



VHA Policy Document

DAMP, MOULD & CONDENSATION POLICY

Reviewed: June 2026

Next Review Due: June 2028

1. INTRODUCTION

The Board of Management regards the safety, health, and wellbeing of its residents, officers, contractors, and the wider public as a priority consideration. This Policy ensures that procedures are in place to identify, investigate, and remedy damp, mould, and condensation in all Vectis Housing Association properties.

It is Vectis Housing Association's policy to meet all statutory obligations relating to property condition, including the requirements of Awaab's Law, the Housing Health and Safety Rating System (HHSRS), and the Homes (Fitness for Human Habitation) Act 2018, ensuring that all homes are maintained in a safe and healthy condition.

THE LAW AND ASSOCIATED REGULATION

Vectis Housing Association has legal responsibilities under the following legislation:

- Section 42 of the Social Housing (Regulation) Act 2023 which introduced Awaab's Law – requiring landlords to investigate and remedy damp and mould within prescribed timescales, communicate clearly with residents, and maintain accurate records.
- Housing Health and Safety Rating System (HHSRS) – damp and mould are classified as a Category 1 hazard, requiring urgent action.
- Homes (Fitness for Human Habitation) Act 2018 – requiring all homes to be free from hazards that pose a risk to health.
- Landlord & Tenant Act 1985 – requiring landlords to maintain the structure and exterior of properties, including ventilation, heating, and drainage.
- Health and Safety at Work Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- Building Regulations including:
 - Part F (Ventilation).
 - Part L (Conservation of Fuel and Power).

Vectis Housing Association will ensure that all ventilation systems comply with Building Regulations Part F and that all insulation and energy-efficiency measures comply with Part L, including during repairs, maintenance, and improvement works.

This Policy applies to all tenanted premises owned, managed, or leased by Vectis Housing Association. Vectis Housing Association will ensure that all obligations are complied with through the appointment of competent contractors, trained officers, and appropriate monitoring systems.

2. POLICY

Vectis Housing's policy aims are to ensure, so far as is reasonably practicable, the safety and wellbeing of residents, officers, contractors, and the wider public, and to maintain all homes

free from damp, mould, and condensation hazards. The Association will investigate all reports of damp and mould within the timescales required by Awaab's Law and ensure that all remedial works are completed promptly and effectively, supported by accurate and comprehensive records of inspections, findings, and repairs. Vectis Housing will comply with the Tenancy Agreement and all statutory obligations, provide both responsive and emergency services for damp and mould issues, and ensure that contractors and officers are appropriately trained and competent. The organisation will work closely with residents to secure access for inspections and repairs, while prioritising vulnerable residents where damp or mould may pose increased health risks.

3. PROCESS

Vectis Housing Association provides four types of service relating to damp, mould, and condensation:

- a responsive repairs service.
- a 24-hour emergency service.
- a programme of proactive inspections.
- a statutory investigation and remediation process under Awaab's Law.

Responsive Damp & Mould Repairs

When a tenant reports damp or mould, that does not pose imminent or significant risk, Vectis Housing Association will:

- Log the report on the Repairs Database.
- Instruct an approved contractor to attend within 5 working days, or 24 hours where there is a health risk or vulnerability.
- Ensure an inspection is carried out to identify the root cause.

Repairs will be undertaken in accordance with the contract specification and may include:

- Repairing leaks.
- Improving ventilation.
- Treating mould.
- Repairing or replacing defective building components.
- Improving insulation.
- Adjusting or repairing heating systems.

Emergency Hazards

Based on a triage style assessment, where damp or mould is alleged to present an imminent and significant health risk, or where water ingress is alleged to be severe, Vectis Housing Association will:

- Remove the damp and mould within 24 hours.

- Where it is not possible to remove in this timeframe, a temporary decant will be offered, if this is rejected in writing by the resident, only then will Vectis Housing consider revised timescales.

Significant Hazards

Based on a triage style assessment, where damp or mould is alleged to pose a significant risk of harm, Vectis Housing Association will:

- Within 10 working days from notification, investigate the damp and mould, and source thereof.
- Within 5 days from the date of inspection, undertake safety works (where this cannot be complied with, as above, a temporary decant will be offered).
- Within 5 days of the date safety works are carried out, Vectis Housing Association will begin or take steps to begin supplementary preventative works to stop the damp and or mould from recurring. Works that form steps to begin for example planning in works and the works themselves will start within 12 weeks from the safety works being completed.

Proactive Inspections, Vectis Housing Association will undertake:

- Regular property condition inspections.
- Targeted inspections of high-risk property types.
- Additional inspections following complaints, Ombudsman findings, or regulatory requirements.

4. RECORD KEEPING

To ensure the damp and mould process is managed effectively, all relevant information will be recorded on the online portal and backed up on the Compliance Officer's spreadsheet.

Records will include:

- Date of report.
- Inspection findings.
- Photographs.
- Root cause analysis.
- Details of remedial works.
- Completion dates.
- Follow-up inspections.
- Communications with residents.

Records will be retained for a minimum of six years.

5. ACCESS

To meet statutory obligations, Vectis Housing Association will ensure residents are provided with adequate and reasonable notice for inspections and repairs.

If access is denied, Vectis Housing Association will:

- Make two recorded attempts to gain access.
- Send a recorded delivery, or equivalent postal delivery service or hand delivered letter.
- Warning letter sent from our solicitors.
- Consider legal action as a last resort.

Vectis Housing Association will maintain clear and accurate records of all attempts to gain access.

Where residents are vulnerable, officers will make additional efforts to ensure personal contact and support.

6. PERFORMANCE MANAGEMENT

To ensure ongoing compliance with Awaab's Law, HHSRS, and other statutory requirements, Vectis Housing Association will monitor performance statistics, including:

- Number of damp/mould reports received.
- Number of inspections completed within timescale.
- Number of repairs completed within timescale.
- Number of outstanding cases.
- Satisfaction levels.
- Number of properties requiring follow-up inspections.

Performance data will be reported to senior management and board.