



Damp and Mould Policy

1. Introduction

- 1.1 Salvation Army Homes is committed to providing homes that are dry, warm and free from damp and mould. We recognise that experiences of damp and mould can be distressing, impact physical and psychological wellbeing, and may feel overwhelming, particularly for residents who may already be coping with health conditions, caring responsibilities, or previous difficult experiences.
- 1.2 The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025, known as Awaab's Law, came into force from 27 October 2025, requiring social landlords to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants to fixed timeframes.
- 1.3 This policy sets out how we comply with all legal requirements, including Awaab's Law, ensuring prompt investigation, remediation and monitoring of damp and mould hazards in our properties.

2. Scope

- 2.1 Awaab's Law applies to temporary and supported accommodation occupied under a tenancy that is social housing let by a registered provider. This policy therefore applies to all residential properties owned, leased, or managed by Salvation Army Homes.
- 2.2 Awaab's Law does not apply to temporary accommodation, supported accommodation, or other housing that is occupied under a licence.

3. Definitions

Rising damp	Moisture rising from ground through building fabric
Penetrating damp	Water ingress due to defects or leaks
Condensation damp	Moisture condensing on cold surfaces due to inadequate heating/ventilation or high humidity
Mould	Fungal growth caused by damp conditions

- 3.1 Awaab's Law introduces regulations to ensure that all emergency hazards and all damp and mould hazards that present a significant risk of harm to customers are resolved in fixed timeframes.
- 3.2 For a hazard to be in scope of the Awaab's Law repair requirements, it must:
- be a part of buildings or land for which the social landlord is responsible
 - result from defects, disrepair or lack of maintenance
 - be in the landlord's control to fix
 - not be damage that is a result of breach of contract by the tenant
 - be a significant or emergency hazard
- 3.3 For hazards that are in scope of Awaab's Law there are two potential categories:
- 3.3.1 Significant hazards
- A 'significant hazard' is defined as one that poses a significant risk of harm to the health or safety of an occupier of the social home. A 'significant risk of harm' is defined in the regulations as 'a risk of harm to the occupier's health or safety that a reasonable lessor with the relevant knowledge would take steps to make safe as a matter of urgency.'
- 3.3.2 Emergency hazards
- An emergency hazard is defined as one that poses 'an imminent and significant risk of harm' to the health or safety of the occupier in the social home. An 'imminent and significant risk of harm' is defined in the regulations as 'a risk of harm to the occupier's health or safety that a reasonable lessor with the relevant knowledge would take steps to make safe within 24 hours.' Examples of hazards that could be emergency hazards requiring emergency action include, but are not limited to:
- gas or carbon monoxide leaks
 - broken boilers
 - total loss of water supply
 - electrical hazards such as exposed wiring
 - significant leaks
 - broken external doors or windows that present a risk to home security
 - prevalent damp and/or mould that is having a material impact on a tenant's health
 - significant structural defects or disrepair

- 3.4 Relevant Hazard - A hazard affecting a social home that is a prescribed hazard where:
 - 3.4.1 In relation to a significant hazard, the risk of harm is associated with exposure to damp, mould or fungal growth, or
 - 3.4.2 In relation to an emergency hazard, the risk of harm is not associated with a lack of adequate space for living and sleeping.
- 3.5 Relevant Knowledge - Is defined as the knowledge that the landlord of the social home has, or reasonably ought to have, about the health and circumstances of the occupier.
- 3.6 Under Awaab's Law there are 4 key types of investigations.
 - 3.6.1 Emergency – are required if we believe a significant hazard presents imminent risk of harm and must take place within 24 hours
 - 3.6.2 Standard – are the investigations required within 10 working days of becoming aware of a potential hazard
 - 3.6.3 Renewed – take place if, after an emergency or standard investigation, a resident specifically requests an in person investigate and must take place within 10 working days of being requested
 - 3.6.4 Further investigations – are those that may be required to determine the works required to prevent a hazard from recurring and must be completed as soon as reasonably practicable by a competent investigator.

