

1. Background and objectives

- 1.1. Alliance Homes aims to provide safe and high-quality homes which contribute to making a positive contribution to customers lives, whilst providing sustainable neighbourhoods and communities. To achieve this, we aim to manage reports of damp, mould and contributing factors (such as condensation) in a proactive way. This may be through the completion of reactive repairs, planned works or in some cases by providing advice and information to customers on measures they can take to help manage damp, mould and condensation through changes to the way they use their home.
- 1.2. This policy aims to address damp, mould and condensation by reducing the likelihood of it occurring and speedily resolving instances when they do occur.

2. Definitions

- 2.1 Condensation occurs when warm, moist air meets a surface of a lower temperature (or air of a lower temperature). This results in water vapour suspended in the air and the appearance of water on the surface. This can take two main forms:
 - Surface condensation arising when the inner surface of the structure is cooler than the dew point
 - Condensation 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.
- 2.2 Mould and fungal growth: This is the effect of damp. Moulds can grow when the indoor relative humidity persistently exceeds 70%. Most cases of mould are slight to moderate, but more severe cases can lead to the visible release of spore dust. Fungal growth is less common, and more associated with leaks and water penetration event. Typically, the types are wet or dry rot in timber, but plaster or cellar fungus can occur.
- 2.3 Penetrating damp: This type of damp will only be found on external walls or, in the case of roof leaks, on ceilings. It only appears because of a defect in the structure of the home, such as missing pointing to the brickwork, missing roof tiles, loose flashing or leaking gutters. These defects then allow water to pass from the outside to the inner surfaces. Penetrating damp is far more noticeable following a period of rainfall and will normally appear as a well-defined 'damp patch' which looks and feels damp to the touch. 'Tide marks will be left, even in periods of dry weather.
- 2.4 Rising dampness: This is caused by water rising from the ground through masonry. For this to happen within buildings there must be at least one defective or breached damp proof course (DPC) and/or damp-proof membrane (DPM), moreover dependant on the age of the building it may have not been built with one. Rising damp will only affect ground floor rooms. It will typically be seen to rise at no more than 1200mm above ground level and usually leaves a 'tide mark' low down on the

inner wall surface. You may also notice white salts (efflorescence) on the affected areas.

- 2.5 Perception damp: This typically relates to reports made by customers that it feels or smells damp. In cases where there is no visible damp, this can occur where the relative humidity in the property is naturally high, but the building structure is such that surfaces do not get cold enough for condensation to occur. Additionally, musty smells could be due to a lack of ventilation in the property. In such cases it is important not to prejudge and investigate if there is potential for hidden damp or fungal growth, or interstitial condensation within the structure.

3. Obligations

3.1 As a landlord we will:

- Manage our homes to ensure that we proactively identify and react to instances of damp, mould and condensation.
- We act non-judgmentally when offering guidance, advice, and assistance throughout this process to all customers living in an Alliance home.
- Risk assess our asset and the potential impact of works on our customers, especially where vulnerabilities are present.
- Work in partnership with customers ensuring that a safe and high-quality home is provided.
- Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to remove damp, mould and condensation.
- Ensure that customers have access to and/or are provided with comprehensive support, advice and guidance on managing and controlling damp, mould and condensation.
- Provide customers with support on all areas of financial hardship via our Financial Inclusion Team.
- Be supportive and responsive to customer vulnerabilities to ensure all customer needs, regardless of protected characteristics, are considered, addressed and solutions are agreed with customers. In turn upholding our Reasonable Adjustments Policy.

3.2 Risk and vulnerability assessing:

- Alliance Homes utilise the following risk matrix to categorise timescales aligned to the Social Housing Regulation Act 2023. The descriptors below are legal requirements in terms of our service to customers.

Category	Descriptor	Surveyor Response
Priority 1	Investigate any potential emergency hazards	24 hours
Priority 2	Investigate any potential significant hazards	Within 10 working days
Action	Provide written summaries of investigation findings to customer	Within 3 working days
	Timescales for beginning Priority 1 safety works	Within 24 hours
	Timescale for beginning Priority 2 safety works	Within 5 working days
	Where safety works cannot start immediately with reference to emergency hazards e.g specialist contractors; procurement; local authority or Building Regulator approvals:	Safety works must be started as soon as possible and physically started within 12 weeks

- Comply with statutory requirements and good practice
- Ensure that the fabric of the property is protected from deterioration and damage resulting from damp, mould and condensation
- Ensure colleagues have adequate training and knowledge on levels of damp, mould and condensation awareness
- Have reportable operational performance information to enable the business to review damp, mould and condensation related deliverables.
- Ensure all information to both customers and colleagues is available on appropriate intranet and website domains including targeted campaigns.

