

Damp & Mould Policy



June 2026



Damp & Mould Policy	GEN026
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This policy should be read in conjunction with our:

- [Equality, Diversity & Inclusion Policy](#)
- [Complaints Policy](#)
- [Repairs & Maintenance Policy](#)
- [Health & Safety Policy](#)

1. Introduction

1.1 This policy explains how Thame & District Housing Association (TDHA) identifies, manages, and resolves damp and mould in our homes.

1.2 This policy supports our mission to:

Provide comfortable, safe, and affordable homes for local people, deliver excellent services, and encourage residents to play an active role in their communities.

1.3 While we have very few cases of damp and mould, we recognise that they can affect both the condition of our homes and the health and wellbeing of residents. Our role is to respond promptly, fairly, and practically, ensuring homes remain safe while supporting residents to live comfortably.

2. Purpose and Scope

2.1 The purpose of this policy is to:

- Set out how TDHA prevents, identifies, and resolves damp and mould
- Define how we investigate and respond to reported issues
- Explain how we support residents alongside delivering repairs
- Clarify responsibilities and decision-making

2.2 This policy applies to:

- All TDHA homes
- Shared areas
- All staff and contractors

3. Our Approach

3.1 TDHA takes a practical, resident-focused approach, recognising that damp and mould is often caused by a combination of:

- Building condition
- Ventilation and heating
- Occupancy and lifestyle factors
- Wider issues such as energy affordability

3.2 We will:

- Take all reports seriously and avoid blaming residents
- Focus on identifying and addressing the root cause
- Act promptly and proportionately based on risk
- Work in partnership with residents to achieve sustainable solutions

3.3 We aim to “fix first time” wherever possible, while recognising that some issues require longer-term solutions.

4. Preventative Measures

4.1 TDHA will seek to prevent damp and mould by:

- Maintaining homes in good repair
- Providing effective heating, insulation, and ventilation
- Installing extractor fans where needed
- Monitoring properties through routine visits

4.2 Residents will receive:

- Information at the start of their tenancy
- Ongoing advice through newsletters and contact with staff

4.3 Staff and contractors are expected to report any signs of damp and mould during visits.

5. Identifying and Responding to Damp and Mould

5.1 Reporting Issues

Damp and mould issues may be identified through:

- Resident reports
- Routine visits and inspections
- Staff or contractor observations

5.2 Initial Response (in line with [Awaab's Law](#))

- We will arrange an inspection within ten working days
- Provide a summary to the resident within three working days
- Undertake remedial work within five working days of the completing the investigation
- Urgent cases (e.g. significant health risk) will be investigated within one working day (in line with an emergency repair)
- Longer term remedial repairs will be undertaken within 12 weeks.

5.3 Investigation

We will assess:

- The cause of the issue (e.g. condensation, leaks, structural defects)
- The condition of the property
- Any vulnerabilities within the household

5.4 Remedial Action

Actions may include:

- Repairs to the building (e.g. leaks, insulation)
- Improvements to ventilation or heating

- Mould treatment works
- Practical advice and support for residents

We will focus on resolving the cause, not just the symptoms.

6. Decision Thresholds and Practical Delivery

6.1 TDHA will take a proportionate approach to resolving damp and mould:

- **Routine works:** Delivered through day-to-day repairs
- **More complex issues:** Considered as part of planned maintenance or investment
- **Significant works:** May require external input or longer-term planning

6.2 In making decisions, we will balance:

- Risk to residents' health
- Effectiveness of the solution
- Cost and value for money
- Impact across our housing stock

7. Working with Residents

7.1 TDHA recognises that resolving damp and mould works best when we work in partnership with residents. We will:

- Communicate clearly and keep residents informed
- Provide practical, realistic advice
- Be sensitive to individual circumstances

7.3 We recognise that factors such as energy costs and health conditions may affect how homes are used, and we will take this into account in our response.

8. Legal and Regulatory Context

8.1 This policy reflects our responsibilities under:

- [Landlord and Tenant Act 1985](#)
- [Homes \(Fitness for Human Habitation\) Act 2018](#)
- [Awaab's Law 2025](#)

8.2 We also have regard to guidance from the:

- Housing Ombudsman Service
- Regulator of Social Housing

9. Responsibilities and Decision-Making

- **Residents:** Report issues and allow access for inspections and works
- **Scheme Managers:** Identify issues during visits and support residents
- **Property & Maintenance Team:** Investigate and carry out works

- **Chief Executive / EMC:** Oversight of more complex or higher-cost decisions

9.1 TDHA will keep clear records of all cases and decisions.

10. Monitoring and Review

10.1 The CEO will monitor damp and mould cases to ensure:

- Timely and consistent responses
- Appropriate use of resources
- Lessons are learned from recurring issues

10.2 This policy will be reviewed every three years or sooner if required.

11. Equality, Diversity and Inclusion (EDI)

11.1 TDHA recognises that damp and mould can have a greater impact on older people, those with health conditions, and households experiencing fuel poverty. We understand this through repairs data, inspections, and resident contact, alongside wider guidance from the Housing Ombudsman Service and Regulator of Social Housing.

11.2 We use this information alongside property condition, energy efficiency, and cost to prioritise cases, target investment, and tailor our response, ensuring we act fairly, proportionately, and in line with TDHA's values.