB LILLIS, PORTFOLIO HOLDER FOR HEALTH, WELLBEING AND HOUSING

## Equality Impact Assessment undertaken?

Yes

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## 1. Introduction

- 1.1 Castle Point Borough Council (“the Council”) have designed a Damp, Mould and Condensation Policy and procedure with the safety of our tenants at the core. The Council will always remove the mould and the immediate risk first, and then after diagnosis address the cause of the damp, mould and condensation within our homes.
- 1.2 There are many root causes that lead to damp, mould, and condensation within our homes. This has the potential to have an impact on the tenant and their household’s physical and/or mental health and wellbeing. Both Council staff and tenants will work together to prevent or resolve damp, mould and condensation issues.
- 1.3 This Policy supports Castle Point Borough Council’s approach to tenant safety. The Council are committed to making sure there is appropriate budget available to use effectively and efficiently to deal with issues of damp, mould, and condensation in our homes.
- 1.4 Repairs or remedial work carried out in response to cases of damp and mould complement our programmes of planned and cyclical maintenance.
- 1.5 The Council has a zero tolerance to damp, mould and condensation within our homes. This Damp, Mould and Condensation Policy sets out the approach for how this will be delivered.
- 1.6 The introduction of Awaab’s Law through the Social Housing (Regulation) Act 2023 will be taken into account by the Council as part of its responsibilities in reducing the risk of damp, mould and condensation.
- 1.7 Awaab’s Law requires social housing landlords to fix reported health and safety hazards within a strict timeframe, including taking immediate action on dangerous damp, mould and condensation in tenants’ properties, or rehousing tenants where a home cannot be made safe.
- 1.8 Awaab’s Law timescales are:
  - a. 14 days to start an investigation after receiving a report of a hazard
  - b. Once diagnosed: 7 days to take action to fix a hazard
  - c. Once diagnosed: 24 hours to fix an emergency hazard

## 2. Scope

- 2.1 The Council will take every reasonable action to identify remedy and provide advice on damp, mould and condensation in the homes we own and manage in order to ensure a safe, healthy and comfortable environment for our tenants, as well as to protect the fabric of our buildings.
- 2.2 The types of damp covered by the Policy are: rising damp, penetrating damp and condensation damp.

## 3. Definitions

- 3.1 **Rising damp** – The movement of moisture from the ground rising through the structure of the building through capillary action.

- 3.2 **Penetrating damp (including internal leaks)** – Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure. The cause can be the result of, for example:
- a. Water ingress due to defective or poor original design/workmanship of the structure.
  - b. Defective components for example roof coverings, external wall doors and windows.
  - c. Defective or blocked rainwater gutters and pipes.
  - d. Defective or leaking internal waste pipes, hot and cold water and heating systems.
  - e. Flooding due to burst pipes.
- 3.3 **Condensation damp** – Condensation occurs when moisture held in warm air meets a cold surface and then condenses producing water droplets. This can take two main forms:
- a. Surface condensation arising when the inner surface of the structure is cooler than the room air.
  - b. Condensation inside the structure where vapour pressure forces water vapour through porous materials (e.g. walls) which then condenses when it reaches colder conditions within the structure.

The conditions that can increase the risk of condensation are:

- a. Inadequate or poor ventilation e.g. natural opening windows and trickle / background vents and mechanical extraction in bathrooms and kitchens.
  - b. Inadequate heating e.g. undersized boilers and radiators, draught stripping, not heating the home which can be caused by fuel poverty.
  - c. Inadequate thermal insulation. e.g. missing or defective wall and loft insulation.
  - d. High humidity e.g. presence of rising and penetrating damp. Not covering pans when cooking and drying laundry inside the house can contribute to this.
  - e. Poor building design and construction – specific cold areas (bridging) which are integral with the building construction.
  - f. Overcrowding.
- 3.4 **Mould** – A natural organic compound that develops in damp conditions and will only grow on damp surfaces. This is often noticeable and present in situations where condensation damp is present.

