



Damp, Mould & Condensation Policy

Directorate: Property Services

Issue Date: February 2025

Review Date: February 2026

Version: 3

1. Introduction

1.1 Salix Homes has a zero-tolerance approach to damp and mould within our customers' homes. This policy ensures that Salix Homes delivers an effective and timely response to all reports of damp, mould and condensation which is assessable to all customers based on risk, individual circumstances, needs and legislative requirements.

2. Policy Statement

2.1 The aim of this policy is to ensure that Salix Homes is compliant with Legislation regarding its responsibilities and provides an effective response to reports of damp, mould and condensation within our customers' homes, alongside setting out our proactive approach to identify unreported cases.

2.1 In October 2021, the Housing Ombudsman Service (HOS) issued a spotlight report on damp and mould setting out the expected approach for landlords in relation to cases of damp and mould, a further follow up report was published in February 2023.

2.2 The Regulator for Social Housing (RSH) is increasing the emphasis on landlords to increase their focus in this area and ensure that all homes meet the decent homes legislative standard. This supports Salix Homes zero tolerance approach to damp and mould and crystallises the need to ensure all reports are treated seriously, addressed appropriately and promptly, and that customers are safe in their home.

2.3 Salix Homes damp and mould policy has been developed in line with Government guidance and publications such as: Understanding and addressing the health risks of damp and mould in the home.

2.4 The Social Housing (Regulation) Act 2023, aims to introduce a more effective system of regulating social housing, of which, the inclusion of Awaabs Law comes into force on October 2025. Upon full details or amendments of the new legislation being published, we will update the Damp, Mould and Condensation Policy accordingly. The current guidance in relation to Awaabs Law is as follows:

- From October 2025 social landlords will have to address damp and mould hazards that present a significant risk of harm to tenants to fixed timescales.

- From October 2025 social landlords will also have to address all emergency repairs including for damp and mould or other hazards as soon as possible and within no longer than 24 hours.

In response to this Salix Homes will adhere to the proposed timescales set out within the new legislation.

- Timescales for initial investigations of potential hazards; (14 days to inspect)
- Requirements to be placed upon landlords to provide written summaries of investigation findings; (within 14 days of the survey)
- Timescales for starting works; (7 days from date of survey)
- Timescales for emergency repairs known as Category 1; (within 24 hours)
- The circumstances under which properties should be temporarily decanted to protect residents health and safety; (Category 1)
- Requirements to be placed upon landlords to maintain adequate record keeping throughout repair works.

2.5 In 2026, requirements will expand to apply to a wider range of hazards. In addition to damp and mould. The hazards we expect to extend Awaab's Law to in this second stage of implementation include excess cold and excess heat; falls; structural collapse; fire, electrical and explosions; and hygiene hazard.

2.6 In 2027, the requirements of Awaab's Law will expand to the remaining hazards as defined by the Housing Health and Safety Rating System HHSRS (excluding overcrowding).

2.7 Housing Health and Safety Rating System (HHSRS) is a risk-based assessment framework used in England and Wales under the Housing Act 2004 to evaluate potential hazards in residential properties.

2.8 The full list of 29 hazards can be found in schedule 1 to [the Housing Health and Safety Rating System \(England\) Regulations 2005](#) and are listed below:

- Physiological Requirements (Hazards affecting physical health)
 1. Damp and mould growth
 2. Excess cold
 3. Excess heat
 4. Asbestos and Man-Made Mineral Fibres (MMF)
 5. Biocides (e.g., pesticides, wood preservatives)
 6. Carbon monoxide and fuel combustion products
 7. Lead (from paint, water, or soil)
 8. Radiation (e.g., radon gas)
 9. Uncombusted fuel gas (e.g., gas leaks)
 10. Volatile Organic Compounds (VOCs – e.g., fumes from paints or cleaning products)
- Psychological Requirements (Hazards affecting mental well-being)
 11. Crowding and space (inadequate living space)
 12. Entry by intruders (poor security, e.g., broken locks)
 13. Poor lighting (natural and artificial)
 14. Excessive noise (from inside or outside the property)

