

Bristol Community Land Trust
Damp, mould and condensation policy
Date first adopted: September 2025

Review dates:

Date of review	Amendments/Updates made	Reviewed & accepted	Proposed next review
September 2027			

Policy Statement

Bristol CLT recognises its responsibility to work with our tenants to enable us to diagnose, respond to and manage reports of damp, mould, and condensation within our properties.

There are many root causes that lead to damp, mould, and condensations within our homes (please see Appendix 1 for further information). This has the potential to have an impact on the resident and their family's physical and/or mental health and well-being.

This policy document sets out our aims to addressing damp, mould, and condensations and sets out ways in which we can work with our tenants to mitigate and address any issues which arise.

Legislation and regulation

The legislation listed in this policy is not intended to cover all legislation applicable to this policy.

To meet the required Homes Agency Regulatory Standards outcome on adherence to all relevant law, Bristol CLT will take reasonable measures to ensure compliance with any and all applicable legislation by reviewing policies and procedures and amending them as appropriate.

The legislation listed within this policy was considered at the time of the development of this policy, but subsequent primary and secondary legislation, case law and regulatory or other requirements will be considered and the policy reviewed and adopted in accordance with the requirements set out therein, even should such subsequent legislation not be explicitly listed within this policy.

The main legislation is as follows:

- Landlord and Tenant Act 1985: This Act imposes on landlords an obligation to carry out basic repairs, covering the structure and exterior of the property and installations for the supply of water, gas and electricity, and for sanitation and space heating and heating water. There is also an implied covenant to maintain the property in good order.
- Defective Premises Act 1972: Section 4 of this Act places a duty on landlords to take reasonable care to ensure that anyone who might be expected to be affected by defects in a property is reasonably safe from injury or damage to their property.
- Environmental Protection Act 1990: This Act makes provision for the control of premises

which are considered to be prejudicial to health or a nuisance. This legislation means Bristol CLT may become liable for damages and compensation to customers and their families who suffer as a result of failure to maintain properties so as not to be prejudicial to health or a nuisance.

Bristol CLT aims to:

- Undertake effective investigations and implement reasonable remedial repair solutions and improvements to manage damp, mould and condensation.
- Offer advice and assistance to customers living in our properties, including information on how to prevent damp, mould and condensation.
- Ensure staff and contractors are trained on how to recognise, manage, and identify solutions to damp, mould and condensation within a rented property.
- To ensure that the fabric of our property is protected from deterioration and damage resulting from damp and mould.
- Ensure that components we are installing as part of the responsive repairs and maintenance service are cost effective and meet sustainability and affordability criteria.

Work in partnership with tenants to ensure:

- That residents who report damp and mould in their properties are treated with respect and empathy.
- They have access to and/or are provided with comprehensive advice, information, and guidance on managing and controlling mould, damp and condensation.
- The process of reporting an issue of damp and mould is straightforward and easily accessible for residents.
- That we clearly and regularly update residents with advice or regarding any actions we can take/have taken to resolve reports of damp and mould.
- Evaluate the use of the Decant Procedure to support residents in cases where structural interventions are not appropriate.

Our Responsibilities	Residents Responsibilities
To meet our landlord repairing responsibilities in line with our Repairs Policy	Following all advice and guidance issued by us, on managing and controlling damp, mould and condensation
To maintain our homes so that they meet the Decent Home Standard	Regularly checking for and treating condensation and mould. If all reasonable efforts have been made to manage and control condensation and mould, and this has not been successful, report the issue to us - even if the issue is in its early stages
To investigate and diagnose the cause of damp or mould and deliver effective remedial solutions	Regularly checking for and reporting any leaks, or faulty heating, windows, or extractor fans
To remain in regular and effective communication with a resident, following a report of damp and mould being made, providing progress updates from beginning to end – especially on the occasion where an investigation into a case may be complex	Regularly checking for and reporting any evidence of penetrating, rising or bridging damp, even if the issue is in its early stages. (see Appendix 1).