3.3 Implement processes designed to:

- Ensure a suitable and sufficient response to initial reports of damp, mould or condensation
- Identify the cause of damp, mould and condensation occurring in homes where this is our responsibility
- Order remedial works where required
- Provide advice or other assistance to customers, where there is condensation present in their home
- Increase awareness for customers through a range of communications and information on how to manage/prevent condensation in their home.

3.4 This policy should provide a framework to deliver compliance with the requirements of relevant legislations and regulation. Alliance must ensure that damp and mould metrics are reported at the Strategic Leadership Team (SLT) and at Board level, including non-compliance and planned corrective actions. This policy should be used, by all, to ensure the obligations placed upon Alliance to maintain a safe environment for customers within their homes are understood.

3.5 The principal legislation applicable to this policy is:

- Landlord and Tenant Act 1985 (Section 11 – Repairs and Maintenance)
- Homes (Fitness for Human Habitation) Act 2018
- Social Housing (Regulation) Act 2023 referencing Awaab's Law (effective October 2025)
- Housing Act 2004
- Housing Health and Safety Rating System (HHSRS).

3.6 Alliance acknowledges and accepts its responsibilities in accordance with the regulatory standards, legislation and regulation and that failure to discharge these responsibilities properly could lead to a range of sanctions including prosecution and/or adverse judgement from the Regulator of Social Housing.

3.7 Alliance will use all legal remedies available within the terms of the tenancy agreement, lease or licence should any customer refuse access to carry out essential remedial or safety related repair works.

4. Policy detail

4.1 Roles and responsibilities

- 4.1.1 The Alliance Board will have overall governance responsibility for ensuring the Damp, Mould and Condensation Policy is fully implemented. As such, the Board will formally approve this policy and review it every 3 years.

- 4.1.2 The Board, SLT and Service Delivery Managers, through the Policy Owner, ensure that the policy delivers our strategic objectives and reflects our corporate values.
- 4.1.3 The Board will receive quarterly updates, through agreed metrics, on the implementation of the damp, mould and condensation policy to provide assurance that the policy is operating effectively in practice.
- 4.1.4 The SLT will receive data and information in respect of damp and mould management performance and ensure compliance is being achieved.
- 4.1.5 The Chief Operating Officer has overall responsibility for the policy and ensuring that it is fully implemented and that it is regularly reviewed.
- 4.1.6 The Service Director of Property Operations is responsible for the effective delivery of the policy and for reporting performance of delivery. With additional responsibility for providing a stock portfolio that is designed to reduce the effects of damp, mould and condensation.
- 4.1.7 Service Delivery Managers will ensure through delegated responsibility that the policy and procedures for managing damp, mould and condensation are always observed.

4.2 Alliance Homes will:

- 4.2.1 Investigate in order to determine the cause of damp, mould and condensation and carry out remedial repairs and actions in accordance with our repairs policy.
- 4.2.2 Undertake a property inspection when a repair is reported relating to suspected damp, mould & condensation.
- 4.2.3 Diagnose the cause of damp, mould and condensation correctly and deliver effective solutions via the HRS team and/or contractors, dealing with the cause of the damp, mould and condensation not just the symptom and wherever possible fixing first time.
- 4.2.4 Inform the customer of the findings of the investigations following a property visit. This will include identifying the possible causes of damp, mould and condensation recommending effective solutions and all necessary remedial works / actions / enhancements and the estimated timescales to complete the works / measures - keeping the customer updated throughout the process from inception to completion.
- 4.2.5 Alliance will ensure that only suitably qualified persons, who have completed the certificate in Housing Health and Safety Rating System, or equivalent, conduct, HHSRS inspections.
- 4.2.6 Ensure that only competent trade colleagues/contractors will be employed to carry out any works and that the customer's possessions are adequately protected during the works.

