

**2026-
2029**

Damp and Mould Policy



Assistant Director – Assets
and Compliance
Nuneaton and Bedworth
Borough Council
2026-2029

| | |
|-------------------------|----------------------------------------------------------------------------------------------------|
| Document Title | Damp and Mould Policy 2026-2029 |
| Document Owner | Assistant Director – Assets and Compliance |
| Version | 3.0 to incorporate Awaab’s Law and provide clarity around the process for reporting damp and mould |
| Issue Date | 23 April 2026 |
| Next Review Date | 2029 |

| Stage | Description | Agreed |
|----------------------------|------------------------------------------------------------------------------------------------|-----------------|
| 1 st revision | Document revised to take into account Awaab’s Law and the process for reporting damp and mould | 1 February 2026 |
| Equality Impact Assessment | Completed – No further action | 5 February 2026 |
| Consultation | Housing Involved Tenant Scrutiny Panel – Assets Panel | 2 March 2026 |
| | Senior Leadership Team | 13 March 2026 |
| Approval | Senior Leadership Team | 21 April 2026 |
| Single Member Decision | Portfolio Holder | 23 April 2026 |

Contents

| | | |
|------|---------------------------------------|----|
| 1.0 | Introduction | 4 |
| 2.0 | Purpose | 4 |
| 3.0 | Scope | 4 |
| 4.0 | The Council’s Responsibilities..... | 5 |
| 5.0 | Tenants’ Responsibilities | 6 |
| 6.0 | Identifying Damp and Mould..... | 6 |
| 7.0 | Triage..... | 7 |
| 8.0 | Tenant Vulnerabilities | 7 |
| 9.0 | Timescales | 8 |
| 10.0 | Access | 8 |
| 11.0 | Complaints Procedure | 9 |
| 12.0 | Equality and Diversity | 9 |
| 13.0 | Legislation and Related Policies..... | 10 |
| 14.0 | Training and Awareness | 10 |
| 15.0 | Monitoring and Review | 10 |

1.0 Introduction

- 1.1 Nuneaton and Bedworth Borough Council (the Council) is committed to providing homes that are safe for our tenants to live in, are well maintained and meet statutory requirements.
- 1.2 This Policy sets out the activities and responsibilities involved in the control of Damp and Mould within our tenants' homes.
- 1.3 Under Awaab's Law all social housing landlords have a legal duty to respond to dangerous Damp and Mould within their properties within specific timeframes. Awaab's Law was introduced following the death of Awaab Ishak, a two year old child who tragically died in December 2020 due to prolonged exposure to mould in his home. His death highlighted systematic failures within the social housing sector as his parents had repeatedly reported the mould issue which was dismissed by their Landlord – a social housing provider. This Policy set out how the Council will comply with our duties under Awaab's Law.

2.0 Purpose

- 2.1 The purpose of this Policy is to:
- Demonstrate how the Council will deal with cases of Damp and Mould.
 - Demonstrate how the Council will comply with the requirements of Awaab's Law.
 - Outline timeframes for responding to reports of Damp and Mould.

3.0 Scope

- 3.1 This Policy applies to all residential properties owned by the Council including:
- General Purpose Housing – properties let under secure or introductory tenancy agreements.
 - Independent Living Units – schemes offering additional support services.
 - Temporary Accommodation – homes provided for households in housing need.
 - Communal Areas – internal and external spaces within blocks.
- 3.2 This policy does not apply to:
- Private sector housing
 - Commercial properties

4.0 Understanding Damp and Mould

- 4.1 Damp is unwanted moisture in a building and happens when water enters or becomes trapped in walls, floors or ceilings. It can cause structural problems, mould growth and health issues if it isn't addressed.
- 4.1.1 **Rising Damp** happens when moisture moves upward through walls from the ground when a damp proof course (DPC) is missing, damaged or failing. Signs of rising damp include tide marks on walls, salty white powder or peeling paint/plaster near the floor.
- 4.1.2 **Penetrating Damp** happens when water comes through the building from the outside and can be the result of leaky roofs, cracked walls or pointing, blocked gutters or problems with the plumbing in the property.
- 4.1.3 **Condensation Damp** is the most common type of damp and happens when moisture in the air meets cold surfaces and turns into water droplets. This can be linked to poor ventilation, high humidity (cooking, drying clothes indoors) and cold walls and windows. Signs of this type of damp include a musty smell, water on the windows and black mould especially behind furniture and in corners.
- 4.1.4 **Mould** is caused when too much moisture meets a cold surface and creates the ideal conditions for mould spores to grow. Mould can cause health problems as well as damage to buildings.
- 4.2 Different types of damp and mould can provide different risks to our tenants. We will ensure we deal with all types of mould and remove the hazard to our tenants.

