



Arawak Walton Housing Association

Damp Mould and Condensation Policy

Approved by	Board		
Date of Approval	November 29 th 2025		
Date issued to Staff	February 2026		
E&D impact Assessed	Yes		
Date of Next Full Review	November 2028		
Policy Ownership	Operations Director		
Policy Author	Head of Property Services		
Legal Review	Brabners Solicitors have provided legal advice and input		
Tenant Consultation	• Tenant Quality Panel - 30th October 2025 • Tenant Experience Committee - 20th November 2025		
Version	1.0		
Corporate Objectives	• Homes and Growth: Maintaining and expanding our portfolio with quality, efficient homes • Customers and Communities: Providing excellent services, listening to tenant voices, and ensuring safe homes • Financial Sustainability: Investing wisely to ensure long-term viability and value for money		
Regulatory Standards	• Consumer Standards: Safety and Quality		
Strategic Risks		Ref	Risk
		S2	Legal/Regulatory Compliance <i>Risk Appetite - Averse</i>
		S7	Asset Management <i>Risk Appetite - Cautious</i>
		S9	Health and Safety <i>Risk Appetite - Averse</i>

1.0 Policy Purpose

- 1.1 We want to do everything we reasonably can to make sure our tenants stay safe, healthy and well in their homes. Damp, mould and condensation (DMC) are issues which can have a serious impact on the health and well-being of our residents, and cause damage to homes.
- 1.2 The aim of this policy is therefore to ensure that Arawak Walton is compliant with all legislative and regulatory requirements in relation to the prevention and tackling of damp, mould and condensation within tenants homes.

2.0 Policy Aims

- 2.1 We aim to provide an approach to damp, mould and condensation which ensures:
- The provision and maintenance of dry, warm, healthy and safe homes for tenants which are free from hazard.
 - Compliance with legislative, regulatory and contractual (including tenancy and lease) obligation.
 - The fabric of tenants home is protected from deterioration and damage resulting from DMC
 - Tenant reporting DMC are treated with empathy and respect and without pre-judging the cause.
 - We take proactive responsibility for diagnosing and resolving DMC in a timely and effective manner.
 - We publicise the standard of properties offered to new tenants.
 - Support is provided to tenants in resolving damp, mould and condensation where it occurs as a result of the use of the home, providing appropriate, clear, sensitive, practical and accessible advice.
 - Manage reports of damp mould and condensation effectively
 - Respond to tenant's reports of damp and mould within the timescales referred to in section 5 below for any emergency or significant hazards, 5 working days for urgent works and within 21 days for routine repairs. In the event of large scale works e.g. rising damp these works may take longer due to drying times between the necessary plastering layers.
 - We communicate with our tenants clearly and regularly regarding any actions we plan to take and any actions our tenants are advised to take.
 - Staff are trained to enable them to spot potential causes of damp, mould and condensation so they can advise tenants, diagnose problems and provide solutions.
 - This policy is applied and make reasonable adjustments for people who have a disability and take into account the provisions of the Equality Act 2010

3.0 Policy Scope

- 3.1 This policy relates to the Association's domestic properties. The policy does not cover other responsive or rechargeable repairs or void properties which are covered in separate policies.

4.0 Relevant Legislation and Regulation

- 4.1 This policy and any subsequent procedures have been written in the context of relevant legal and regulatory requirements and will be updated as and when required.
- 4.2 Examples of relevant documents are provided within section 17: Legal and Policy context.

5.0 Roles and Responsibilities

- 5.1 Overall responsibility for this policy lies with Board. This is supported by the executive, senior management and operational teams to ensure effective delivery of the policy and ensure Arawak Walton meets its responsibilities.
- 5.2 Specifically the Senior Management Team are responsible for:
- Developing and implementing policy and strategies to deliver the service
 - Allocating resources and budgeting for repairs and maintenance (including DMC)
 - Oversight and monitoring of the implementation of management initiatives to ensure compliance with regulations and standards
 - Assessing and managing risks associated with DMC which impact potential health hazards and legal liabilities
 - Engaging with tenants, contractors and other stakeholders to monitor the service delivered, including satisfaction
 - Training & Awareness programmes to be provided so staff and tenants can identify, prevent and manage DMC in our homes
 - Ensuring compliance with relevant regulations and standards in housing.
 - Reporting to Board and Regulator as required

6.0 Damp, Mould and Condensation - our approach

- 6.1 We will take action to identify homes that have, or may be at risk of developing, problems with damp, mould and condensation. We will use data on our households and homes to help us understand the risk profile in relation to it.
- 6.2 A programme of stock condition surveys will be carried out. Where works are identified to treat serious cases of damp, mould and condensation they will be ordered as priority. Where tenants need to be moved temporarily from their home for remedial works to be carried out, we will administer the decant process in accordance with our Tenancy Management policy. Whether tenants have been decanted, or where tenants do not need to move, or choose not to

move, we will maintain regular contact with them during the duration of the works and for 3 months following completion of the work.

