Solihull
Community Housing
Shaping our neighbourhoods

Damp, Mould and Condensation Policy

2025

Lead officer	Steve Stone
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Approval Chain:	ELT
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Version Control:

Version	Date	Reason for Change
1.0	July 2025	New Policy
2.0	September 2025	Awaab's Law Changes

Solihull Community Housing (SCH) manages and maintains council homes and delivers housing services on behalf of Solihull Metropolitan Borough Council (SMBC). Although SCH provides day-to-day housing services, the Council remains the owner of the housing stock and is your landlord. The Council retains the responsibility for ensuring your home is managed in line with the Consumer Standards.

1. Scope

Solihull Council is responsible for keeping its tenants' homes safe from hazards under the Housing Health and Safety Rating System (HHSRS) within section 9 of the Housing Act 2004. One of those hazards is identified as damp and mould.

Within 'Awaab's Law', an integral element of the Social Housing (Regulations) Act 2023, there are specific timeframes to complete an inspection, provide a written report and remedy hazards identified under HHSRS.

This policy sets out the approach of Solihull Community Housing (SCH), the managing agent for Solihull Council, in dealing with reports of damp, mould and condensation within a Solihull Council owned property. It will ensure a customer centered approach to damp and mould by:

- Keeping residents safe and well, and in so doing providing assurance that the Council is compliant with legal and regulatory requirements.
- Responding swiftly and effectively to incidents of damp and mould to safeguard the health and wellbeing of tenants and their families.
- Identifying homes liable to damp, mould and condensation, and in proactively preventing their occurrence in the first place, using good practices and design and where possible, smart technology.

2. Definitions

The types of damp covered by this policy are:

Condensation Damp: Condensation occurs when moisture held in warm air meets a cold surface and then condenses producing water droplets, such as surface condensation arising when the inner surface of the structure is cooler than the air in the room.

Additional factors causing condensation could include:

- Inadequate ventilation (e.g. natural opening windows and trickle/background vents and mechanical extraction in bathrooms and kitchens).
- Inadequate heating or heating is not used due to affordability (e.g. missing or defective wall and loft insulation).
- High humidity (e.g. presence of rising and penetrating damp).

- Poor building design and construction (e.g. specific cold areas (bridging) which are integral with the building construction).

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.

Rising Damp: The movement of moisture from the ground rising up through the structure of the building (through capillary action).

Penetrating Damp (including internal leaks): Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structures. The cause of penetrating damp can be the result of:

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

Everyone has responsibility to identify and report damp, mould and condensation where it may be present. This includes but is not limited to:

- Tenants and leaseholders (where the issue relates to the external fabric of the building).
- SCH staff and contractors.
- Officers of the Council and elected Members.

3. Policy Objectives

The objective of this policy is to ensure that:

- Solihull Council tenants are provided with a dry, warm, healthy home and are treated in a fair and consistent way.
- Compliance with statutory requirements and good practice.
- SCH works in partnership with tenants to provide a safe and healthy internal environment.
- SCH carries out effective investigations into reports of damp, mould and condensation.
- SCH implements all reasonable remedial repair solutions and improvements to eradicate damp including, managing, and controlling condensation.
- Tenants are provided with comprehensive advice and guidance on managing and controlling damp, mould and condensation.
- Budgets are used effectively and efficiently to deal with damp, mould and condensation problems.
- The fabric of a property is protected from deterioration and damage resulting from damp, mould and condensation.

4. Policy Statement

The policy sets out SCH's approach to complying with the legislative requirements of Awaab's Law and to improve our pathway for customers to report damp, mould and condensation to ensure a reasonable solution is put in place. The policy ensures a clear approach for residents and staff building a greater understanding of SCH responsibilities and ensuring dangerous hazards are rectified quickly and that residents can feel safe in their homes.

5. Key Policy Details

To deliver this policy and be compliant we will provide a comprehensive response to damp, mould and condensation:

- Treat residents reporting damp, mould and condensation with respect and empathy.
- Promote and provide general advice and guidance on how to manage damp, mould and condensation. All residents reporting damp, mould or condensation will receive a copy of our latest guidance.
- Ensure that all relevant front-line staff (including contractors) have training to enable them to identify and report early signs of damp, mould and condensation.
- Ensure that our response to reports of damp, mould and condensation are timely and reflect the urgency of the issue.
- Make reasonable attempts to access the property to inspect and carry out works
- Investigate to determine the cause of damp, mould and condensation and carry out remedial repairs and actions in accordance with the tenancy agreement and repairs standard. This may include examining neighbouring properties to ensure our response is as effective as possible.
- Inform the tenant of the findings of the investigations following a home visit. This will include identifying possible causes of damp, mould and condensation; recommending effective solutions and all necessary remedial works and actions; and the estimated timescales to complete the works.
- Complete any remedial works/actions within a reasonable timescale. This will be dependent on the severity and urgency of the problem and on the complexity of the solution of the remedial works/actions required.
- We will ensure that specialist contractors are employed to carry out any works and that the tenant's possessions are adequately protected during the works.

As the managing agent for Solihull Council, it is our ongoing responsibility to:

- Provide insulation within the tenants home in accordance with the Decent Homes Standard to help reduce the likelihood of condensation occurring.
- Maintain a tenants home to avoid penetrating and rising damp, and for carry out remedial action if these do occur
- Undertaking reasonable improvement works required to assist in the management and control of condensation damp, where it is reasonable and practical to do so, regarding the constraints of the existing building design and structure and in taking a pragmatic approach in finding appropriate solutions.