- 4.2.7 Take responsibility for maintaining customers' homes to avoid penetrating and rising damp and for carrying out remedial action if these problems occur.
- 4.2.8 Undertake reasonable improvement works required to assist in the management and control of condensation dampness. This may include but is not limited to:
 - Upgraded ventilation system installation
 - Improved indoor air movement
 - Upgrade loft insulation.
- 4.2.9 Make good internal surfaces following any repairs work carried out ensuring that surfaces are prepared to a condition ready for the Customer to redecorate.
- 4.2.10 Promote and provide general non-judgemental advice and guidance on how to minimise damp, mould and condensation, particularly when there are no apparent causes relating to design or construction.
- 4.2.11 Ensure only competent colleagues are in position to provide high levels of technical and customer service.
- 4.2.12 Ensure that Surveyors, ACT and customer facing colleagues are trained and competent in the diagnosis of damp, mould and condensation issues.

4.3 Training

- 4.3.1 This policy and the procedures that support it will be subject to a range of training across Alliance and will involve all relevant stakeholders. The bespoke training will be provided to individual stakeholders and refresher training will be provided as appropriate.
- 4.3.2 Training will include team briefings for those colleagues who need to have a basic understanding and awareness of damp and mould but who may not be actively involved in the delivery of the inspection policy. This will be basic awareness training and covered in team meetings.

4.4 Case management

- 4.4.1 Ensure that all data intelligence gathered within Total is correlated to 'Key Stone' to enhance property information, which will shape future investment programmes.
- 4.4.2 Alliance will ensure that robust processes and controls are in place to manage works to void and tenanted properties that may affect the efficacy of damp and mould reduction measures.
- 4.4.3 We will always first consider whether the source of the damp, mould and condensation is a design, construction or maintenance issue which we can eliminate through work to the home. Where this is not the case additional support and advice will be provided to the customer on managing and

controlling the occurrences of condensation. This support will be provided through the provision of advice and guidance literature.

- 4.4.4 If it is unsafe for our customers to remain in the property while the works are carried out, alternative accommodation arrangements will be made. This may be on a day-by-day basis, or a 'managed move' to an alternative property. The customer will be supported through this process with our Tenancy Services colleagues to find suitable accommodation.

4.5 Customer responsibilities

- 4.5.1 Using the information provided in our letters and website on types of damp, mould and condensation, we will ask customers' to regularly check for such occurrences and to immediately report to Alliance Homes concerns of rising and penetrating damp and also faulty equipment that will hamper the management and control of damp, mould and condensation (faulty extract fan, unable to open windows, lack of heating etc.)
- 4.5.2 Customers must allow access for inspections and for the carrying out of all remedial works where:
- Damp, mould or condensation has been identified either by a customer or by Alliance Homes colleagues, then customers will be required to allow access for inspections and for the carrying out of remedial works (in accordance with their tenancy agreement)
 - Alliance Homes consider this to be a health and safety concern for customers and will consider alternative methods of gaining access where customers refuse to engage.
 - Where customers are considering making any changes within their home: for example, converting rooms into one room, adding extensions, converting non habitable buildings/spaces into habitable, they must seek advice and permission from us in accordance with their tenancy agreement, to ensure that the proposed alteration would not contribute to the accumulation of damp, mould, or condensation, as well as ensuring alterations comply with building control and planning guidelines.
- 4.5.3 Non-Access: We will agree an appointment with the customer to carry out the inspections or works. If the customer is not available, on the day, or refuses access, we will agree a second appointment. If this second appointment is not kept a 'no access' process will be initiated, which may result in legal action being taken to gain access.

4.6 Data Integrity

- 4.6.1 Alliance will hold accurate records against each property it owns or manages, identifying when it was last assessed for its current damp, mould and condensation condition and the likelihood of developing such condition.

- 4.6.2 Alliance will hold accurate inspection dates and inspection records against each property it owns or manages. within an appropriate system.
- 4.6.3 Alliance will hold and maintain accurate records on the qualifications of all colleagues undertaking damp, mould and condensation inspections.
- 4.6.4 Alliance will ensure robust processes and controls are in place to provide and maintain appropriate levels of security for all damp, mould and condensation related data.

4.7 Assurance

- 4.7.1 Alliance will ensure robust internal (2nd line) assurance processes over the timeliness of inspections and completion of remedial works arising for damp, mould and condensation be implemented.
- 4.7.2 This will include centrally tracking remedial works arising and obtaining evidence of completion or documenting justification for not completing recommended works.
- 4.7.3 Monitoring and reporting on the timeliness of inspections and maintaining evidence of these.
- 4.7.4 Surveys should be reviewed to ensure that all remedial actions identified within have been raised on the Total system, or where appropriate, an additional survey is undertaken. Works should be promptly scheduled and undertaken.
- 4.7.5 The Complex Works Manager will be responsible for the quality assurance and auditing of a 10 % sample of cases each month.