5.0 Reporting Damp and Mould

- 5.1 If you find any damp or mould in your property you should report it to us immediately using one of the methods below:
- Telephone: 02476 376344 or 02476 376376
 - Email: repairs@nuneatonandbedworth.gov.uk
 - Out of Hours: 02476 376999

6.0 The Council's Responsibilities

- 6.1 The Council is committed to ensuring all our homes are safe, healthy and maintained to a decent standard. To achieve this we will:
- Fulfil our legal obligations under Awaab's Law and other relevant housing standards by responding to reports of dangerous Damp and Mould within specified timeframes.
 - Work to identify the root cause of the Damp and Mould and take all reasonable steps to eradicate it.
 - Take a proactive approach to identifying and addressing Damp and Mould issues during regular inspections, stock condition surveys and preventative maintenance.

- Establish and adhere to defined timeframes for investigating and resolving Damp and Mould problems, ensuring Emergency and Significant cases are prioritised in line with Awaab's Law.
- Provide clear guidance to tenants on how to report Damp and Mould, offer advice on prevention and keep tenants informed throughout the resolution process.
- Require all officers and contractors who visit homes to report Damp and Mould issues and provide the appropriate training.

7.0 Tenants' Responsibilities

7.1 Tenants play an important role in preventing and managing Damp and Mould within their homes. To support the Council in maintaining safe and healthy living conditions, tenants are expected to:

- Report any signs of Damp or Mould immediately to the Council.
- Provide reasonable access for inspections, surveys and repairs when requested by the Council or our contractors.
- Act on advice provided by the Council regarding ventilation, heating and moisture control to help prevent condensation and mould growth.
- Use heating and ventilation systems appropriately and avoid practices that may contribute to damp, such as drying clothes indoors without adequate ventilation.
- Regularly check for and report any leaks or faulty heating, windows or extractor fans.
- Regularly check for signs of mould and clean them immediately if they occur.
- Keep rooms heated and ventilated adequately. Open windows when cooking and showering.
- Make sure extractor fans are kept clean and are not blocked.

7.2 We recognise that sometimes it is difficult to carry out all of the things we have outlined above and we will work with tenants to help maintain their home and prevent damp and mould.

8.0 Identifying Damp and Mould

8.1 When Damp and Mould is identified we will:

- check our tenant's circumstances and wellbeing.
- ensure an assessment is made of the Damp and Mould to determine its severity and the course of action to be taken adhering to the timescales outlined in Awaab's Law (see Section 10 – Timescales).
- consider the tenant's and the household's specific circumstances when determining how the Damp and Mould should be dealt with and whether a decant is necessary to ensure the health and safety of the tenant and other household members.

- deal sensitively with the situation and ensure the tenant is kept updated throughout the whole process.
- take photographs and record the Damp and Mould prior to any removal to ensure the root cause can be determined.
- record every aspect of the process and the justification for the decisions made for future scrutiny as appropriate.
- explain to the tenant any remedial works to be undertaken and agree the works with them before providing a written overview.
- explain and justify any unavoidable delays to the tenant.
- provide the tenant with any health and safety advice which they may need to adhere to until the hazard caused by the Damp and Mould is removed.
- review the situation at 3, 6 and 12 months to ensure the problem does not reoccur.

9.0 Triage

9.1 Once Damp and Mould is identified it will be triaged by our Responsive Repairs Team to determine the appropriate response:

| Hazard Category | Definition | Response Time | Example |
|---------------------------|--------------------------------------------------|------------------------------------|-------------------------------------------------------------------------|
| Emergency Hazard | Imminent and significant risk of harm to tenant. | Make safe within 24 hours | Severe mould in a child's bedroom where the child has asthma. |
| Significant Hazard | Significant risk of harm, but not immediate. | Investigate within 10 working days | Condensation-related mould in kitchens/bathrooms with poor ventilation. |
| Standard Response | Low risk; neither imminent nor significant. | Normal repairs timescales | Small isolated mould patches on a ceiling with no health impact. |

10.0 Tenant Vulnerabilities

10.1 When determining the category of the hazard we will consider any vulnerabilities the tenant or household members may have to determine the impact of the Damp and Mould. This could include:

- Physical or mental health conditions - tenants with respiratory illnesses such as asthma, weakened immune systems, or mental health issues may be at greater risk from mould exposure.
- Household Composition - properties occupied by children, the elderly or people with disabilities require higher priority because these groups are more susceptible to health complications.

- Other Social Factors - situations where tenants have limited ability to manage ventilation or heating due to financial hardship or accessibility challenges will also be considered.

11.0 Timescales

11.1 In line with Awaab's Law, once the Damp and Mould has been triaged the Council will adhere to certain timescales depending on whether an Emergency or Significant hazard has been identified.