- Protection Against Infection (Hazards linked to sanitation and hygiene)
 - 15. Domestic hygiene, pests, and refuse (e.g., poor waste management, infestations)
 - 16. Food safety (inadequate storage or preparation facilities)
 - 17. Personal hygiene, sanitation, and drainage (e.g., faulty plumbing, sewage leaks)
 - 18. Water supply (contamination or insufficient supply)
- Protection Against Accidents (Physical hazards causing injury)
 - 19. Falls associated with baths, showers, or wet surfaces
 - 20. Falls on level surfaces (e.g., tripping hazards like uneven flooring)
 - 21. Falls on stairs (e.g., unsafe steps or handrails)
 - 22. Falls between levels (e.g., unsafe balconies or windows)
 - 23. Electrical hazards (e.g., faulty wiring, exposed cables)
 - 24. Fire risks (e.g., lack of smoke alarms, unsafe escape routes)
 - 25. Burns from flames, hot surfaces, or materials (e.g., unguarded heaters)
 - 26. Collision and entrapment (e.g., low ceilings, poorly placed doors)
 - 27. Explosions (e.g., gas leaks)
 - 28. Poorly located or unusable amenities (e.g., inaccessible taps, switches)
 - 29. Structural collapse and falling elements (e.g., unstable walls, loose roof tiles)
- Each hazard is assessed based on 'risk severity' (likelihood and potential harm).
 - Category 1 hazards - pose the most serious risks and require urgent action.
 - Category 2 - Less severe but still actionable.

2.9 Salix Homes will treat residents reports of damp, mould and condensation with empathy and respect and will not prejudice any individual or the perceived outcome.

2.10 The policy applies to properties managed under the Private Sector Leasing (PSL) Scheme, however, excludes remediation relating to preventative or underlying measures, as this would fall under the responsibility of the property owner.

3 Definitions

3.1 Housing Ombudsman Service (HOS) – an executive non-departmental public body that looks at complaints about registered providers of social housing.

3.2 Regulator for Social Housing (RSH) – an executive non-departmental public body that regulates registered providers of social housing in England.

3.3 Private Sector Leasing (PSL) – Privately owned homes that are managed by Salix Homes on behalf of the landlord.

3.4 Housing Health and Safety Rating System (HHSRS) - a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings.

3.5 Condensation – is the process when moisture in the air meets a cold surface like a window or wall and changes from a gas to a liquid state.

3.6 Damp – most common types of damp are rising damp, penetrating damp, damp caused by a leak and damp caused by condensation.

3.7 Mould – is a type of fungi caused by excessive moisture. In most cases it looks like a collection of little black spots and can be often found on windows or in corners and edges of rooms where condensation has occurred for a prolonged period.

4 Detail of the Policy

4.1 Provide a prompt and measured response to reports of damp, mould and condensation

4.1.1 All reports of damp and mould will have an initial triage within 24 hours, and if required a HHSRS survey within 14 days. Following the survey if work in relation to a HHSRS hazard is identified, these will commence within 7 days of the survey being conducted. Further follow on work to treat any underlying causes will then be completed within our published response times within the responsive repairs handbook.

4.2 Proactive approach to condensation

4.2.1 Where severe and/or repeated cases of mould are considered the result of condensation, proactive measures such as; additional thermal insulation, ventilation, positive pressure units and/or air monitoring devices will be considered where appropriate, together with necessary signposting to any relevant support to the customer.

4.2.2 As part of Salix Homes proactive approach to reducing damp and mould in customers' homes, we have installed 2300 Smart Thermostats in the properties which have been deemed most at risk of damp, mould and condensation properties due to architectural type and/or previous instances of mould. These monitors provide live data on the level of current risk of mould in these properties.

4.2.3 These devices provide remote data on the humidity, temperature, and heat loss within the properties that they are fitted and identify properties that may be at risk of damp, mould and condensation. These devices have live monitoring alerts which trigger when properties are most at risk of damp and mould and condensation due to atmospheric conditions in properties. Once an alert is received this will be checked against open cases and if not aware trigger a remote survey to the property concerned device to identify any action or support required for the customer.

4.3 Early identification

4.3.1 All properties are inspected on a minimum of a three-year cycle through either tenancy audits, home safety checks or stock condition surveys. Additionally, during each customer interaction Salix Homes proactively ask customers the following question:

- Do you have any damp and mould within your home?
- Every 'Yes' answer creates a damp, mould and condensation case, 100% of damp and mould cases are triaged and a damp and mould survey including HHSRS assessment carried out, and where necessary, mould eradication and remedial works carried out.