4.8 Non-Compliance and Escalation Process

- 4.8.1 Any non-compliance issues, identified at an operational level will be formally reported to the Service Delivery Manager – Building Safety in the first instance.
- 4.8.2 The Service Delivery Manager – Building Safety will agree an appropriate course of corrective action with the Service Director of Property Operations to address the issue. The Service Director of Property Operations will report details to the Strategic Leadership Team (SLT).
- 4.8.3 SLT will ensure the Board is made aware of any non-compliance issues so that they can consider the implications and act as appropriate.
- 4.8.4 In cases of a serious non-compliance issue SLT and Board will consider whether it is necessary to disclose the issue to the Regulator of Social Housing in the spirit of co-regulation as part of the Regulatory Framework.

5. Monitoring, consultation, and review

5.1 We monitor our performance in delivering the objectives of this policy by reporting to our leadership teams a range of measures including the following suite of performance indicators:

5.1.1 Business Performance Indicators (Monthly, quarter and year to date):

- No of reported Damp and Mould cases
- No of 'open' cases
- No of completed cases
- Average cost of works.

5.1.2 Operational Performance Indicators:

- % Reported cases investigated within 14 calendar days
- % of surveys written including findings and next steps within 48 hours after investigation
- % of emergency works raised within 24 hours after investigation
- % of repairs commenced to remedy hazard 7 calendar days after written survey
- % of repairs commenced to remedy non hazard related work 28 calendar days after written survey
- % of planned works commenced within 12 weeks.

5.2 These performance indicators will be produced in a 'live' Power BI database and discussed at monthly Compliance Focus Group and Asset Committee on a quarterly basis.

5.3 The Service Director of Property Operations is responsible for the implementation and review of this policy.

5.4 Customers, colleagues, and service users may be involved in giving feedback on this policy, leading to amendments where appropriate.

5.5 Data Protection Implications of the Policy have been considered. Including but not limited to

- IAR amendments/updates
- ROPA amendments/updates
- New or updated DPIA
- Privacy Notice amendments
- Retention periods for any new data and method of archiving or deletion.

- 5.6 This policy will be reviewed within 3 years of its approval date.
- 5.7 This policy will be signed off by the Board.
- 5.8 This policy will be published externally on the Alliance Homes website.

6. Equality and diversity

- 6.1 This policy is subject to a periodic Equality Impact Assessment (EIA).
- 6.2 The purpose of such an assessment is to consider the effect of the policy regarding the recognised protected characteristics of equality and ensure that it does not unfairly impact any individual or group. The protected characteristics are age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity or other grounds set out in our Equality and Diversity Strategy and Single Equality Scheme. Remedial action will be undertaken if a detrimental effect is identified.
- 6.3 The EIA also requires the policy author to consider whether the policy is likely to negatively impact on a person's Human Rights.
- 6.4 This policy and any other related Alliance Homes publications can be provided in other formats for those with visual, literacy or language difficulties.

7. Complaints

- 7.1 If you would like to raise a complaint in relation to this policy, you can do this by calling us on **03000 120 120** or emailing us at act@alliancehomes.org.uk.
- 7.2 All complaints will be handled in line with the latest Alliance Homes Complaint Handling Policy.

8. Associated Documents

- Social Housing (Regulation) Act 2023
- Awaab's Law: Consultation on timescales for repairs in the social rented sector
- Landlord and Tenant Act 1985 (Section 11 – Repairs and Maintenance)
- Homes (Fitness for Human Habitation) Act 2018
- Social Housing (Regulation) Act 2023 referencing Awaab's Law (effective October 2025)

- Housing Act 2004
- Housing Health and Safety Rating System (HHSRS)
- Property Care association: Dampness within buildings.

9. Version control and approval dates

Approval stage	Date completed
Equality Impact Assessment completed	08/05/2025
EIA reviewed by Equality & Diversity Manager	25/6/2025
SLT review / approval	24 July 2025
Board approval	31/08/2025
Next review date	31/08/2028

10. Appendices

10.1 Appendix 1 – Equality Impact Assessment

Appendix 1: Equality Impact Assessment

An Equalities Impact Assessment must be conducted alongside the review of an existing policy or the creation of a new one.