- 6.3 We will prioritise improving EPC ratings to C and above in our planned programmes to increase thermal efficiency to assist tenants with their ongoing household running costs and budgets.
- 6.4 When a property becomes vacant, and prior to re-letting, we will seek to identify and remedy any issues which may cause damp. This may include ensuring doors and windows (incl. window vents) are serviceable and can effectively ventilate the property, ensuring extractor fans are working well, as well as applying mould treatments and fitting floor coverings where necessary.
- 6.5 We will give tenants advice on how to prevent damp and what they should do to remove mould and condensation. However, we recognise that not every resident will be in a position to resolve this themselves. We will provide appropriate support in such cases in relation to the specific circumstances and the individual tenant's needs.
- 6.6 We know that some tenants cannot afford to heat their homes adequately due to their income levels. We will work with tenants to ensure that they are receiving the income to which they are entitled.
- 6.7 Where homes are overcrowded, humidity will tend to be higher and this increases the likelihood of condensation. We will work with the tenant and explore solutions which may include them moving to a more suitable home if this is available and appropriate. In the interim we will, wherever possible, provide dehumidifiers.
- 6.8 Where appropriate, we will engage consultants/contractors to assist us managing complex cases.
- 6.9 We will ensure that our staff (whether in house or our contractors) have the required skills and training to diagnose and remedy damp, mould and condensation. Where appropriate, monitors will be made available to staff and tenants so we can assess quickly whether action is needed to protect our asset and maintain comfort for our tenants.

7.0 Reporting DMC

- 7.1 Tenancy and leasehold agreements set out the contractual responsibilities for Arawak Walton and our tenants however, we will always consider individual tenant circumstances and our obligation to ensure their home remains safe.
- 7.2 Arawak Walton will provide a number of ways in which a tenant may report a DMC including:
- A dedicated telephone line with a unique number will continue to be provided between the hours of 9 am and 5 pm on weekdays
 - Email
 - Text
 - Web enquiry
 - Visiting the office

- Home visit
- Drop in session
- Tenant Portal (in development)

7.3 At any point in the process, a tenant can nominate someone else to deal with the association on their behalf. Tenants can request this through any of the contact methods outlined above.

7.4 We expect tenants to:

1. Notify us as soon as possible of any DMC related issues or repairs
2. Keep the inside of their home clean and in good condition, maintain their garden areas and keep communal areas clean and clear
3. Make a formal request and receive consent before carrying out any work that involves the removal or alteration of any fixture and fittings within the property including flooring or other fittings that will preclude access for maintenance. Failure to obtain consent may lead to a recharge for the cost of subsequent rectification
4. Take out home contents insurance as Arawak Walton is not responsible for insuring tenant furniture or possessions. Tenants may also be responsible for damage caused to another property e.g. damage due to flooding
5. Allow access at the agreed time for DMC related works
6. Ensure that a responsible adult is present at the agreed date and time to facilitate an appointment
7. Clear repair work areas of personal items or valuables (including furniture, wall and floor coverings)

8.0 Out of Hours Repairs

8.1 Arawak Walton has an emergency out of hours service which can be contacted any time outside of normal operating hours (Monday - Friday, 9am-5pm).

8.2 The agency responsible for this service will be provided with appropriate guidance and information including appropriate escalations. The service will deal with emergency repairs issues, often to make a property safe until a full repair can be made. Should we be unable to do so then temporary accommodation will be provided until such time as this can be achieved.

8.3 Contact details for the out of hours emergency DMC repairs service can be found on our website.

9.0 Appointments, Access and Reasonable Adjustments

9.1 On reporting a repair tenants will be notified of the following:

1. Works completion date
2. Works order reference number
3. Contractor name
4. Works description
5. Repair satisfaction survey

