



TUNTUM HOUSING ASSOCIATION

DOCUMENT CONTROL		
Policy name:	Damp, Mould and Condensation Policy	
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Author:	Barrington Billings – Director of Operations	
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Tenants facing:	Yes	

1. Introduction

1.1 Tuntum Housing Association (TTHA) is committed to providing good quality homes and excellent services that meet the standards agreed with our tenants. This policy sets how we will respond to reports of damp and mould in our tenants' homes, and the surrounding buildings we are responsible for.

1.2 This policy has been written to ensure that, wherever possible, Tenants are not adversely affected by the causes of damp, mould and condensation and provides for a proactive approach to manage reports of damp, mould, and condensation.

1.3 The key objective of this Policy is to enable compliance with relevant legislation, including the Landlord and Tenant Act, 1985, Housing Health and Safety Rating System within the Housing Act 2004, the Social Housing (Regulation) Act 2023, Decent Homes Guidance. This policy will also consider and address recommendations made in the Housing Ombudsman Service Report 'Spotlight on: Damp and Mould – Oct 2021'.

2. Policy statement and aims

2.1 The aim of our Damp, Mould and Condensation Policy is to:

- a) Ensure we provide and maintain dry, warm, healthy homes for our tenants.
- b) Provide clear lines of responsibility within TTHA in the management of damp, mould, and condensation.
- c) Outline how we will respond consistently to all reports of damp and mould and ensure all cases are responded to and addressed quickly and efficiently.
- d) Develop a zero-tolerance approach to reports of damp, mould, and condensation.
- e) To ensure that the fabric of our property is protected from deterioration and damage resulting from damp and mould.

2.2 We will achieve these aims by:

- a) Providing tenants with information on how to reduce condensation in their homes and publicising what damp and mould remediation work we can do.

- b) Equipping our staff with the knowledge of the health risks of living in damp and/or mouldy homes by training and empowering staff to be able to spot the signs of damp, mould and condensation and be able to give the most appropriate advice to our tenants.
- c) Carrying out regular occupancy and complex checks, where we will look for damp and mould.
- d) Creating a case file for every property that has reported damp and mould and interventions will continue until the issues have been resolved.
- e) Taking a “case-based” approach to reports of damp and mould. Where we need our Tenants’ support in reducing mould growth, we will work with our Tenants until we are satisfied that the problem has been resolved. We will provide clear and easy-to-understand information for tenants to support the reduction of any condensation-related problems in their homes. This information will be available in different languages where necessary.
- f) Performing regular stock condition surveys will help us know which types of home are likely to suffer from damp and mould.
- g) Investing in preventative measures like anti-mould paint when surveying a void property to be re-let.
- h) Budgeting appropriately so that we have the funds assigned to react to reports of damp and mould.
- i) Complying with all statutory and regulatory requirements relating to damp and mould.
- j) Treating tenants in a fair and non-discriminatory way, in accordance with the Equalities Act 2010.

3 Legislation or regulatory requirements

3.1 TTHA will meet all our statutory and regulatory obligations. These include:

- a) Housing Act 1985, 2004
- b) Decent Homes Standard (2000, updated 2006)
- c) Housing Health and Safety Rating System (HHSRS)
- d) Defective Premises Act 1972
- e) Right to Acquire guidance (1980s onwards)
- f) Landlord and Tenant Act 1985
- g) Tenancy Agreement (agreed between TTHA and its tenant)
- h) Social Housing (Regulation) Act 2023
- i) Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
- j) Equality Act 2010
- k) Regulator of Social Housing Home Standard
- l) Regulator of Social Housing Consumer Standards

4 Scope of the Policy

4.1 This document should be used by all employees, Tenants , stakeholders including contractors and partners of TTHA, to understand the obligations placed upon the association to respond to reports

of damp, mould, and condensation. The policy applies to all buildings managed and owned by TTHA where we have a responsibility to maintain them.

5 Definitions:

- a) Damp refers to the presence of moisture, water, and condensation within a home. Problems with damp can easily occur without any warning signs and can cause serious damage if left untreated.

Damp occurs when moisture collects but does not have a chance to dry out fully. When a warm and moisture-laden area meets a cold internal surface, it condenses at what is called a dew point. This creates a damp patch, often a breeding ground for black spot mould. Damp is very common in the UK and usually builds up in areas of the home without much air movement.