## 4. Aims of the Policy

- 4.1 The aim of this Policy is to demonstrate how the Council will deal effectively with damp, mould and condensation in our homes and communal areas that we own and manage, so that Council tenants are safe and can enjoy living in their homes.
- 4.2 The aim of this Policy is to promote the health and wellbeing of the Council's tenants by effectively and efficiently managing issues related to damp, mould and condensation and maintaining dry homes with a healthy internal environment.
- 4.3 This Policy aims to raise awareness of legislation related to damp, mould and condensation and to ensure the Council's compliance with these legal requirements. This includes providing practical advice and information to tenants on how to control damp, mould and condensation.

- 4.4 This Policy aims to protect the fabric of our buildings from long term damage caused by damp, mould and condensation and by improving the energy efficiency of homes to at least EPC “C”.
- 4.5 The Council aims to adopt a data-led approach to reporting damp, mould and condensation conducting effective investigation of issues of damp, and carrying out effective repairs to eradicate it.

## **5. Policy Statement**

- 5.1 The Council is committed to tackling damp, mould and condensation within our homes. The Council will:
- a. Comply with all relevant legislation and standards imposed by the Government and Regulator of Social Housing and with best practice relating to the provision of this service.
  - b. Ensure tenants are treated in a fair, respectful and consistent way always.
  - c. Be proactive, working in partnership with tenants ensuring that homes are kept safe, and a healthy environment is maintained.
  - d. Ensure tenants have access to and/or are provided with comprehensive advice and guidance on managing and controlling damp, mould and condensation.
  - e. Complete regular investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp including, managing and controlling condensation.
  - f. Proactively tackle/manage the causes of damp, mould and condensation through robust procedures, analysis and service delivery.
  - g. Ensure that the fabric of our property is protected from deterioration and damage resulting from damp, mould and condensation.
  - h. Ensure staff and contractors are knowledgeable in this service area including having regard to safeguarding.
  - i. Maximise the use of financial resources including access to external funding and grants.

## **6. Legislation, Regulation and Guidance**

Defective Premises Act 1972

Housing Act 1985

Landlord and Tenant Act 1985, Section 11 - Repairs and Maintenance.

Landlord and Tenant Act 1996

Right to Repair Regulations 1994 – Secure Tenants of Local Housing Authorities

Housing Act 2004 - Housing Health and Safety Rating

Equality Act 2010

The Homes (Fitness for Human Habitation) Act 2018

Decent Homes Standard

## Pre-Action Protocol for Housing Conditions Claims (England)

The TSM measures under the Safety and Quality Standard relevant to this Policy include:

- TP02 - Satisfaction with repairs
- TP04 - Satisfaction that the home is well maintained
- TP05 - Satisfaction that the home is safe
- TP10 - Satisfaction that the landlord keeps communal areas clean and well maintained

Social Housing (Regulation) Bill 2023.

RSH Damp and mould in social housing 28 June 2023

Awaab's Law 2023

Tenancy Agreement

## 7. Roles and responsibilities

7.1 The following table details the roles and responsibilities for damp, mould and condensation:

Role/Team	Responsibilities
Cabinet	Strategic overview of all the Council's policies
Chief Executive	Assess & report on risk Report to the Cabinet lead for Health, Wellbeing and Housing areas of specific risk Ensure accurate reporting to the Castle Point Borough Council Cabinet Ensure the Policy is complied with and adequate resources are in place. To report all damp, mould and condensation cases to: <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a>
Senior Leadership Team	To approve, support and ensure the application of this Policy, including provision of appropriate training, knowledge and awareness across the organisation. To oversee operational compliance and manage strategic and operational risks arising from the management of damp, mould and condensation. To report all damp, mould and condensation cases to: <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a>
Director of Place & Communities	To be accountable for ensuring that we fulfil our legal and regulatory responsibilities in respect of damp, mould and condensation. In doing so is expected to take appropriate measures to fulfil these responsibilities and to keep the Chief Executive / Senior Leadership Team informed of any high-risk cases as and when they arise. To report all damp, mould and condensation cases to: <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a>
Assistant Director	To implement this Policy, be accountable for colleague training, engage with tenant forums and manage continuous improvement.

