



Homelessness has no place

Depaul Housing Services Damp and Mould Policy and Procedures

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1.0 Damp and Mould Policy Statement

1.1 Depaul Housing Services recognise the potential health hazards associated with damp and mould in the home and will strive to eliminate damp and mould from all homes under its ownership via effective ongoing repairs and maintenance, communication with building owners or landlords, and resident engagement.

1.2 Depaul Housing Services will take a proactive approach when acquiring or developing properties to minimise the risk of damp and mould occurring. We will also take an ongoing proactive approach in properties that we own and or manage to prevent damp and mould occurring and, where damp and mould is identified or reported, we will ensure that we fulfil our repairing obligations as a landlord and take timely, effective action to eliminate identified issues.

1.3 We will ask our Managing Agents to help residents understand the health risks associated with damp and mould and how to identify and prevent these problems. We will guide them on their rights as tenants and how to advocate for safe living conditions, ensuring they can demand action from landlords to create healthy living environments, both now and in the future.

2.0 Application and Scope

2.1 This policy sets out Depaul Housing Service's approach to Damp and mould and provides a framework within which all employees, trainees, students, volunteers and Trustees must work within. It also applies to contractors and those working on behalf of Depaul Housing Services.

2.2 This Damp and Mould Policy applies to all properties where Depaul Housing Services is the landlord. It sets out requirements that Depaul Housing Services and its Managing Agents, i.e. organisations who manage Depaul Housing Services properties, must follow.

3.0 Legislation and Compliance

3.1 Depaul Housing Services is a registered provider and complies with the standards set by the Regulator of Social Housing. Damp and Mould is one of the 29 Hazards defined in the Housing Health and Safety Rating System (HHSRS).

3.2 This damp and mould policy also considers the following:

- Housing Act 2004
- Decent Homes Standard
- Homes (Fit for Human Habitation) Act 2018
- Housing Health and Safety Rating System (HHSRS)
- Defective Premises Act 1972 (Section 4)
- Landlord and Tenant Act 1985 (Section 11)
- Equality Act 2010
- The Health and Safety at Work Act 1974
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)

4.0 Roles and Responsibilities

4.1. Depaul Housing Services will review this policy and ensure that it is implemented by Managing Agents as required.

4.2. Managing Agents will be required to have procedures for property inspections and for identifying, recording, reporting and treating damp and mould that are consistent with this policy, statutory and regulatory requirements and their contract with Depaul Housing Services.

5.0 Conditions that can lead to damp and mould

5.1 Introduction

5.1.1 Mould is a natural organic compound that develops in damp conditions and will only grow on damp surfaces. This is often noticeable and present in situations where condensation damp is present.

5.1.2 A range of environmental conditions can increase the risk of mould in a home. These include:

- Insufficient ventilation
- Insufficient heating
- Insufficient thermal insulation
- High humidity
- Poor building design and / or construction
- Property overcrowding.

5.2 Rising Damp

5.2.1 The movement of moisture from the ground rising through the structure of the building through capillary action.

5.3 Penetrating Damp (inclusive of internal leaks)

5.3.1 Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure.

5.3.2 This can be a result of a range of structural or service issues, including;

- Water ingress due to defective or poor original design / workmanship of the structure.
- Defective components for example roof coverings, external wall doors and windows.
- Defective or blocked rainwater gutters and pipes.
- Defective or leaking internal waste pipes, hot and cold water and heating systems.
- Flooding due to burst pipes.

5.4 Condensation

5.4.1 Condensation occurs when moisture held in warm air meets a cold surface and then condenses producing water droplets.

5.4.2 The two primary causes of condensation related damp are;

- Surface mould arising when the inner surface of the structure is cooler than the room air.
- Mould inside the structure (interstitial) where vapour pressure forces water vapour through porous materials (e.g. walls), which then condenses when it reaches colder conditions within the structure.

6.0 Resident education

6.1 Residents will be supported to understand the role they can play in managing damp and mould as part of their induction and on-going support. This could include actions such as:

- Keeping temperatures within the home between 18 and 21°
- Drying washing outside wherever possible.
- Using lids on pans when cooking and try to ventilate the kitchen.
- Not putting furniture against outside walls to allow air flow.
- Closing internal doors and open windows whilst cooking.
- Using an extractor fan where installed in the property.
- Wiping down any moisture from the bathroom after use.
- Opening windows or trickle vents during the day – especially in the bathroom after washing.
- Making sure tumble dryers are properly vented.

6.2. The National Energy Action group information resource may be useful in guiding a discussion with residents: <https://www.nea.org.uk/wp-content/uploads/2024/10/Dealing-with-Condensation-and-Mould-Sept-24.pdf> This information must only be issued to residents as part of a discussion about damp and mould management.

6.3. Residents will be encouraged to report signs of damp and mould or repair issues likely to lead to damp and mould as soon as possible.

7.0 Identification of damp and mould

7.1. In addition to identification by residents, damp and mould will be identified by housekeeping checks conducted by weekly in congregate living environments and monthly in self-contained properties and communal areas, as well as void inspections, conducted by when a property is not occupied.

7.2. Depaul Housing Services and Managing Agents will remain vigilant to the signs of damp and mould, responding to concerns identified.

8.0 Response to identification

8.1. All incidences of damp and mould must be recorded on Managing Agents' systems. Managing Agents must also report any incidence of damp or mould to Depaul Housing Services without delay.

8.2. In cases when the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law) may apply, action will be taken to identify whether the damp or mould constitutes a significant or emergency hazard, as defined by these regulations.

8.3. Where damp or mould is identified as an issue during void periods; no resident will be asked to move into the affected area until the issue is resolved.

8.4. Works to make safe and repairs to treat damp and mould, as well as, if required, an offer of alternative accommodation, will be delivered in accordance with statutory and regulatory requirements, including but not limited to the Regulator of Social Housing's Consumer Standards and the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law), as well as Depaul Housing Services' Repairs and Maintenance Policy.

8.5. Residents will be kept informed throughout investigation, assessment and remedial works, including providing adequate notice of every intention to enter the property.

8.6. Managing Agents will keep comprehensive records of interactions with residents and landlords in relation to the damp and mould.

9.0 Monitoring and review

9.1. Depaul Housing Services will seek assurance from Managing Agents on at least a quarterly basis that buildings are free from damp and mould.

9.2. Depaul Housing Services will monitor any incidence of damp and mould, including remediation and action taken to keep residents safe. Managing Agents must provide any information that is required in a timely manner.

10.0 Continuous improvement

10.1 This Policy and Procedures will be reviewed every three years from the date of issue to determine its continued relevance, effectiveness and appropriateness. This Policy and Procedures may be assessed before that time as necessary to reflect substantial organisational changes, following an inspection, review or validation visit, or as recommended by auditors, changes required by law, or changes required by Depaul Housing Services structures.

11.0 Equality and Diversity

11.1 Depaul Housing Services has a duty to ensure that no person receives less favourable treatment from the organisation on the grounds of age, disability, gender reassignment, marriage, civil partnership, pregnancy, religion or belief, race, sex, or sexual orientation.

11.2 Residents will be treated in a fair and non-discriminatory way in accordance with The Equality Act 2010.