

POLICY TITLE: Damp & Mould Policy		POLICY AREA: Property Services
POLICY REFERENCE: DMP001	VERSION: 1	AUTHORISATION: Executive Team
LEAD/ROLE MANAGER: Admin & Compliance Manager		OTHERS INVOLVED IN IMPLEMENTING: Admin & Compliance Manager, Landlord Compliance Team, Customer Repairs Advisors, Property Services Administrators, Customer Services Manager, Housing Officers
POLICY AIMS: • Ensure compliance with all statutory, regulatory and contractual requirements including ensuring all properties are safe, warm, dry and free from hazards. • Proactively identify, investigate and manage potential risks which may arise from Damp & Mould. • Support residents to minimise the occurrence of Damp & Mould and ensure where required repair works are completed • Providing advice, support and guidance on managing and controlling Damp, Mould and condensation • Promote continual improvement through monitoring, reporting and learning from Reports of Damp & Mould.		
ASSOCIATED DOCUMENTS: This policy must be read in conjunction with the following documents		
DOCUMENT:	DOCUMENT LOCATION:	
Damp & Mould Procedure	Intranet Property Services	
Repairs Procedure	Intranet Property Services	
Voids Procedure	Intranet Property Services	
Decant Procedure	Intranet Property Services	
Contractor Code of Conduct	Intranet Property Services	
Complaints Policy & Procedure	Intranet Policies & Procedures	
No Access Procedure	Intranet Property Services	

1 Introduction

- 1.1 This Policy sets out Hastoe's approach to Damp & Mould in our homes and communal areas. Hastoe will proactively manage potential risks, promptly diagnose and prevent issues arising from Damp & Mould and provide homes that are safe, warm and dry. We are committed to protecting residents from harm, responding to reports promptly, and ensuring compliance with all relevant statutory, regulatory and contractual obligations.
- 1.2 Hastoe recognises that Damp & Mould can have a significant impact on health and wellbeing. We will take a proactive and resident-focused approach to identifying, investigating and addressing Damp & Mould and will work with residents to reduce the risk of occurrence and recurrence.

2 Related UK Legislation

2.1 The key legislation and/or regulations relevant to this Policy are:

Decent Homes Standard 2006 (as amended)
Homes Standard 2012
Housing Act 2004
Homes (Fitness for Human Habitation) Act 2018
Environmental Protection Act 1990
Housing Health and Safety Rating System (HHSRS)
Social Housing (Regulation) Act 2023
Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025

3 Scope

- 3.1 This Policy applies to properties owned or managed by Hastoe where Hastoe has a legal repairing responsibility.
- 3.2 This Policy applies to all employees, workers, Board members, contractors and third parties providing services to, or on behalf of, the Hastoe Group
- 3.3 Where Damp & Mould is reported within Leasehold properties, Hastoe will investigate any elements for which it retains responsibility, including the external structure of the building where applicable.
- 3.4 Where Damp & Mould is reported within Shared Ownership or Freehold properties, Hastoe will not normally investigate issues falling within the homeowner's repairing responsibility. However, where there is evidence that the reported Damp & Mould may be attributable to

a defect within a building element, communal area or structure for which Hastoe retains ownership or repairing responsibility, Hastoe will investigate those elements as appropriate.

3.5 This Policy is to be read in conjunction with the Damp & Mould Procedure and complied with accordingly.

4 Definitions

4.1 For the purposes of this Policy and the associated Procedure, all notifications shall be referred to as a "Report of Damp & Mould". This terminology reflects the initial reporting and investigatory nature of the process whilst maintaining a clear audit trail throughout the lifecycle of the report.

5 Key Principles

5.1 Resident Safety: Resident health, safety and wellbeing will be the primary consideration when managing Reports of Damp & Mould. Hastoe will prioritise reports where there is an increased risk to health, including households with young children, residents with respiratory conditions and those who may be clinically vulnerable.

5.2 Early Intervention: Hastoe will encourage early reporting, promptly investigate concerns and take appropriate action to prevent issues from worsening.

5.3 Evidence-Based Investigation: Reports of Damp & Mould will be investigated using all reasonably available information, which may include inspections, repair histories, stock condition information, environmental monitoring data and customer information.

5.4 Customer Communication: Customers will be kept informed throughout the management of their Report of Damp & Mould and will receive information on the findings of investigations and proposed actions.

5.5 Prevention and Support: Hastoe will seek to prevent Damp & Mould through proactive maintenance, stock investment, resident education and the use of monitoring technologies where appropriate.

5.6 Record Keeping and Accountability: All Reports of Damp & Mould will be managed through ActiveH and a complete and auditable record of actions taken, decisions made and communications issued will be maintained.

5.7 Learning and Continuous Improvement: Lessons learned from Reports of Damp & Mould will be reviewed and used to improve service delivery, identify trends and inform future investment decisions.