Housing, Health and Partnerships	<p>To review the Policy every 2 years or earlier in line with changes to legislation or best practice.</p> <p>To report all damp, mould and condensation cases to:  <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a></p>
Head of Housing Technical Services	<p>To be accountable to the Assistant Director of Housing, Health and Partnerships.</p> <p>To be accountable for all services for the effective control of the day-to-day management of damp, mould and condensation.</p> <p>To make sure there is budgetary provision to allow for the effective control and remedial work to manage The Council's damp, mould and condensation cases.</p> <p>To produce reporting to the Senior Leadership Team as required.</p> <p>To report all damp, mould and condensation cases to:  <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a></p>
Repairs Manager	<p>To review the work undertaken by the Surveyors to ensure our tenants are safe in their homes.</p> <p>To oversee the specialist damp and mould contractor to ensure a 'clean and shield' has been carried out so that all mould is removed as soon as possible before the cause of the damp mould and condensation is addressed.</p> <p>To ensure damp, mould and condensation cases are managed in accordance with the Policy and procedure.</p> <p>To look at trends and review the Asset Register, recommending homes are added onto the planned programme of works where necessary.</p> <p>To oversee the identification of actual or potential damp or mould across the Council's wider homes.</p> <p>To ensure the Repairs Team have the appropriate training so they have the skills and knowledge to effectively manage damp, mould and condensation cases in our homes.</p> <p>To report all damp, mould and condensation cases to:  <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a></p>
Surveyors	<p>To follow the Damp, Mould and Condensation Policy and procedure.</p> <p>To report all damp, mould and condensation cases to:  <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a></p> <p>To undertake proactive inspections of reported damp, mould and condensation.</p> <p>To issue and track repairs orders following the receipt of the specialist damp and mould contractor survey report.</p> <p>To communicate clearly with both tenants and staff, the action plan (and its implementation) for individual properties to full resolution of all cases.</p> <p>To carry out post-inspections on all cases of damp, mould and condensation after the remedial work has been completed.</p> <p>To follow the Decant Policy where it is necessary to temporarily move a tenant and their household members from their home.</p>



	<p>As part of the pre-transfer inspection (for both mutual exchanges or transfers) ensuring all reports of damp, mould and condensation are recorded and actioned.</p> <p>To receive in-depth training for the assessment of damp, mould and condensation.</p>
Maintenance Administrators	<p>To regularly monitor the <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a> inbox.</p> <p>To effectively co-ordinate new and existing cases, ensuring contractors and staff are aware of all cases. Ensuring tenants are communicated with effectively and raising post inspections where required to confirm full resolution and prevent recurrence.</p> <p>Working alongside the Housing Management Team to access tenants' homes where access may be difficult.</p> <p>To ensure that all reports of damp and mould via all communication channels are logged (together with relevant photographs and detailed descriptions).</p> <p>To ensure tenants are effectively signposted to further information on our website.</p>
Housing Management Officers	<p>To assist the Maintenance Administrators in accessing tenants' homes in accordance with the Access Policy.</p> <p>To ensure all incidents of damp, mould and condensation are reported to <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a> following visits to tenants' homes or communal areas.</p> <p>To ensure tenants receive Castle Point's Damp, Mould and Condensation booklet as part of the new tenant sign-up process, addressing any queries or concerns as necessary.</p> <p>To ensure this Policy is read and understood and to undertake training for damp, mould and condensation to ensure they can provide support and help to educate tenants.</p>
Contractors	<p>To undertake works raised to effectively address damp and mould within the property in accordance with the works order raised.</p> <p>To carry out a 'clean and shield' in a timely manner according to the agreed contract on all cases of damp, mould and condensation.</p> <p>To install devices in tenants' homes to collate data about property usage or characteristics to provide reports on the results obtained to the surveyor.</p> <p>To proactively report all cases of damp and mould, where identified (or suspected) in the home to: <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a>.</p>
All other staff (not listed above)	<p>To report all damp, mould and condensation cases to: <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a> following visits to tenants' homes or in communal areas, or if it is reported to them.</p> <p>To ensure this Policy is read and understood and to undertake training for damp, mould and condensation to ensure they can provide support and help to educate tenants.</p>
Tenants	<p>Responsible for complying with the terms of the tenancy or leasehold agreement, including reporting of all instances of damp and mould within the property to: <a href="mailto:dampandmould@castlepoint.gov.uk">dampandmould@castlepoint.gov.uk</a></p>

