



Condensation, Damp and Mould Policy

1. Introduction

As a landlord, Rugby Borough Council (RBC) is responsible for the maintenance of, and repairs to, our homes, communal blocks, and other properties we own and manage.

The purpose of this policy is to set out RBC's approach to managing damp and mould in our properties. This policy aims to ensure the health, safety, and well-being of tenants by preventing, managing, and resolving issues of damp and mould, in compliance with relevant legislation, regulations and guidance. It sets out the roles and responsibilities of RBC staff, tenants, and contractors, and outlines procedures for identifying, addressing, and preventing condensation, damp and mould issues in our properties.

The policy addresses both condensation-related damp and structural damp issues (caused by faults in the building fabric, such as leaks or inadequate ventilation).

This policy forms part of our suite of landlord compliance policies, which include:

- Lift Safety Policy
- Fire Safety Policy
- Water Safety (Legionella) Policy
- Asbestos Management Policy
- Gas Safety Policy
- Electrical Safety Policy

2. Scope

2.1 This policy applies to Rugby Borough Council homes.

2.2 This includes domestic properties (houses, bungalows and flats), including RBC homes being used as temporary accommodation, communal areas of any blocks, independent living schemes and their associated offices or communal spaces.

- 2.3 This policy also applies to any corporate or operational premises which are owned or managed via the Housing Revenue Account (HRA).
- 2.4 This policy is applicable to all of our staff, tenants, contractors, stakeholders and others who may work on, occupy, visit or use our premises, or who may be affected by our activities or services.
- 2.5 Compliance with this policy is mandatory for all RBC staff members.

3. Terms and definitions

- 3.1 RBC is committed to ensuring compliance with all relevant legislation and regulations, including:

- Landlord and Tenant Act 1985
- Housing Health and Safety Rating System (HHSRS) under the Housing Act 2004
- Secure Tenants of Local Housing Authorities (Right to Repair) (Amendment) Regulations 1994
- Housing Act 2004
- Decent Homes Standard 2006
- The Environmental Protection Act 1990
- The Building Regulations 2010 (Part F - Ventilation)
- The Homes (Fitness for Human Habitation) Act 2018
- The Energy Efficiency (Private Rented Sector) (England and Wales) Regulations 2015 (for rental properties)
- Social Housing (Regulation) Act 2023
- Regulator of Social Housing – Safety and Quality Standard 2024
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Also known as Awaab's Law) (Subject to Parliamentary Approval)

In addition to these laws, regulations and standards, the policy reflects best practices outlined by the World Health Organisation (WHO) and the National Health Service (NHS) on managing damp and mould in homes and best practice as set out by the Housing Ombudsman Service in Spotlight on Damp & Mould: It's not Lifestyle, October 2021 and Spotlight on Damp & Mould: It's not Lifestyle: One Year on Follow Up Report, February 2023.

4. Responsibilities

- 4.1 The Asset Maintenance Manager is responsible for overseeing the implementation of this policy. Their duties include:

- Ensuring that damp and mould issues are identified and addressed promptly.
- Maintaining the structural integrity of buildings to prevent damp and mould caused by building defects or water ingress.
- Carrying out regular inspections and repairs to address any sources of damp (e.g., leaks, inadequate ventilation).
- Providing guidance and support to tenants on how to prevent condensation and mould growth.
- Ensuring that contractors and relevant RBC staff have an awareness of damp and mould prevention and remediation practices.
- Ensuring that any damp or mould issues that pose a health or safety risk are resolved as quickly as possible, in line with this policy and the accompanying procedure.

4.2 All RBC staff and contractors working on RBC properties are responsible for:

- Ensuring that all work carried out to resolve damp and mould issues is completed to the highest standards and complies with relevant regulations.
- Ensuring that any damp and mould found, for example in surveys for planned works, is reported to RBC and rectified appropriately prior to planned work taking place.
- Identifying the root cause of any damp or mould issue and addressing it appropriately.
- Reporting any structural defects or building issues that could cause damp or mould to RBC properties.
- Maintaining accurate and comprehensive records on all work done for RBC.
- Providing tenants with advice on maintaining proper ventilation and preventing condensation.
- Any contractor acting on behalf on RBC must report any hazard including damp and mould that they see in a home so RBC can take appropriate action.
- Contractors will be provided with our policy and procedure to ensure that they adhere to RBC's standards and commitments.

5. Policy Statement

5.1 Damp and mould can arise from several causes. These include:

- Condensation Dampness: Caused by high humidity in the home, often due to insufficient ventilation or heating, leading to the formation of water droplets on surfaces and the growth of mould.
- Penetrating Damp: Occurs when water from outside the building, due to leaking roofs, windows, or walls, enters the property.
- Rising Damp: Caused by moisture rising from the ground through the building's foundations and walls, typically when the damp-proof

course (DPC) is damaged or missing.

5.2 Tenants and staff should be aware of the following signs:

- Black, green, or grey mould growth, particularly in corners, behind furniture, and around windows.
- Damp patches or peeling wallpaper, especially on exterior walls or ground floors.
- Musty, damp smells in rooms.
- Persistent condensation on windows or walls, particularly in the morning.
- Damp stains on carpets or flooring.
- In more severe cases, structural damage to walls or ceilings due to water penetration.