- 9.2 Access to complete repairs and pre and post inspections will be offered at the most convenient time for the tenant.
- 9.3 Arawak Walton will make reasonable attempts to gain access to the property to carry out repairs. We recognise that our tenants have different needs and may need additional support and assistance. In such circumstances we will tailor our approach and make reasonable adjustments in order to do accommodate and respond to these. This means for routine repairs:
- We will ordinarily make three attempts to contact the resident in order to organise an appointment
 - We will work with the tenant to arrange a suitable time to visit the property
 - We will offer timeslots which take account of tenants' needs
 - If we attend an agreed timeslot and are unable to access the property, we will leave a notice that we tried to attend
 - We will keep a record of our correspondences with tenants and attempts to access the property
 - We will update tenants on progress in relation to their repairs.
- 9.4 Issues arising around a lack of access will be dealt with in line with our Access Policy.
- 10.0 **Awaab's Law**
- 10.1 We are committed to ensuring compliance with Awaab's law.
- 10.2 In particular, we will address any significant or emergency hazards in relation to damp and mould within the timescales set out in Awaab's law.
- A **significant hazard** is one that poses a significant risk of harm to the health or safety of a tenant
 - An **emergency hazard** is one that poses an imminent and significant risk of harm to the health or safety of the tenant.
- 10.3 We will:
1. Investigate any potential **emergency hazards** and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, both within **24 hours of becoming aware of them**
 2. Investigate any potential **significant hazards** within **10 working days** of becoming aware of them
 3. Produce a written summary of investigation findings and provide this to the named tenant within **3 working days** of the conclusion of the investigation.
 4. Undertake relevant safety work within **5 working days** of the investigation concluding, if the investigation identifies a significant hazard
 5. Begin, or take steps to begin, any further required works within **5 working days** of the investigation concluding if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in **5 working days** this must be done as soon as possible, and work must be physically started **within 12 weeks**
 6. Satisfactorily complete works with a reasonable time period

7. Attempt to secure the provision of suitable, alternative accommodation for the household, at our expense, if relevant safety work cannot be completed within specified timeframes
8. Keep the named tenant updated throughout the process and provide information on how to remain safe

11.0 Engaging and Supporting Tenants

- 11.1 We, or a contractor working on our behalf, will inspect reports of damp mould and condensation.
- 11.2 We aim to resolve complaints as quickly as possible without tenants needing to resort to disrepair claims and legal action. Where legal action is taken, we will follow the Pre-Action Protocol for Housing Conditions Claims so that we may resolve the dispute outside of court to help ensure issues are resolved quickly for customers, wherever possible.
- 11.3 We will provide advice and literature to tenants regularly. This will include advice when they report damp mould and condensation, articles in our newsletters, on our website, in our office reception and in sign up packs for new tenants.

12.0 Safeguarding and Domestic Abuse

- 12.1 Arawak Walton has relevant policies in relation to both safeguarding and domestic abuse which all employees and contractors are required to follow. All reports of domestic abuse will be dealt with quickly, sensitively and with discretion. We will support tenants experiencing or at risk of domestic abuse by providing required extra security measures e.g. lock changes free of charge to reduce or remove the risk of harm.

13.0 Health, Safety & The Environment

- 13.1 Employees will follow the association's Health and Safety Policy and procedures at all times.
- 13.2 The association will complete an Energy Performance Certificate every time a property is vacated. In addition, the association will estimate the energy performance rating of all other properties to model its overall energy efficiency position and to work to improve the least energy efficient properties. The association will work closely with the requirements outlined in the Housing Health and Safety Rating System when diagnosing the condition of its homes and communal areas.
- 13.3 The associations' staff and contractors when on site will use appropriate personal protective equipment, when necessary. As a commitment to health, safety and the environment the association has a number of related strategies, policies and systems to assist in the management of its homes and communal areas e.g. Asbestos Register and Asset Management Strategy.

14.0 Achieving Value for Money

14.1 Operating as an efficient and effective business and demonstrating value for money to its customers with a high level of service are key strategic objectives. The association has a range of mechanisms in place to demonstrate and improve this, including:

- Benchmarking cost and performance data such as average costs per property
- Market testing of the repairs service against other social and external housing providers
- Undertaking reviews on processes, services and systems
- Analysing emergency and urgent jobs issued to determine long term remedial or planned works
- Robust tendering processes
- Effective tenancy enforcement to ensure tenants fulfil their obligations in relation to their home
- Tenant Responsibility and Recharge Policy and procedures

15.0 Local Contractors

15.1 The association wants to contribute to the development of the local community economy and where possible will work with contractors based in Greater Manchester. In addition, it will encourage the development of BME contractors who can provide a service to tenants.

16.0 Performance Monitoring

16.1 Financial Implications: Maintenance activity has considerable financial impact. If we do not ensure our stock is properly maintained, the Association will in the future find itself with expensive liabilities. However, our budget is limited and close monitoring of expenditure under several budget heads will be undertaken by management teams and all works will be procured in accordance with our financial regulations.