- Where practicable, use of environmental sensors for the collection on data in properties at high rise of damp and mould, to better target early intervention and reduce the risk to tenants.

6. Communications

This policy is available to view by all tenants, Solihull Council and stakeholders on the Solihull Community Housing website and will be updated with any changes. Internally this policy will be viewable and accessible by all staff and stored on Solihull Community Housing intranet site. The policy owner will be responsible or ensuring any changes are communicated internally to key staff members delivering the service.

7. Meeting individual needs and reasonable adjustments

All staff are trained in Equality, Diversity, and Inclusion to embed understanding about where we may need to adapt normal policies, procedures, and ways of working to accommodate resident's individual needs.

Reasonable Adjustments: We will support the needs of our diverse residents by making reasonable adjustments to our repairs processes, which could be a physical change or change in work practices to avoid any disadvantage to a resident in accessing this policy.

Examples of reasonable adjustments include but are not limited to:

- We will provide information in appropriate alternative formats (e.g. large print, coloured paper, Braille etc.).
- We will risk assess and re-prioritise works considering the vulnerabilities or individual needs of the household where identified.
- We will communicate through a representative.
- We will provide additional support such as a sign language interpreter or translator.

8. Equality, Diversity and Inclusion summary

We will ensure equal and fair access to our services; we will do this by taking into consideration the individual needs of our tenants, their family or other persons living with them. We will ensure that individual needs are considered throughout the repairs process for damp and mould and make reasonable adjustments where necessary. We will treat people fairly and with dignity and respect.

9. Legislative & Regulatory Framework

The main legislation and regulations governing this policy are:

The Housing Act 1985	The Secure Tenants of Local Housing Authorities (right to repair) Regulations 1994
The Housing Act 2004	Landlord and Tenant Act 1985
Defective Premises Act 1972	Building Regulations Act 1984
Homes Fitness for Human Habitation Act 2018	Building Safety Act 2022
Data Protection Act 2018	The Social Housing (Regulation) Act 2023
Equality Act 2010	The Decent Homes Standard
Common & Leasehold Reform Act 2002	Awaab's Law 2025
Management of Health & Safety at Work Regulations 1999	

10. Related Policies & Procedures

This policy has been compiled having regard to the Ministry of Housing, Communities and Local Government Awaab's Law draft guidance for social landlords published in July 2025.

Awaab's Law: Draft guidance for social landlords

This policy should be read in conjunction with the following policies:

- Repairs and Maintenance Policy
- Complaints Policy

11. Key Roles and Responsibilities

Role	Key Responsibilities
Board	Responsible for delegating approval of this policy to Executive Team Ensuring residents' voices are heard
Chief Executive	Responsible for overseeing compliance with this policy

ELT	Responsible for approving this policy Overall responsibility for the implementation of this policy and ensuring that adequate resources are made available to enable the policy objectives to be met To ensure that appropriately qualified and suitably experienced people are employed to implement this policy
Response Repairs Manager	To ensure staff members follow the policy accordingly and are aware of any changes following revision of the policy To review the policy in line with legislative changes
Staff	To be aware of and adhere to the policy in the execution of their duties
Contractors	To be aware of and adhere to the policy in the execution of their duties

12. Monitoring & Review

Performance against Key Performance Indicators (KPI's) will be reported regularly to the Executive Leadership Team, Our Board and Solihull Metropolitan Borough Council.

Tenant feedback as part of our satisfaction surveys for Repairs & Maintenance will be used as an additional means of monitoring and improving the quality of the service

We will publish repairs performance information to tenants. As standard practice, our repairs performance is included in our quarterly performance report which is published and accessible to tenants.

Monitoring Arrangements

The performance of this policy will be monitored in line with the statutory timeframes as follows:

- **With 24 hours** 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.
- **Within 10 working days** investigate any potential significant hazards becoming aware of them.

- **Within 3 working days** produce a written summary of investigation findings and provide this to the named tenant within 3 working days of the conclusion of the investigation.
- **Within 5 working days** of the investigation concluding we will undertake relevant safety work, if the investigation identifies a significant hazard.
- **Within 5 working days** of the investigation concluding we will take steps to begin, any further required works, 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.**
- Satisfactorily complete works within a reasonable time period.
- Secure the provision of suitable alternative accommodation for the household, at the social landlord's expense, if relevant safety work cannot be completed within specified timeframes.
- Keep the named tenant updated throughout the process and provide information on how to keep safe.
- Resident satisfaction with work undertaken.
- Level of missed appointments, failed post inspections.
- Share key lessons from complaints and the positive impact of changes made as a result with tenants.

Review

This policy will be reviewed every two years by the Repairs Manager unless there are any significant changes to current legislation or regulation, good practice or guidance, or as the result of the outcome of an incident review or Ombudsman determination.

13. Appeals

A tenant can request a review of an inspection and the diagnosis and proposed works to be conducted. They can also raise damp, mould and condensation concerns in their property with an elected member (Councillor) or MP.

A tenant who is not satisfied with our approach in assessing and managing their damp, mould or condensation concerns can make a formal complaint under the SCH Complaints Policy.