GUIDANCE ON COMPLETING AN EQUALITY IMPACT ASSESSMENT IS AVAILABLE [HERE](#)

1. Name the Strategy, Policy, Procedure or Function (SPPF) being assessed and name of author.

Damp, Mould and Condensation Policy
– Andy Williams, Service Director of Property Operations

2. Aims of the SPPF being addresses.

- *Whose need is it designed to meet?*
- *Are there any measurable elements such as time limits or age limits?*

This policy aims to address damp, mould and condensation by reducing the likelihood of it occurring and speedily resolving instances when they do occur. It has been designed for all of our customers with special emphasis on those who have underlying health conditions, which make them vulnerable to the risks associated with damp and mould or are within the defined age limits set out by Awaabs law.

3. Who has been consulted in developing the SPPF?

- *Make reference or links to consultation/evidence documents.*

4. Does the SPPF promote equality of opportunity?

The policy promotes equality of opportunity across the range of protected characteristics and pays particular attention to those customers who may have additional needs in relation to problems with damp and mould that may be impacted because of a protected characteristic: age, disability, pregnancy etc.

The application of the policy will help to prevent situations where some individuals or groups might be neglected when reporting damp and mould issues.

5. Identify potential impact on each of the diversity “groups” by considering the following questions:

(The list is not exhaustive but an indication of the sort of questions assessors should think about):

- Might some groups find it harder to access the service?
- Do some groups have particular needs that are not well met by the current SPPF?
- What evidence do you have for your judgement (e.g. monitoring data, information from consultation/research/feedback)?
- Have staff/residents raised concerns/complaints?
- Is there local or national research to suggest there could be a problem?

Protected Characteristic	No Impact	Negative Impact	Positive Impact	Information source/s*	Comments/Evidence
Race	X				The policy will have no impact.
Disability			X		<p>Addressing damp and mould can lead to significant health benefits for all customers, particularly those with pre-existing conditions like asthma, allergies, or weakened immune systems.</p> <p>Individuals with disabilities or longer-term health issues can be more susceptible to the health risks associated with damp and mould.</p>
Gender	X				The policy will have no impact.

Protected Characteristic	No Impact	Negative Impact	Positive Impact	Information source/s*	Comments/Evidence
Transgender	X				The policy will have no impact.
Sexual Orientation	X				The policy will have no impact.
Religion or Belief	X				The policy will have no impact.
Age			X		Older adults, and young children can be more susceptible to the health risks associated with damp and mould. Awaab's law will also come into effect to impact this group.
Marriage and Civil Partnership	X				The policy will have no impact.
Pregnancy and Maternity			X		Pregnant women can be more susceptible to the health risks associated with damp and mould.
Rural Issues	X				
Social Mobility			X		In some cases, tenants may be responsible for addressing damp and mould, potentially leading to financial strain, especially for low-

Protected Characteristic	No Impact	Negative Impact	Positive Impact	Information source/s*	Comments/Evidence
					income households. Our policy should help address this.

**Possible information sources for assessing impact or understanding issues related to target group, such as:*

- *Demographic data, studies of deprivation, statistics on health etc*
- *Results of consultations, results of equality monitoring data, complaints, customer feedback*
- *Information collected from partner agencies and groups, support groups, professional expertise, 'peer review', project leads/teams, inspection reports etc.*

Was there a negative impact identified in question 5? If yes go to question 6. If not go to question 7.

6. If "negative impact" identified in table (4) above, is it?

Legal	YES	NO
What is the level of impact?	HIGH	LOW

If it is not legal and/or high impact (i.e. If you have highlighted NO to legal and HIGH to impact) **then the document should be referred to Head of HR**

7. If positive impact has been identified in table (4) above, how can it be improved upon or maximised, either in this SPPF or others?

The policy aims to ensure a consistent and fair approach is taken in all cases regardless of protected characteristics.

It can improve the overall quality of life by creating a more comfortable and habitable environment for all customers.

8. Full EIA (or if you decide full EIA is not necessary but some changes should be considered)

- *Are there changes you could introduce which would make this SPPF work better for this groups of people?*
- *Is further research or consultation required?*

YES	NO
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9. Does this proposal have any human rights implications?

If yes, please describe (If necessary, please refer to the Alliance Homes Human Rights Policy)

No, it supports the application of the protection of human rights in trying to ensure that the policy is applied without discrimination based on various grounds such as sex, race, religion or status.