To provide our residents with comprehensive and focused advice and guidance on how to manage damp, mould or condensation	Ensuring of the general upkeep of extractor fans and vents (i.e. that they are not blocked). Please see Appendix 1 for more guidance.
To manage all reports of damp, mould and condensation using our Damp, Mould and Condensation Procedure.	If the resident fails to take the advice and reasonable steps to reduce damp or mould, the resident may be recharged for any resulting repairs required which are considered to be result of this neglect
Where vulnerable or disabled residents have no one to help them and are unable to carry out mould washes themselves, we will consider how to support and assist them on a case by-case basis	The resident is responsible for arranging adequate household contents insurance, to protect their home from damage caused by damp, mould, or condensation
In the situation of statutory overcrowding resulting in damp and mould, we will work with the resident and the Local Authority to review to explore the resident's options. The Housing Act 1985 explains that all Living Rooms and Bedrooms are included in the calculation of statutory overcrowding	Where remedial works and mould wash treatments have been undertaken by us, the resident is responsible for redecoration It is recommended that anti-fungal paint is used
In the situation of hoarding resulting in damp and mould, we will refer to our Hoarding Policy and Procedure for further guidance on how to best support the resident	For vulnerable or disabled residents, we will consider how to assist the redecoration process on a case-by-case basis.
At the time of a void inspection, each room should be checked for damp, mould, and condensation. If identified, it will be managed and rectified as part of the void works	
As part of a Mutual Exchange, a property inspection is completed at which time, each room should be checked for damp, mould, and condensation. If identified, it will be managed and rectified before the Mutual Exchange completes	

How to report Damp or Mould in your Home

Reporting Damp or Mould is done via Brighter Places who have created a dedicated damp and mould team to pick up cases.

More info can be found here including the online form to report issues.

<https://www.brighterplaces.co.uk/damp-condensation-and-mould/>

Training

We will ensure the provision of training for staff on the identification, treatment and the prevention of damp, mould and condensation.

The training will enable them to:

- Become familiar with and understand the correct response needed when a damp or mould issue is identified by them or reported to them, including what advice to give and when to raise remedial works.
- Identify the correct equipment required to assess damp in properties and find resolution to the problem, if it is our responsibility.
- Develop their knowledge on our stock and the archetypes of properties that are likely to suffer from damp and mould.

Equality and diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010.

Complaints

Any resident or other stakeholder who is dissatisfied with how we have managed their repairs is able to submit a complaint using our Complaints process.

Once our Complaints policy is complete and if they remain dissatisfied, then they can contact the Housing Ombudsman.

Appendix 1

Causes of Damp, Mould and Condensation

The causes of damp, mould and condensation contained in this section, are the most common. It is important to be able to tell the difference between damp caused by condensation and damp caused by other factors, such as penetrating damp (caused by a leak) or rising damp.

Penetrating Dampness Rain can get in through leaking roofs, blocked or damaged guttering, leaky walls and poorly fitting doors and windows.

Penetrative damp can also be caused by leaks from plumbing faults, failed appliances and poorly sealed baths and showers.

Rising Dampness Rising damp is caused by the breakdown, deterioration or bridging of the damp proof course of the building at ground floor level. Ground water can rise up through the walls and floor if the damp proof course isn't working properly or is missing.

Bridging Damp There are many cases of bridging damp from render systems going below the Damp Proof Course to ground level, concrete paving and ground levels being increased. Where leaks occur, and in certain circumstances based on contractor feedback, a dehumidifier can be provided to help dry out the property.

Condensation The effects of damp and mould can be a challenge particularly during the winter months and in most cases is one that needs to be managed by the Resident through the effective use of heating and ventilation. Condensation can be managed by:

- Covering pans and not leaving kettles boiling.
- Avoiding using paraffin and portable bottled gas heaters as these heaters produce a lot of moisture in the air.
- Avoiding drying washing on your radiators, or if you do then dry it in the bathroom with the door closed and the window open.
- Ensuring tumble dryers must be vented to the outside.
- Improving the ventilation in your home by keeping a small window ajar with someone is in the room
- Keeping trickle-vents open
- Avoiding blocking air-brick vents and ensuring they are not broken.
- Ventilating kitchens and bathrooms when in use by opening the windows wider, or better still, using a humidity-controlled electric fan if one is fitted.
- Closing the kitchen and bathroom doors when these rooms are in use.
- Avoid putting too many things in cupboards and wardrobes.
- Placing furniture so its slightly away from the wall.
- Keeping the temperature of your home above 15 degrees Celsius.
- Avoiding running your shower for longer than needed.
- Wiping down condensation or water each morning.
- When running a bath put the cold water in first before the hot this reduces the steam.

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Fuel Poverty Fuel poverty is recognised as a causal factor in damp, mould, and condensation issues, i.e. residents may be unable to afford to heat their homes effectively or evenly which then creates the conditions for moulds to thrive. If a resident is suffering from Fuel Poverty, we will see what support or advice we can offer.