6 Roles and Responsibilities

Person Responsible	Defined Responsibilities
Property Director	- Overall responsibility for ensuring this document is implemented and adhered to. - Ensuring statutory and legislative requirements.
Property Admin & Compliance Manager	- Overseeing reports of Damp & Mould including providing an assurance statement each quarter to Property Director confirming all reports of Damp & Mould are being reviewed and managed - Responsible for ensuring Reports of Damp & Mould are managed in accordance with this Policy and associated Procedure.
Landlord Compliance Team Leader	Monitoring and reporting on completed reports of Damp & Mould to ensure adequate evidence is saved and the system updated and this policy and associated procedure are being adhered to.
Landlord Compliance Team	- Ensuring reports of Damp & Mould are managed in line with this Policy and associated procedure - Keeping customers updated on the progress of works required including contacting customers on completion of works to ensure all works complete and issue resolved. - Tasking Repairs Administration to arrange post inspection of works where necessary - Analysing results of data loggers, recording on ActiveH and communicating these to customers. - Monitoring remote damp and mould equipment and arranging inspections of properties and/or communication with residents where a risk of mould and condensation is identified. Recording any action taken within ActiveH.
Repairs Team Leader	- Ensure reports of Damp & Mould are triaged in accordance with the procedure and that adequate information is recorded on the system. - Ensuring that reports of Damp & Mould are assigned to the Landlord Compliance Team, inspections booked and recorded within ActiveH, and tasks sent to Maintenance Surveyors for Inspections - Monitor and track Damp & Mould remedial works that remain open beyond five days, ensuring works are commenced within the required 12-week timescale from notification and that compliance is maintained.
Performance Manager	Monthly review of high repair properties, using data to identify properties requiring proactive inspections and scheme wide repairs days.
Contracts Manager	- Monitor contractor performance and proactively escalate recurring issues relating to damp and mould cases, including delays in completing works, failure to provide required completion evidence, and failure to identify, report, or escalate potential Housing Health and Safety Rating System (HHSRS) hazards. Ensure appropriate remedial action is taken to maintain compliance with statutory, regulatory, and organisational requirements. - Monthly reporting of customer satisfaction relating to Damp & Mould repair orders.

Person Responsible	Defined Responsibilities
Property Maintenance Manager	• Monthly review of Damp & Mould reported to ensure inspections are taking place, repair works are being managed, and patterns are identified to proactively identify Damp & Mould. Provide assurance statement each quarter to Property Director confirming this is taking place. •
Maintenance Team Leader	• Ensure Damp & Mould Inspections are being completed by Maintenance Surveyors in accordance with the procedure and that adequate information is recorded on the system
Maintenance Surveyors	• Inspecting properties and updating ActiveH with survey details in line with procedure timescales. • Raising repair orders for works required. • Provide a written summary of findings from investigation within 48 hours for Landlord Compliance to communicate to resident. • Assessing hazards under HHSRS and updating ActiveH with details.
All Members of Staff.	• Reporting of Damp & Mould identified during property inspection/visit or phone call/in person conversation with customer to Repairs Team
Housing Officers	• Management of no access reports following no access procedure, progressing No Access cases up to and including injunctions • Manage property damage/neglect under the terms of the tenancy agreement.
Customer Repairs Advisors	• Managing customer and colleague calls and tasks reporting Damp & Mould. • Logging reports of Damp & Mould onto ActiveH and ensuring all reports of Damp & Mould assigned to Landlord Compliance. • Booking Damp & Mould inspections with tenants, in line with inspection timescales. • Arranging Post inspections where necessary
Contractors	• Reporting of Damp & Mould identified during inspection or completion of works to Hastoe on the same day. • Reporting emergency repair to Hastoe immediately. • Providing adequate training to operatives working on Hastoe properties and ensuring robust reporting frameworks.

7 Management & Governance

- 7.1 Reports of Damp & Mould will form part of our overall compliance reporting to the Executive Team and Board and will show the number of reports of Damp & Mould and length of time to resolve. Key Performance Indicators are as follows;
- 7.1.1 Number of reports of Damp & Mould still open raised pre-1 April 2026
 - 7.1.2 Percentage of Priority (P1 & AL5) Damp & Mould Works on Time
 - 7.1.3 Percentage of Remedial (P3 & P4) Damp & Mould Works on Time
 - 7.1.4 Percentage of Damp & Mould Inspections on Time
 - 7.1.5 Percentage of Damp & Mould Reports after Inspection on Time
- 7.2 The Property Admin & Compliance Manager will undertake monthly reviews of Reports of Damp & Mould. The Property Maintenance Manager will review high repair properties monthly. Quarterly assurance statements will be provided to the Property Director confirming compliance with this Policy.
- 7.3 Internal compliance checks and periodic audits will be undertaken to provide assurance that Reports of Damp & Mould are being managed effectively and in accordance with this Policy.

8 Policy Review

This policy supersedes all previous policies and will be reviewed on a regular basis to ensure it remains relevant and reflects current legislative and regulatory requirements

Monitoring Arrangements: Property Director, Admin & Compliance Manager

Reporting Arrangements: Landlord Compliance Team, Property Services Managers, Development, Maintenance Surveyors, Housing Team, Estates Officers and Caretakers and Hastoe appointed contractors are responsible for reporting Damp & Mould issues as defined within the responsibilities section (Section 7).

REVIEW DATE/AMMENDMENT	AUTHOR & POSITION	AMENDMENTS MADE