- b) **Rising damp** is caused by water rising from the ground into the home. Water gets through or around a defective damp proof course (DPC) or passes through the masonry that was built without a DPC. Rising damp will only affect basements and ground floor rooms. It will be present all year round but can be more noticeable in winter. It is extremely uncommon but is generally due to a problem or fault with the home, which requires repair.
- c) **Penetrating damp** appears because of a defect in the structure of the home, such as damaged brickwork, missing roof tiles, loose flashing, or leaking rainwater goods. These defects allow water to pass from the outside to the floors, walls, or ceilings. Penetrating damp is far more noticeable following a period of rainfall and will normally appear as a well-defined 'damp-patch' which looks and feels damp to the touch. It is the result of a problem or fault with the home, which requires repair.
- d) **Mould** is a type of fungi that are naturally occurring organisms playing a major role in the earth's ecosystem. Mould grows best in damp and poorly ventilated areas and reproduces by making spores. Moulds are present virtually everywhere, indoors, and outdoors and can grow in and on materials such as food, furniture, fabrics, carpets, walls, paper, timber, and plumbing.

The number one cause of damp and subsequent mould in homes in the UK today is a lack of ventilation and heating. It is normal to have some mould growth in winter, but you need to stay on top of it to prevent it from getting more serious. In most cases, black mould is caused by condensation.

- e) **Condensation** comes from the moisture in the air in from cooking, cleaning, bathing, and even breathing turning into water. Condensation will form on the coldest surfaces in the room first, like windows, the corners of the room, and external walls. It is usually found in kitchens, bathrooms, the corners of rooms, on north-facing walls – all places that either tend to have a lot of moisture in the air, or to be cold generally. It is also found in areas of low air circulation such as behind wardrobes and beds, especially when they are pushed up against external walls. It is mostly a seasonal problem, occurring during the colder months, as we ventilate our homes less in an effort to keep us warm. This can mean a build-up of water vapour in homes, which may cause condensation. Condensation is not necessarily a problem as long as the surface has time to dry out daily.

6 Roles and Responsibilities

6.1 TTHA's responsibilities

- a) To ensure that we maintain the structure of our homes in good repair as set out in our Asset Management Strategy.
- b) Maintain the heating, sanitation, and service installations of rented homes where we have installed these or where we have adopted the responsibility of these through relevant policies (i.e. adaptations to homes; or through previous tenant improvements).

- c) Provide tenants with the information they need to work their heating and hot water systems efficiently and help them minimise condensation.

6.2 Tenant's responsibilities

- a) Tenants are responsible for ensuring no damage occurs to their home as defined by the Tenancy Agreement.
- b) Tenants will be provided with information and guidance on minimising condensation in their home and this should be followed.
- c) Tenants are responsible for reporting any cases of damp or mould to TTHA as soon as they are aware of it.

7 Reasonable Adjustments

- 7.1 TTHA is committed to Equality, Diversity and Inclusion and will make reasonable adjustments to the policy to recognise, accommodate and support individual needs, where needed.

This Policy adheres to the Associations approach to Equality and Diversity. All staff members will take a proactive approach to ensure that no individual or group is discriminated against or treated differently as a direct or indirect result of this Policy.

8 Monitoring, including audit and review

- 8.1 Performance against damp, mould and condensation will be tracked through a clear set of Key Performance Indicators (KPIs) agreed with each oversight group. Operational teams will monitor day-to-day compliance; senior management will review service-level trends and risks; the Executive Team will examine organisation-wide performance; and the Board will receive high-level assurance reports. Regular reporting at each tier will highlight progress, flag any non-compliance, and drive timely corrective action to maintain legal and service standards.
- 8.2 In terms of assurance, this will be subject to our strategic and corporate risk assurance framework, which includes first, second and third line of defence checks involving reporting to committees and the Board quarterly and independent internal or external audits.
- 8.3
- 8.4 This policy document will be reviewed every three years or sooner if needed to ensure that it complies with up-to-date legislation and accepted good practice.

9 Policy

- 9.1 TTHA is committed to maintaining its homes in accordance with the Decent Homes Standard and all statutory obligations.
 - i We will work to make sure that all of our homes are insulated to the appropriate standard to help to reduce condensation.
 - ii Should damp or mould occur, we will be responsible for resolving the cause and making good any damage to the fabric of the property.
- 9.2 We want to work with our tenants to help to reduce condensation, damp, and mould in their homes.
 - i. We will send information to all tenants on how to reduce condensation. This will be provided at least once a year as a direct mail and promoted in our tenant newsletter on our website and

social media channels.

- ii. We will advise in our tenant newsletter on how to heat homes efficiently and provide the latest advice on our website.
- iii. We will compile a list of areas of a home that are likely to cause damp and ensure that and repairs to these components are monitored, in order to carry out preventative action in future.
- iv. When we carry out a stock condition survey or an occupancy check, we will take photos and highlight to our tenants any areas of concerns so that they are aware and can take preventative action.
- v. In line with our Carbon Neutral Strategy, we endeavour to replace inefficient heating with traditional or renewable heating. Along with whole home 'retrofit works' which address all areas affecting the warmth in homes.