5.3 We will provide tenants with advice and support on how to prevent condensation and mould growth, including:

- Ventilation: Ensuring that kitchens, bathrooms, and other high-humidity areas have adequate ventilation. This may include the installation or maintenance of extractor fans, vented air bricks, or window vents.
- Heating: Encouraging tenants to maintain a consistent level of heating to prevent temperature fluctuations that can lead to condensation.
- Moisture Control: Advising tenants to avoid drying clothes indoors without adequate ventilation or using tumble dryers without external venting.
- Good Habits: Encouraging tenants to open windows during dry weather to improve air circulation and reduce humidity, and to close internal doors to limit moisture transfer between rooms.

5.4 We are committed to maintaining the property structure to prevent issues such as rising or penetrating damp.

5.5 We will take the following steps when damp or mould is identified:

- Inspection and Diagnosis: A qualified surveyor or contractor will conduct an inspection within **10 working days** of a damp and mould report to determine the cause and required actions to rectify hazards.
- The tenant will be notified, of the outcome of the inspection within **3 working days**.

- We will undertake any work to make safe, within 24 hours of the inspection, if a hazard has been identified as an “emergency hazard”.
- If a hazard has been identified as a “significant hazard” we will commence relevant remedial work within **5 working days** of the inspection.
- Where rectification work is more complex, further work will commence within 12 weeks.

5.6 Remediation Measures

- Remediation: The appropriate action will be taken to resolve the issue. For condensation-related mould, this may involve improving ventilation and providing advice to tenants. For structural issues, such as penetrating or rising damp, repairs to the building fabric will be made, such as re-pointing, damp-proofing, or replacing damaged roofing.
- Mould Treatment: Once the cause of the damp is addressed, affected areas will be cleaned, treated, and redecorated, where necessary, to remove existing mould.
- Monitoring: After remediation work, we will monitor the property to ensure that the issue has been resolved and does not recur.

5.7 Works will be completed within a reasonable time period.

5.8 If emergency or significant damp and mould is identified and works cannot take place to make the hazard safe in the specified timescales RBC will secure suitable alternative accommodation for the household, at our expense, until the property is safe to return to.

5.9 We will keep tenants updated throughout the process and provide information on how to keep safe.

5.10 We will provide our tenants with clear and accessible information on condensation, damp and mould, including:

- Providing printed and online resources explaining how to prevent and deal with condensation, how to report damp and mould issues, and the importance of maintaining ventilation.
- Offering additional support to tenants, especially those in vulnerable situations (e.g., elderly tenants or those with health issues), to ensure they understand their responsibilities and the steps they can take to prevent damp and mould. Support may include help with wiping down mould support with income maximisation, support with tackling hoarding behaviours.

- Where appropriate, we may hold workshops or information sessions to educate tenants on best practices for managing moisture levels in their homes.

5.11 We will monitor the following areas to provide performance information and insight on our approach to the management and mitigation of condensation, damp and mould in our homes:

- Damp and mould inspections carried out within target timescales (%)
- Damp and mould remedial work completed within target timescales (%)
- Total number of D&M inspections in one month - Emergency
- Total number of D&M inspections in one month – Significant
- Total number of D&M inspections in one month - Medium
- Total number of D&M inspections in one month - Low
- Total number of D&M repairs in one month - Emergency
- Total number of D&M repairs in one month - Significant
- Total number of D&M repairs in one month - Medium
- Total number of D&M repairs in one month - Low
- Total number of damp and mould jobs completed in one month
- Average number of days to attend a damp and mould inspection
- Average number of days to start work from date it was originally reported
- Average number of days to send the investigation report to tenants

5.12 We will maintain clear lines of communication with contractors to ensure all work is carried out in accordance with safety standards and that any issues identified during inspections are addressed promptly.

5.13 We will share data with other agencies in line with the appropriate Data Protection legislation to enable the safety and wellbeing of our tenants.

6 Monitoring and review

6.1 This policy will be reviewed on a three yearly cycle, unless there is a business need, change in legislation or regulation which prompts an earlier review. (The Ministry of Housing, Communities and Local Government will publish additional guidance ahead of Awaab's Law coming into force in October 2025 and this policy will be reviewed/amended to reflect that guidance)

- 6.2 We will publish this document on our website and our intranet to ensure visibility and access for staff and tenants.
- 6.3 We will provide training to staff who have responsibility for implementing the policy to ensure that it is understood.
- 6.4 As this is a tenant facing policy, we will review the effectiveness of the policy with our involved tenants one year from the implementation of the policy.

7 Related documents

- 7.1 Health and Safety Policy
- 7.2 Safeguarding Adults and Children Policy
- 7.3 Repairs and Maintenance Policy
- 7.4 Condensation, Damp and Mould Procedure
- 7.5 Hoarding Policy
- 7.6 Decant Policy

8 Governance

Effective from	1 September 2025	Expires	31 August 2028
Policy Owner	Asset Maintenance Manager		
Policy Author	Communities and Projects Manager		
Consultation	Tenant Consultation - 19 March 2025 Frontline Staff Consultation - 10 May 2025 Technical Staff Consultation – 20 August 2025		
Approved by	Chief Officer Communities and Homes		
Version control	V1.0		