4.4 Categorisation

- 4.4.1 All reports of damp, mould and condensation will be categorised in-line with the Housing Health and Safety Rating System (HHSRS) and recorded appropriately on the CRM system by the surveyor.

4.5 After care

- 4.5.1 All reports of damp and mould will be followed up 12 weeks after treatment with a follow up survey via email and/or CX feedback.

4.6 Reporting

- 4.6.1 All reports of damp and mould will be followed up 12 weeks after treatment with a follow up survey via email and/or CX feedback.
- 4.6.2 Stringent oversight arrangements are in place for reporting cases of damp, mould and condensation to the senior management team (SLT) and the Board. SLT receive monthly case numbers and performance figures, and Board received quarterly detailed reports including performance, analysis of cases including customer and property types, and an update on proactive measures being undertaken.
- 4.6.3 After completing treatment and follow-on work, customers will be contacted within 12 weeks to ensure the effectiveness of the intervention. Records of this will be maintained on the CRM system.
- 4.6.4 Further inspection will be scheduled if early signs of damp and mould reoccurrence, including condensation, are observed.
- 4.6.5 During routine visits, colleagues will inquire about mould or condensation issues and note early warning signs, triggering automatic referrals for further inspection and treatment.
- 4.6.6 Tenancy visits and stock condition surveys will include a thorough check for signs and causes of damp and mould.

5 Performance

- 5.1 We are currently report on two sets of PI's the first being our 28-day priority and the second set of PI's is in preparation of the expected new requirements and timeframes from Awaab's Law which is 14 days to carry out initial survey and then commencement of works within 7 days of the survey.

- 5.2 Performance is reported to Senior Leadership Team, Assets and Sustainability and Board regularly for assurance.

6 Risks

Document Name: Damp, Mould and Condensation Policy
Issue Number: V3
Author: Rick Swift
Owner: Senior Healthy Homes Manager
Page: 5 of 9

Original Issue Date: December 2022
Current Issue Date: March 2025
Revision Date: March 2026
Approval Status: FINAL
Approved By: SLT

6.1 Failure to provide an efficient and effective response to reports of damp, mould and condensation provides a risk to customers health and wellbeing.

6.2 Reputational damage to Salix Homes should we fail to proactively identify and appropriately address reports of damp and mould.

6.3 The following mitigations are in place to manage the level of risks on the above:

- Damp, Mould & Condensation Policy.
- Annual colleague training on damp and mould for operational colleagues.
- HHSRS trained surveyors and inspectors to understand the health impact of damp and mould.
- HHSRS assessment conducted on all reported cases of mould
- We provide information on our website, and through other digital channels, to raise awareness to tenants about the distinct types of damp and mould, what causes it, including how to report any concerns.
- Reports are assessed for risk and where a high risk is identified, customers are decanted to remove them from the hazard whilst remediation takes place.
- Aftercare emails in place to confirm treatment and remediation has been successful.
- Eyes wide open approach and damp, mould and condensation check at every visit is recorded.
- Our staff and contractors will be responsible for looking out for signs of damp, mould and condensation when they visit a resident's home and reporting it back to the organisation.
- 100% of properties surveyed with reported cases of damp, mould and condensation.
- Proactive measures taken where condensation is identified as the source of damp and mould.
- Installation of 'Switchee Smart Thermostats'

6.4 Failure to provide a robust process to the management of damp and mould, and failing to resolve this through the complaints process, could lead to a negative finding from the housing ombudsman, or lead to a disrepair claim.

Mitigation:

- Damp and mould Policy and Procedure.
- Customer Feedback and Complaints Policy and Procedure.
- Disrepair Policy and Procedure.
- Repairs Policy and Procedure
- Publication and promotion of housing ombudsman.
- Senior management team quarterly monitoring of complaints
- Risks Register

7 Roles / Responsibility

7.1 Overall responsibility for Salix Homes response to damp, mould and condensation lies the Salix Homes Board. This is supported by the executive and senior management and operational teams to ensure effective delivery of the policy and ensure Salix Homes Meets

Document Name: Damp, Mould and Condensation Policy
Issue Number: V3
Author: Rick Swift
Owner: Senior Healthy Homes Manager
Page: 6 of 9

Original Issue Date: December 2022
Current Issue Date: March 2025
Revision Date: March 2026
Approval Status: FINAL
Approved By: SLT

its responsibilities to maintain homes to required standards, in accordance with the law, and regulatory requirements.

