



Damp, Mould and Condensation

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.

Awaab's Law came into force on 27 October 2025. This legislation requires social landlords to fix reported damp, mould and emergency repairs within strict timeframes. The Government has published guidance to help landlords understand these new requirements.

These are our Damp, Mould and Condensation Service Standards

We will:

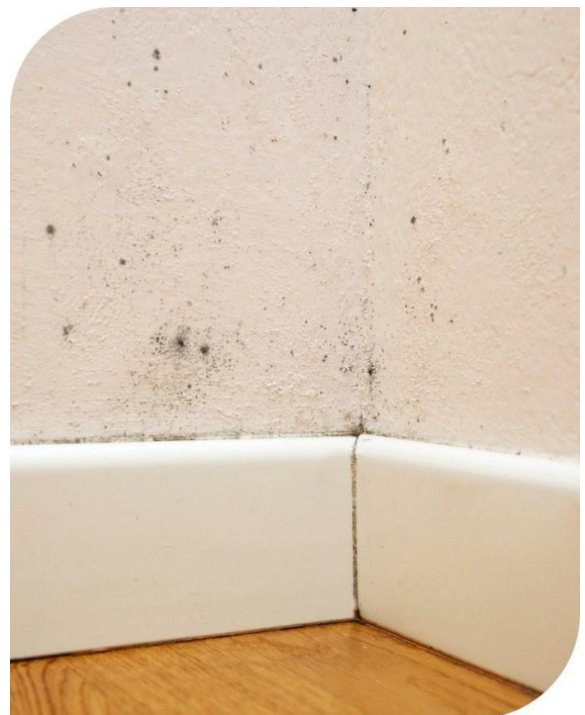
- Make it easy for you to report damp and mould.
- Give online information about our damp and mould service that you can access anytime.
- Invest in our people to ensure they have the right knowledge, skills, and tools to help you with your repair.
- Aim to achieve a 92% satisfaction rating with our damp and mould service.

Prior to attending your home, we will:

- Provide you with a choice of a morning or afternoon appointment.
- Send a text message to confirm your appointment details after you have made it.

When carrying out damp and mould work in your home, we will:

- Introduce ourselves, wear a uniform and appropriate PPE and show identification before entering your home.
- Investigate potential emergency hazards and agree relevant safety work as soon as possible, both within 24 hours of reporting.
- Investigate any potential significant hazards within 10 working days of becoming aware of them.
- Produce a written summary of investigation findings and send this to the named tenant within 3 working days of the investigation finishing – unless all work is completed within 3 working days.
- Start any safety work within 5 working days of the investigation concluding, if significant hazard has been identified.
- Begin further works within 5 working days of the investigation concluding. If steps cannot be taken to start in 5 working days, then they must be done as soon as possible, and work must be started within 12 weeks.
- Be polite, courteous, and helpful at all times.
- Explain what we will be doing, how long the job will take, and keep you informed of progress.



- Tailor our service to meet your needs and support vulnerable customers who require additional support.
- Aim to get the work right first time where possible – There will inevitably be some occasions where it will take more than one visit to complete.
- Keep you informed if work cannot be completed straightaway.
- Leave your home in a clean and tidy condition and remove any rubbish within the same day.

After carrying out the work, we will:

- Ask if you're satisfied with the works carried out by sending you a text message.
- Learn from your feedback so we can improve our damp and mould service.
- Be available to discuss any issue you have raised and look to resolve quickly.

Damp, Mould and Condensation

You can help us achieve our Service Standards by:

- ▮ Reporting damp and mould by contacting us via the online form or by telephone. Please report any cases as soon as they emerge so that we can respond quickly to reduce the risk of any accidents.
- ▮ Informing us of any specific access or personal requirements that we may need to be aware of to complete your repair.
- ▮ Keeping your home in a clean and well-maintained condition.
- ▮ Providing us with as much information as possible about your damp and mould so that we can aim to complete it first time.
- ▮ Keeping your appointment or telling us in advance if you need to re-arrange it.
- ▮ Allowing us access to your home so that we can complete the works as planned.
- ▮ Being respectful and polite to our staff, we will always do our best to help.
- ▮ Refraining from smoking or vaping inside your home when work is being carried out so our staff can work safely.
- ▮ Giving us feedback about your experience with us to help us learn and improve our services.

How we will keep a check on our Service Standards

We will:

- ▮ Carry out quality audits of 10% of completed works to check that we are doing what we promised.
- ▮ Use feedback from surveys, compliments, complaints, and general comments to improve our service.
- ▮ Listen to and learn from the voice of our customers.

How we will update you on how we are doing

In our Annual Report, we will tell you the percentage of our customers who are satisfied with the damp and mould service.

Our target for 2025/26 is to achieve 80% satisfaction rate. We will publish our performance against Awaab's Law in our Performance Report. This can be found on [our website](#).

We will also tell you if we met our targets.

We will provide up-to-date information:

- ▮ About our services through our quarterly newsletter.
- ▮ On our website www.solihullcommunityhousing.org.uk.
- ▮ On our social media channels for you to see what we are up to.

We will review our Service Standards

When we:

- ▮ Review our Key Performance Indicators as part of our annual service delivery plan.
- ▮ Update our policies or review our services.
- ▮ When your valued feedback is telling us we need to look at things again.

You can find lots of useful information about preventing damp and mould in your home by visiting [our website](#).

You can find out more about our responsibilities and your rights under Awaab's Law on the [Government's website](#).

Phase II of Awaab's Law will be introduced on 30 November 2026.

If you are an SCH customer and are concerned about mould in your home, please call us on 0121 717 1515 or complete our [online reporting form](#).