	<p>Providing access in line with both the tenancy or leasehold agreement and Access Policy for inspection and repair treatments.</p> <p>Co-operating with steps taken to collate data about property usage or characteristics including any devices installed to record or monitor humidity such as sensors.</p> <p>Complying with the tenancy agreement that states a tenant must take all reasonable steps to prevent condensation from building up.</p> <p>Cleaning the inside of windows, to ventilate and heat the home to help prevent the build-up of moisture.</p> <p>Ensure all rooms in the home are kept ventilated by opening windows and using other ventilation provided in the home such as extractor fans.</p>
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## **8. Managing Risk to Tenants and Household Members**

- 8.1 When the damp, mould and condensation is first reported, diagnostic tools will be used in triaging cases. Based on the completed risk assessment, high risk cases will be booked in for a specialist damp and mould contractor to visit within 5 working days. The contractor will complete a risk assessment at the time of the inspection. This will include any concerns around the health and wellbeing of the occupants of the home, alongside the type and extent of any damp found.
- 8.2 The Council will always have a safety-first approach. We will remove the immediate risk to the tenant(s) by treating the symptoms, and once the property is safe, we will complete the remedial works within an agreed timescale.
- 8.3 In emergency cases, the property may be considered uninhabitable. As a result, we will move the household into temporary accommodation, in line with our Decant Policy, to protect the tenants and to carry out the necessary work before the household moves back.

## **9. A Pro-active Approach to Managing Damp, Mould and Condensation**

- 9.1 The Council will review data from its stock condition surveys to identify those homes that may be more prone to damp, mould and condensation than others.
- 9.2 The Council will review trends and patterns of damp, mould and condensation including:
  - a. any children present in the household
  - b. repairs data for past 6 years
  - c. building design including construction type
  - d. EPC "D" or below
  - e. age of property
  - f. window type – single/double glazing
  - g. heating type

- h. age of heating system
- i. number of rooms with heating
- j. cavity wall insulation
- k. roof insulation levels
- l. date of installation of extractor fans
- m. orientation of building or room
- n. geographical area/ postcode
- o. vulnerability
- p. number of bedrooms against occupancy
- q. economic status of tenant
- r. rent arrears – financial stress present in the home
- s. financial inclusion referrals (two way)
- t. learning from complaints