16.2 Monitoring and reporting is undertaken as follows:

Task	By
Daily and weekly operational monitoring	CST Team Leader, Head of Tenant Services, Property Delivery Manager
Bi-monthly Contractor Review Meetings	CST Team Leader, Head of Tenant Services, Property Delivery Manager
Monthly KPI Reporting	Business Management Team
Monthly Management Accounts	Business Management Team
Quarterly KPI Reporting	Business Management Team

16.3 Complaints and tenant feedback are also used as an additional means of monitoring and improving the quality of service.

16.4 Information to Tenants: The Association will provide clear information on:

- The repairing obligations of both parties
- The response time categories

- The Association's repairs performance
- Any proposals for planned maintenance
- Our policy on improvements, alterations and compensation

16.5 The information will be presented in consultation events, letters, newsletters, the website, annual report and the tenant's handbook.

17.0 Legal and Policy Context

17.1 Internal Documents:

- Tenancy Agreement
- Contractor Code of Conduct
- Customer Services Charter
- Access Policy
- Asset Management Strategy
- Tenant Responsibility and Recharge Policy
- Contractor Development Policy
- Repairs and Maintenance Policy
- Void Policy
- Arrears Policy
- Equality, Diversity and Inclusion Policy
- Domestic Abuse Policy
- Safeguarding Adults Policy
- Safeguarding Children and Young People Policy
- Compliance Policies
- Health and Safety Policy
- Allocations and Lettings Policy
- Value for Money Strategy
- Standing Orders and Regulations
- Tenancy Management Policy
- Vulnerabilities Policy

External Documents:

- The Housing Act 1985 / Housing Act 1996 (Part 6)
- Housing, health and safety ratings system (HHSRS) inc in the Housing Act 2004
- Building Safety Act 2022
- Equality, Diversity and Inclusion Policy
- The Equality Act 2010
- Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended 2018. Approved Code of Practice and guidance
- British Standard 7671 As Amended (Electrical Installations)
- Data Protection Act 2018 and GDPR
- Social Housing (Regulation) Act 2023
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)
- Regulator's Safety and Quality consumer standard (April 2024)

17.2 This is not an exhaustive list of the legislation covering the prevention, management and combatting of DMC.

- 17.3 The policy also reflects and acknowledges relevant Housing Ombudsman (HOS) spotlight reports around DMC as these contain key recommendations for how social landlords should approach and manage this type of repair and situation.
- 18.0 Consultation and Engagement**
- 18.1 The policy has been developed in partnership with:
- The Community Housing Partnership (CHP).
 - Tenant Quality Panel (TQP)
 - Tenant Experience Committee (TEC)
- 19.0 Monitoring, Review and Reporting**
- 19.1 This policy will be reviewed every three years or more often if necessary.
- 19.2 The Regulator of Social Housing requires housing association to report on a range of Tenant Satisfaction Measures. We will conduct an annual survey of residents to understand their views in a number of areas, including satisfaction with repairs, and we will publish the results.
- 19.3 We will publish an annual report in which we share information about our performance, such as the proportion of repairs completed within the target time, and the average number of days we took to complete repairs.
- 20.0 Equality and Diversity**
- 20.1 The association will collect details from tenants through the customer profiling exercise to identify if tenants suffer from any physical or mental disabilities and hold these on the database.
- 20.2 When works are planned at a property the association will consider whether any special arrangements are required prior to any works commencing and assist where it is required.
- 20.3 The association will provide advice and guidance to contractors raise their awareness of issues around vulnerability as well as equality and diversity.
- 20.4 Where for religious reasons women in a household cannot be in a house alone with male contractors the association will provide a female operative, arrange for a male of the household to be present or arrange for a female to accompany the male contractor.
- 21.0 Data Protection**
- 21.1 In implementing this policy, all staff and contractors must adhere to Arawak Walton's Data Protection Policy and the General Data Protection Regulation. The nature of the policy means that Arawak Walton will process personal data relating to residents, and this may sometimes include sensitive personal data. In respect of this policy, this has a number of specific implications:

- We will only collect personal data where we have a lawful basis for doing so.
- We will keep personal data about residents up to date as far as reasonably possible.
- We will only use data for the purposes we collected it.
- We will store personal data securely.
- We will only share personal data in line with our data sharing policies.

22.0 Accessibility

22.1 All information will be available in a variety of formats to ensure that it is:

- In a readable typeface and print size - our website includes details of how to change settings for those with visual impairment.
- Translated where appropriate - our website includes Google translate.
- Available upon request in formats suitable for customers with specific communication needs e.g. picture format, electronic for use with screen readers.