9.3 What our tenants can expect when we are made aware of potential damp and mould

We recognise the varied nature of our housing stock and are committed to taking all reports of damp and mould seriously. We will not make assumptions about the cause being due to tenant lifestyle, and we will ensure every report is investigated promptly. Our response will follow the steps below:

i. Acknowledgement and logging

All reports will be acknowledged, logged, and a Damp & Mould (D&M) proforma completed within 24 hours of the issue being reported.

ii. Investigation

A TTHA surveyor or representative will visit the property, assess the situation, and identify the remedial works required within 10 working days.

iii. Emergency hazards

Where an emergency hazard is identified, we will make the property safe within 24 hours, or sooner where practicable, ensuring Tenants are not exposed to unsafe or cold living conditions and escalating concerns as per safeguarding procedures.

iv. Investigation outcome

A written summary of our investigation findings will be provided to the tenant within 3 working days of completing the investigation.

v. Significant hazards

Where a significant hazard is identified, we will carry out interim safety measures to make the property safe within 5 working days of concluding the investigation.

vi. Remedial works

Where further works are required beyond interim measures, steps to begin these works will be taken within 5 working days, and full works will commence as soon as possible and no later than 12 weeks.

If delays occur due to reasons beyond our control, we will document the reasons and keep the tenant informed of progress,

vii. Alternative accommodation

Where a hazard cannot be made safe within the prescribed timescales, we will provide suitable alternative accommodation until the risk is resolved.

viii. Neighbouring properties

If works are completed close to a party wall or adjoining structure of a neighbouring property we own, we will contact the neighbour and offer a surveyor visit within 10 working days of completion.

If we do not own the neighbouring property, we will write to inform the neighbour of the type of work completed to reduce the risk of recurrence.

ix. Post-inspection

All completed works will be re-inspected six weeks after completion to confirm that the root cause of damp and mould has been eradicated.

Any further works identified during this inspection will be actioned promptly.

x. Record keeping and compliance

We will keep clear records of all reports, investigations, works, communications, and inspections.

If statutory timescales cannot be met for reasons outside our control, we will record the reasons and communicate them to the tenant.

9.4 How our staff will be equipped to respond to tenant's concerns:

- vi. We will make sure our maintenance staff follow this policy and the associated standard operating procedure when responding to concerns around damp, mould and condensation.
- vii. All Investigating agents will have the necessary skills, knowledge and experience when diagnosing the cause of damp, mould and condensation.

10 Equality Impact Assessment

- 10.1 We are committed to celebrating diversity. To ensure equal access to our services is available, TTHA will comply with the Equality Act 2010 and all other legislative requirements relating to equality. We will endeavour to ensure that all tenants receive a consistent level of quality service.
- 10.2 Under the *Equality Act 2010* TTHA must consider whether our policies adversely affect our Tenants and/or staff. An Equality Impact Assessment (EIA) will be undertaken for this policy and will be drafted to reflect the various needs of all our tenants, including vulnerable tenants.

11 References

RELATED EXTERNAL DOCUMENTS	
Reference	Link to reference
- Housing Act 1985, 2004 - Decent Homes Standard - Housing Health and Safety Rating System (HHSRS) - Defective Premises Act 1972 - Right to Acquire guidance - Landlord and Tenant Act 1985 - Tenancy Agreement (agreed between MHA and its tenant) - Equality Act 2010 - Regulator of Social Housing Home Standard - Regulator of Social Housing Consumer Standards - Social Housing (Regulation) Act 2023 - The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025	
RELATED INTERNAL DOCUMENTS	
Reference	
Key Strategy	Corporate Strategy
Other Strategies	Asset Management Strategy, VFM strategy
Policies	Aids & Adaptations, Asbestos, Complaints, Data Protection, Decant, Gas Safety, Electrical Safety, Fire Safety, Legionella, Health & Safety, Awaab's Law Policy.
	Recharge Safeguarding, Domestic Abuse Policy, Empty Homes, Tenancy Fraud, Modern Slavery Statement, Decent Homes,
Other documents	Tenancy Agreement, <u>Code of Conduct for Employees, Board Members, and Involved Residents</u> , Tuntum's Contractor Service Standard Agreement, Tuntum Financial Regulations, Environmental Sustainability

12 Contacts

If you have any queries on this policy, please contact the Director of Operations.