7.2 The key roles of delivering the Damp Mould and condensation policy are as follows:

- Director of property services - Reporting to executive Management team on performance and compliance and overall strategy.
- Senior Healthy Homes Manager – Strategic oversight of Damp, Mould and Condensation case management and ensuring adequate training and refresher training is delivered throughout Salix Homes front facing teams. Reporting and monitoring on performance against Key performance indicators.
- Healthy Homes Manager – Operations delivery, oversight and management of Damp, Mould and Condensation cases.
- Senior Repairs Manager – Strategic oversight of day-to-day repairs and ensuring adequate training and refresher training is delivered across the service.
- Repairs Planning Team - Scheduling surveying appointments and remediation works for Damp, Mould and Condensation cases.
- Customer Support Centre - Asking and recording on each inbound call if a customer has any mould in their property. Asking customers regarding any mould in their homes.
- Damp and mould Admin Team - Triaging reported cases supporting Surveyor appointment bookings.
- All front-facing teams - Reporting cases and asking customers regarding any mould in their homes. All Salix front facing staff during every contact made with the customer
- Salix Homes surveyors - Conducting HHSRS assessments on Properties identifying underlying causes of Damp Mould or condensation and producing schedule of works or proactive remedies to resolve cases of damp mould or condensation,

8 Legal / Regulatory Links

8.1 Salix Homes is required to comply with statutory requirements and rules and guidance issued by the Government and its departments. The following is a non-exhaustive list of legislation relevant to this policy:

- Landlord and Tenant Act 1985 (Section 11)
- Housing Disrepair Protocol – Civil Procedure Rules (revised)
- The defective Premises Act 1972 (Section 4)
- Occupiers Liability Act 1957
- Occupiers Liability Act 1984
- Environmental Protection Act 1990 housing Act 2004
- Equality Act 2010

- The Homes Act (Section 10 - Fitness for Human Habitation and Liability for Housing Standards Act 2018)
- Awaabs Law – addition to The Homes Act
- The Building Act 1984
- Building Safety Act 2022
- Control of Asbestos Regulations 2012
- Health and Safety at Work Act 1974
- Social Housing (Regulation) Act 2023
- Decent Homes Standard 2006
- Housing Health and Safety Rating System (Housing Act 2004)
- Minimum Level of Energy Efficiency standard

9 Equality, Diversity and Inclusion

9.1 Salix Homes is committed to promoting and embedding a culture of equality, diversity and inclusion (EDI) within our workplaces and the communities we serve.

- Equality is about ensuring that every individual has an opportunity to make the most of their lives and talents;
- Diversity is recognising difference and responding positively to those differences;
- Inclusion is about creating an environment where our services and employment opportunities are accessible to all.

9.2 An EIA has been conducted February 2025 and found there is no evidence to barrier for reporting.

9.3 We are committed to meeting our obligations and duties under the Equality Act 2010 and to promoting equal opportunities both in the provision of services and in our employment practices. We will consider all the protected characteristics of the Act which are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Race
- Religion or belief
- Sex
- Sexual orientation
- Pregnancy and maternity

9.4 We also recognise that Socio-economic background is an area where inequalities exist and commit to addressing this disadvantage and inequality in our communities where able to do so.

9.5 We are also mindful of our duties under the Public Sector Equality Duty, which is to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

9.6 Where reasonable to do so, Salix Homes will make any reasonable adjustment to ensure compliance with the Act.

10 Related Documents

- Salix Homes Repairs Policy, Procedure and Handbook
- Salix Homes Customer Feedback and Complaints Policy and Procedure
- Salix Homes Empty Property Procedure
- Salix Homes Asset Management Strategy
- Salix Homes Disrepair Policy and Procedure
- Salix Homes Private Sector Leasing (PSL) Policy and Procedure
- Salix Corporate Plan
- Salix Homes Tenancy Agreement
- Repairs Handbook
- Data Protection Policy
- Compensation Policy

Document Name: Damp, Mould and Condensation Policy
Issue Number: V3
Author: Rick Swift
Owner: Senior Healthy Homes Manager
Page: 9 of 9

Original Issue Date: December 2022
Current Issue Date: March 2025
Revision Date: March 2026
Approval Status: FINAL
Approved By: SLT