- 9.3 The Council will review its trend analysis and highlight our damp, mould and condensation cases so that these properties and those with a similar asset characteristic such as age of building/construction type geographical area can be prioritised for a stock condition survey.
- 9.4 The Council will review all damp, mould and condensation complaints to make sure any learning is incorporated into Policy review and practices. We will revise our approach to the way we manage damp, mould and condensation in our homes as necessary.
- 9.5 The Council will be proactive with our communication to tenants who we identify may be more susceptible to damp, mould and condensation in their homes because of fuel poverty, type of building they live in, any vulnerability, overcrowding, etc.
- 9.6 Tenancy Audits are carried out by the Council's Housing Management Officers covering 50% of our stock annually, with part of the audit asking tenants whether they have damp, mould and condensation issues within their home.
- 9.7 Mutual exchanges require a pre-inspection as part of the approval process to ensure there are no outstanding issues relevant to the Homes (Fitness for Human Habitation) Act 2018. The inspection will include issues relating to damp, mould and condensation reporting requiring to be rectified before the mutual exchange can proceed. The inspection will also include any alterations or improvements (whether or not our permission has been given), by the current tenant to ensure they will not cause damp, mould or condensation in the future.
- 9.8 Pre-void Inspections should identify any visible signs of damp, mould or condensation in the property. Determination should be made as to the cause and what should be done at the point of the void to alleviate the recurrence when re-let.

## **10. Reactive Approach to Deal with Damp and Mould**

- 10.1 Every report of damp received from either a tenant or a colleague from the Council, should be logged by emailing [dampandmould@castlepoint.gov.uk](mailto:dampandmould@castlepoint.gov.uk)

Wherever possible, every referral should include photographs of the areas of damp, mould and condensation and a clear and detailed description of the size and extent of the affected area.

- 10.2 All severe cases will receive a 'clean and shield' treatment and a Healthy Homes inspection visit from our specialist damp and mould contractor within 24 hours from the home visit to determine the work to be completed.
- 10.3 All other cases will receive a 'clean and shield' treatment and a Healthy Homes Inspection visit from our specialist damp and mould contractor within 7 working days from the home visit to determine the work to be completed.
- 10.4 The Surveyor will discuss the outcome of the specialist damp and mould contractor's report and agree appropriate action if required. Remedial works will be raised with contractors and the repairs will be given a 21-day timescale, with the exception of penetrating damp arising from a building defect. In these cases, the immediate hazard will be removed but the works may be carried out as part of a planned programme.
- 10.5 The Repairs Administrator will follow up with a phone call within 6 weeks of completion of the work to determine whether the repairs and agreed approach have fully resolved the damp and mould issue.

## **11. Tenant's Responsibilities**

- 11.1 Tenants are responsible for making sure that they take appropriate steps to prevent significant amounts of condensation that results in damp or mould growth.

These responsibilities include:

- a. To wipe down any condensation in their home.
- b. To report an issue related to damp, mould and condensation either by phone, or by emailing: [dampandmould@castlepoint.gov.uk](mailto:dampandmould@castlepoint.gov.uk)
- c. To seek advice from our team on how to treat condensation and surface-related mould at home.
- d. To report reoccurring damp, condensation and mould problems if home solutions do not work.
- e. To report the issue of damp, mould and condensation if it reoccurs after a repair that has been carried out by Castle Point Borough Council staff or their contractors.
- f. To adequately heat rooms – ideally between 18° and 21°C.
- g. To regularly check for and report any leaks, or faulty heating, windows, or extractor fans.
- h. To keep the property well-ventilated by keeping windows slightly open especially while cooking or bathing/showering, ensuring that extractor fans are in working condition and vents are clean and left open.
- i. To ensure extractor fans are not turned off in kitchen and bathroom.
- j. To ensure window vents and wall vents are not blocked or closed.

- k. Where remedial works and mould wash treatments have been undertaken by the Council, the tenant is responsible for redecoration. It is recommended that antifungal paint is used.
- l. To take out household contents insurance. Tenants are responsible for arranging adequate household contents insurance, to protect their home from damage caused by damp, mould or condensation.

