



Places to live. Space to grow.

Damp, Mould and Condensation Policy

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1.0 Introduction and purpose

- 1.1 This policy supports compliance with Awaab's Law (introduced under the Social Housing (Regulation) Act 2023) and details West Kent's approach to investigating and resolving damp and mould in our homes within the prescribed timescales.

We are committed to ensuring every resident lives in a safe, warm and well-maintained home.

2.0 Scope

- 2.1 This policy applies to all buildings within West Kent's portfolio where West Kent has the responsibility to maintain the asset including temporary accommodation, it does not apply to shared owners or leaseholders.

Where West Kent is the landlord to a resident but not the freeholder or responsible for building repairs, we will still comply with Awaab's Law by investigating all reports of damp and mould. We will immediately notify and formally request action from the freeholder or managing agent, monitor progress, and maintain communication with the resident throughout. Although responsibility for completing works may rest with the freeholder, West Kent retains overall responsibility for ensuring the issue is resolved and the home is safe. Where delays occur, we will consider interim measures or legal options to ensure compliance.

3.0 Policy Statement

- 3.1 This policy sets out how West Kent will respond to report of damp, mould and condensation within its homes, from residents, or which become apparent to staff as part of their daily duties.

Our promise when dealing with damp, mould and condensation:

- Have an embedded culture of zero tolerance in our response to the occurrence of DMC across West Kent
- Build trust and confidence – no blame and no shame in our response
- Ensure health and wellbeing – understand our residents needs
- Governance – performance reporting to the Executive Team and Board, learning from complaints/faults and being accountable to residents.

- 3.2 It is important that causes of damp, mould and condensation are diagnosed and understood to effectively fix the problem. This includes a proactive approach to addressing reports, providing relevant information, and signposting to residents where appropriate.

- 3.3 This document should be used by all employees, residents and stakeholders of West Kent. It has been written to explain the responsibilities placed on West Kent to maintain a safe environment for its residents and employees within all homes and buildings.

4.0 Legislative and Regulatory Context

4.1 This policy supports compliance with:

- Awaab's Law (Social Housing (Regulation) Act 2023)
- Housing Act 2004
- Decent Home Standard
- Housing Ombudsman Complaint Handling Code

5.0 Landlord responsibilities

5.1 West Kent accepts full responsibility to investigate, diagnose and resolve all reports of damp and mould.

We will treat every report seriously and investigate regardless of the perceived cause and triage each case into the following categories:

- Emergency – Imminent and significant risk of harm
- Significant – Serious Risk to Health
- Outside Awaab

Our triage process considers that some of our residents are at greater risk from the effects of damp and mould due to vulnerabilities and will require a quicker response in line with the requirements of Awaab's Law

We will respond to all cases of damp and mould within the following timescales.

Emergency

- We will attend and make safe or decant within 24 hours

Significant

- We will inspect within 10 working days
- We will make safe or decant within 5 working days of the inspection. The day reported is counted as day 0
- We will begin further works within 5 working days of investigation or as soon as possible within 12 weeks.

Summary of Outcomes

Where triage has initially identified that a case is either Emergency or Significant a Written Summary of Outcomes will be provided to the resident. This will be provided even where the result of the inspection determines that the hazard is outside of Awaab's Law.

The Summary of Outcomes will include:

- Whether a hazard was identified
- Required actions
- Estimated timescales
- Contact information for further information

We will also:

- Inspect the property and carry out remedial works within the statutory period
- Provide interim measures if residents are at risk such as dehumidifiers, mould treatment, decant to alternative accommodation
- Maintain accurate records of all cases, inspections, works and communications
- Review and sign off all cases to ensure the home is safe and the issue is resolved.

6.0 Resident Responsibilities

- 6.1 Resident responsibilities are set out in their tenancy agreement. When moving into the home, guidance and advice will be provided by West Kent. Further information is provided in the tenancy handbook and on our website.