- An Emergency Hazard will be made safe as soon as practicably possible and within **24 hours**.
- An investigation into the cause of the Damp and Mould will be carried out within **10 working days**. A physical inspection will be carried out within these timeframes if requested by the tenant.

11.2 If the inspection confirms a significant hazard we will:

- provide a written summary of the investigation and its findings to the tenant within **3 working days** of the conclusion (unless the property is made safe and works are completed within 3 working days). If no hazard is found, tenants must be provided with a report detailing this.
- complete relevant safety works and begin or take steps to begin any further supplementary works to prevent the hazard from reoccurring within **5 working days** of concluding the investigation
- where further supplementary works are required and it is not possible to begin them within 5 working days, we must start these as soon as reasonably practicable and **within 12 weeks** of the investigating concluding.

12.0 Access

12.1 It is important we have full access to the property to investigate and carry out any remedial works to deal with the Damp and Mould and we will work collaboratively with our tenants to achieve this by:

- Arranging with the tenant a suitable time to visit the property, offering a range of timeslots and considering the tenants' needs (e.g. their working pattern, any accessibility requirements or adjustments)
- Making multiple attempts at various times of the day to contact tenants and using different routes if one fails (e.g. phone calls, emails or letters)
- Making best efforts to engage with tenants and provide information on why access is needed and what they can expect, in a way that meets their needs (e.g. providing translation services and accessible communications, or information about who will be attending to provide reassurance)
- Considering any issues or barriers to allowing access and working with the tenant to overcome them, including enabling a representative of the tenant such as a family member, friend or support worker to be present during a visit.

- 12.2 If access to the property within the agreed timeslot is not possible, a notice stating that an attempt was made and providing contact details to arrange an alternative slot should be left. If all attempts fail then suitable legal remedies will taken.

13.0 Complaints Procedure

- 13.1 If there is dissatisfaction with any part of the process or the Council's actions, a formal complaint may be raised in any of the following ways.

- Via the Councils website www.nuneatonandbedworth.gov.uk
- By emailing Customer Services at customer.services@nuneatonandbedworth.gov.uk
- By letter to:

Customer Services
Nuneaton and Bedworth Borough Council
Town Hall
Coton Road
Nuneaton
CV11 5AA

- In person at the Town Hall.

- 13.2 Complaints should be resolved as soon as possible and within 10 days of the acknowledgement; for complex cases this may be extended for a further 10 working days. If matters cannot be resolved within the maximum timescale of 20 working days, we will contact the complainant to let them know of the delay and advise when we will be able to respond by.

- 13.3 The Housing Ombudsman can also be contacted any at point to offer free, impartial advice to tenants and leaseholders. Their contact details are as follows:

www.housing-ombudsman.org.uk

Telephone: 0300 111 3000

The Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

14.0 Equality and Diversity

- 14.1 The Council is committed to promoting equality of opportunity and to eliminating unlawful discrimination on the grounds of any of the Protected Characteristics listed within the Equality Act 2010 and any other difference that can lead to discrimination or unfair treatment fully considering the principles of legislation. The Council will also be fully compliant with the Public Sector Equality Duty and take this into consideration within any decision-making process.

15.0 Legislation and Related Policies

15.1 The following legislation is relevant:

- Housing Act 1985
- Landlord & Tenant Act 1985
- Commonhold & Leasehold Reform Act 2002
- Defective Premises Act 1972
- Environmental Protection Act 1990
- Equality Act 2010
- Right to Repair Regulations 1994
- Building Regulations
- Health & Safety at Work Act 1974
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)
- Housing Act 2004 – Housing Health and Safety Rating System
- Homes(Fitness for Human Habitation) Act 2018
- The Regulator of Social Housing's Consumer Standards

15.2 The following policies may also be relevant to this Policy:

- Compensation Policy
- Tenant Alteration and Home Improvement Policy
- Decant Policy
- Downsizing Policy
- Hoarding Policy
- Tenancy Policy
- Void Property Management Policy
- Void Property Letting Standard

16.0 Training and Awareness

16.1 Training and awareness of this Policy will be raised with relevant staff and published on our intranet system.

16.2 We will make people aware of this Policy through our website, social media, newsletters and information leaflets.

17.0 Monitoring and Review

17.1 This Policy has been written in line with current relevant Legislation and in consideration to other Council policies. This Policy will be reviewed and revised to reflect any legislation requirements and/or other guidance of good practice.

17.2 We will monitor and review all Damp and Mould cases to ensure they are dealt with effectively.

17.3 We will contact tenants around 3, 6 and 12 months to ensure the Damp and Mould has not reoccurred.

17.4 We will collect and provide monitoring and performance data as required to meet statutory and regulatory requirements.

17.5 This Policy will be reviewed every 3 years or when a change in legislation is received.