## **12. The Council's Responsibilities**

- 12.1 It is the Council's responsibility to keep homes it owns and manages safe and free from health hazards. This includes issues related to damp, mould and condensation.
- 12.2 Keep the property's structure and exterior in good repair, including the brickwork, and pointing, wood, cladding, roof covering, external waste pipes, damp proofing, doors and windows.
- 12.3 The Council has a responsibility for maintaining the structure of the building that may contain leasehold properties. In these instances, there may be a shared responsibility for both leaseholder and the Council depending on the location and cause of the problem.
- 12.4 Carry out all repairs to the property in relation to the internal structure and facilities as necessary in relation to the heating, ventilation, water-using-appliances and plumbing.
- 12.5 The Council will investigate more permanent solutions to solve problems related to damp, mould and condensation, but recognise this may not be immediately possible due to budgetary provision, or the season. However, we will always make and keep the property in a safe condition, and keep the tenants informed of our timescales for the permanent solution to be implemented.
- 12.6 All customer-facing Council staff will guide tenants and leaseholders on how to report issues related to damp, mould and condensation and it will have one dedicated email address to help achieve this: [dampandmould@castlepoint.gov.uk](mailto:dampandmould@castlepoint.gov.uk)
- 12.7 The Housing Management team, repairs team and contractors working on the Council's behalf will take an active role in encouraging tenants to report issues related to damp, mould and condensation. Where the tenant isn't happy to report the matter themselves, the Council representative will report their concerns with any supporting photos to [dampandmould@castlepoint.gov.uk](mailto:dampandmould@castlepoint.gov.uk)
- 12.8 The Council has the right to inspect all homes. The tenant will be given notice of 1 working day, but immediate access may be required in an emergency.
- 12.9 In exceptional circumstance it may be necessary to move a tenant and their household members out of their home temporarily while we carry out work to resolve the damp, mould and condensation. We will follow our Decant Policy to do this.
- 12.10 If a tenant expresses a wish to move as a result of persistent damp, mould and condensation problems, the Council will support them to make a housing application; if members in their household have medical problems, which may be exacerbated by damp, mould or condensation, officers in the Housing Options and Advice Team will be available to advise tenants on the type of medical evidence required. We will ensure that the

independent GP who completes the medical assessment not only has access to the medical evidence but also has sight of the Surveyor's report and other relevant surveys.

### **13. Contractor Responsibilities**

- 13.1 The Council will use specialist damp and mould contractors to help us manage the risks that damp, mould and condensation present to our tenants. They will attend all high, medium and low risk cases of damp, mould and condensation. They have been authorised to take prompt action to remove the symptoms of damp, mould and condensation and will report any follow-on work to the Council's surveyor team.
- 13.2 In the instance when the damp, mould and condensation continues after the contractor has carried out remedial works or where no repair or improvement work is necessary, the specialist damp and mould contractor will help support and provide advice to the tenant. They may, where it would be helpful, refer to the Council's Tenancy Sustainment Officer for help and support with fuel poverty, and benefit advice.
- 13.3 Our specialist contractor may instal monitoring equipment to determine the levels of moisture in the property to provide data so that the damp, mould and condensation can be managed by us and the tenant.

### **14. Monitoring and Continual Improvement**

- 14.1 The Council will maintain a Damp, Mould and Condensation Register that will be reported monthly to the Repairs Manager and Head of Housing Technical Services.
- 14.2 The day-to-day responsibility for damp and mould cases for the Council's housing stock is implemented in line with this Policy has been delegated, via the Chief Executive to the Director of Place and Communities.
- 14.3 A detailed workstream report of damp and mould cases and performance information is prepared monthly for the Senior Leadership Team and includes:
  - a. an update on progress
  - b. a RAG risk rating of current overall risk to the tenant
  - c. risk and issues log
  - d. trend analysis of relevant data
- 14.4 Performance is also monitored fortnightly by the Director of Place & Communities against targets of key performance indicators namely:
  - a. Number of damp, mould and condensation live cases.
  - b. Number of inspections completed and number of inspections outstanding.
  - c. Number of cases where the order has been issued to contractor.
  - d. Number of cases where remedial work is required.
  - e. Works complete closed cases.
  - f. % of high-risk cases with symptoms addressed and remediation completed.