We recognise that tackling damp and mould requires a shared approach between West Kent and our residents. Whilst we have a clear duty under Awaab's Law to investigate and resolve all reports within the statutory timeframe, residents also have an important role to play in helping us maintain a health home:

Residents are asked to:

- Report any signs of damp, mould, leaks or condensation as soon as they appear.
- Work with us to agree suitable times for inspections, surveys or repair visits
- Use heating and ventilation systems as intended, including extractor fans, trickle vents and mechanical ventilation systems.

- Keep air vents and windows clear and avoid blocking circulation routes to allow for good ventilation
- Residents should wash down any mould forming on windows and doors because of condensation forming.
- Follow any advice or guidance provided by our officers on reducing condensation and prevent reoccurrence.

We recognise that not all residents have equal means to heat or ventilate their home and that some circumstances may make this difficult. Our approach is non-judgemental and supportive, where vulnerability or financial hardship is identified we will work with residents to provide additional advice and support or referrals to other services. We have a Communities Hub through which residents experiencing fuel poverty can seek advice and support.

All reports will be investigated regardless of the perceived cause. We will not attribute 'blame' to residents and always take action to identify and remove the source of damp and mould.

7.0 Vulnerabilities and Safeguarding

- 7.1 We recognise that damp and mould disproportionately affect children, older people and those with respiratory conditions or other vulnerabilities.

Our staff and contractors will:

- Apply professional curiosity during every visit
- Consider vulnerabilities and refer concerns through safeguarding or tenancy support
- Escalate cases where health may be affected to ensure urgent action.
- Where needed, we will liaise with health professionals or partner agencies to ensure the resident's wellbeing.

8.0 Prevention and Early Intervention

- 8.1 West Kent will take a proactive approach to preventing damp and mould through:

- Five yearly stock condition surveys
- Planned Investment Programme
- Providing information and guidance to residents to support them in maintaining a healthy home.
- Monitoring themes and trends with cases of damp, mould and condensation and complete lessons learnt on complaints
- The use of environmental sensors or thermal imaging where appropriate
- Education and Training of our staff to recognise and reports signs of damp and mould

9.0 Monitoring, Reporting and Governance

9.1 Performance against this policy will be monitored through:

- Compliance with our Decent Home Standard
- Number of reported damp and mould cases
- Performance against completions on time

Performance will be reported monthly to Executive Team, quarterly to Communities and Housing Committee and annually to Board.

10.0 Communication

10.1 This policy is available to view by all residents on the website and will be updated with any changes. Internally this policy will be viewable and accessible by all staff with links in place to the website to maintain version control.

11.0 Regulation

Awaab's Law (Social Housing (Regulation) Act 2023)

The Housing Act 2024

Decent Homes Standard. Housing Health and Safety Rating system (HHSRS)

Social Housing (Regulation Act 2023)

Housing Ombudsman Complaint Handling Code

Summary of key material/changes
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- Rewrite of Policy to include Awaab's Law

POLICY SIGN-OFF

Document Name:	Damp, Mould and Condensation Policy
Equality Impact Assessment:	Yes assessment carried out and Policy will be reviewed Biannually.
Equality Impact Assessment on Bettie:	Yes
Equality Impact Assessment on S Drive:	Yes
Resident Impact Assessment:	No
Policy Author:	Kerry Elliman
Approved by:	Executive Team
Effective from:	October 2025
Next Review Date:	October 2026
Risk:	Compliance
Document Location:	T Drive/Asset/Damp and Mould

☐ A current version of this procedure is available to all employees on (West Kent Intranet).

APPROVAL SIGNATURE:

JOB TITLE:

DATE:

Change History Record

Version	Date	Details of Change(s)	Approved By
V1.0	20/3/2023	Initial issue	ET
V2.0	October 2024	Minor changes: <ul style="list-style-type: none">• Communities Hub referral for fuel poverty• Decant option if large scale repairs needed.• Further updated needed after Awaba's Law	ET
V3.0	October 2025	Rewrite for implementation of Awaab's Law	