- g. % of high-risk cases with symptoms addressed and remediation works identified & orders raised.
  - h. % of high-risk cases with symptoms addressed and remediation works identified but not yet scheduled.
- 14.5 Monthly performance reports on our damp, mould and condensation cases are shared at the meeting between the Assistant Director of Housing, Health and Partnerships and the Cabinet Member for Health, Wellbeing and Housing.
- 14.6 The performance will be shared on an exception basis with the Cabinet where individual cases warrant reporting at this level.
- 14.7 The performance information is shared with all tenants on our website annually.

## **15. Equality, Diversity and Inclusion**

- 15.1 An Equality Impact Assessment 'initial screening' has been carried out which determined there is no negative impact specific to those with protected characteristics. However, it is noted with the cost-of-living crisis, persons with a disability or people at home all day who are not working are more likely to suffer from fuel poverty, and we know that inadequate heating is a contributing factor to damp, mould and condensation. Where we have identified people are in financial hardship, we will signpost to the Neighbourhood Management Officer.

## **16. Communication**

- 16.1 This Policy once approved will be found on the Council's website. An approved version of this Policy will be published internally and accessible to staff.

## **17. Review of Policy**

- 17.1 This Policy will be reviewed after 12 months, unless new legislation or good practice means it needs to be reviewed sooner.

## **18. Consultation**

- 18.1 A group of tenants who have raised formal complaints about damp, mould and condensation in the past 5 years have been consulted with, in forming this Policy.



## **19. Training**

- 19.1 Organisation-wide training will be carried out to ensure all staff can recognise cases of damp, mould and condensation in our homes, including the embedding and refreshing of this Policy. Through this process of training, staff will be kept up-to-date with any new and emerging technology. Further in-depth training will be carried out with patch surveyors who predominantly assess damp, mould and condensation.
- 19.2 The Council believes in building a workforce that can respond to problems resulting from damp, mould and condensation by providing training for staff & outlining expectations from its contractors.
- 19.3 All customer-facing staff will receive mandatory awareness training in damp, mould and condensation that will cover:
- Awareness of the causes of damp, mould and condensation.
  - Understanding how a tenant can manage the excess moisture in their home.
  - Our approach to damp and mould contained in this Policy and the associated procedure.
- 19.4 The Council believes in empowering its tenants and leaseholders by providing and sharing information on how to deal with and report damp, mould and condensation.
- 19.5 The Council encourages its staff to take reports about damp, mould and condensation seriously and to look beyond lifestyle factors.

## **20. Governance**

- 20.1 Castle Point Borough Council has overall responsibility for ensuring that this Policy is implemented to ensure compliance with the law.
- 20.2 In practical terms, the Chief Executive reports to Cabinet to demonstrate accountability for complying with the regulatory standards of the Regulator of Social Housing. The Chief Executive will also ensure that health & safety compliance management duties in our landlord function are properly controlled and managed to keep our tenants safe and to prevent Castle Point Borough Council receiving any adverse publicity.
- 20.3 The day-to-day responsibility for safety in the council's homes and communal areas has been delegated, via the Chief Executive, to the Director of Housing Place and Communities.
- 20.4 The Director of Housing Place and Communities has delegated their duty holder responsibility to the Head of Housing Technical Services who has professional and technical responsibility for the homes and communal areas we own and manage.
- 20.5 The associated Damp, Mould and Condensation Procedure also identifies the roles and responsibilities of those who will undertake the day-to-day tasks on behalf of the Director of Place and Communities.



## **21. Associated Policies and Procedures**

How we Treat Damp, Mould and Condensation in our Homes Procedure

Lettable Standard

Repairs Policy

Repairs Handbook

Disrepair Policy

Mutual Exchange Policy

Tenancy Audit Policy

Tenancy Agreement

Decant Policy

Asset Management Strategy

Tenant Involvement Strategy

## **22. Appendices**

Equality Impact Assessment for Damp, Mould and Condensation Policy

Process map for Damp, Mould and Condensation