4. Policy Statement

- 4.1 Salvation Army Homes will:
 - 4.1.1 Provide and maintain safe, healthy homes free from damp and mould.
 - 4.1.2 Investigate all reports promptly and carry out remedial works addressing root causes.
 - 4.1.3 Approach every report with empathy and respect, recognising the potential stress and health impact on residents.
 - 4.1.4 Meet all statutory response and completion timeframes under Awaab's Law.
 - 4.1.5 Maintain accurate damp and mould safety records and ensure staff competency.
 - 4.1.6 Using relevant knowledge, consider the needs of residents who may be vulnerable, including those with disabilities, long-term health conditions, or other factors that may heighten the impact of damp or mould.
 - 4.1.7 Support residents with advice and assistance, including temporary decants where required.

4.2 Responsibilities

- 4.2.1 The Board has overall responsibility for health and safety including damp and mould.
- 4.2.2 The Salvation Army Homes Board has delegated authority to the CEO for implementing arrangements to achieve compliance with our health and safety policies, including the Damp and Mould Policy.
- 4.2.3 The Chief Executive Officer (CEO) is delegated by Board to be the 'Responsible Person(s)' (RP).
- 4.2.4 The Executive Director of Operations (EDofo) is nominated by the Responsible Person (CEO) to ensure adequate resources for compliance and effective management and ensure systems to identify and monitor damp and mould.
- 4.2.5 Head of Asset Management is nominated by the EDofo as the lead in the implementation of this policy and is responsible for ensuring staff training and competency, not only in technical requirements but also in trauma-informed communication.
- 4.2.6 Regional Asset Managers are responsible for keeping and maintaining Damp and Mould Safety Records.
- 4.2.7 Assistant Maintenance Surveyors are responsible for the delivery of inspections, diagnosis and repairs.
- 4.2.8 The Head of Housing and Customer Service is responsible for managing complaints and compensation and ensuring resident communications and prevention guidance is accessible, supportive and responsive to individual needs.

4.3 Management of Damp and Mould Safety

Salvation Army Homes will:

- 4.3.1 Identify the cause of damp and apply solutions that address the root cause; ensure insulation, ventilation and heating meet standards.
- 4.3.2 Undertake necessary remedial and improvement works; provide written findings and timescales and communicate these findings in a way that residents can easily understand.
- 4.3.3 Take a risk-based approach that considers vulnerabilities, health conditions or other support needs.
- 4.3.4 Provide temporary accommodation where needed, where remaining in the home would be unsafe or harmful. This may involve a day-by-day basis or a temporary decant to another property.
- 4.3.5 Carry out post-inspections of damp and mould works within 48 hours of completion, with resident confirmation and photos logged.
- 4.3.6 Monitor emerging risks across the stock.
- 4.3.7 Where building design prevents effective treatment (e.g. cold bridging that cannot be eliminated), Salvation Army Homes may consider alternative asset options including disposal.

4.4 Residents' responsibilities

Residents are expected to:

- 4.4.1 Report signs of damp, mould or defective ventilation/heating promptly; allow access for inspections and works.
- 4.4.2 Take reasonable steps to manage condensation, ventilation, moisture reduction and heating.
- 4.4.3 Clean minor surface mould, where appropriate—but we will always assist where residents are unable to do this safely due to health or other reasons.
- 4.4.4 Redecorate after works unless support is required.
- 4.4.5 Discuss with us any barriers they face (e.g. disability, trauma triggers, limited mobility) so we can offer appropriate support.

5. Responding to reports (Awaab's Law Timeframes)

- 5.1 Residents are able to report issues of damp and mould to Salvation Army Homes by a variety of convenient means. As with all repairs, reporting issues of damp and mould will be possible via telephone, e-mail, the website and by letter, all of which will be received by the Customer Service Centre. Residents can also report repairs to employees when available on site or at available offices.
- 5.2 Salvation Army Homes may also become aware of potential hazards or damp and mould issues:
 - 5.2.1 Through routine inspections by internal staff or through notification by a third party such as contractors.
 - 5.2.2 Where a resident has reported an issue to our managing agents.
 - 5.2.3 By someone raising an issue on behalf of a resident (a solicitor or other representative, advice or support worker, friend or neighbour).
 - 5.2.4 Being notified/made aware by a regulator or other body (such as a local housing authority, and/or the Housing Ombudsman, the Building Safety Regulator, the Social Housing Regulator etc).
- 5.3 Where we receive a report of a potential hazard by a third party, our timeframes for action under Awaab's Law will commence from this date, not the date the third party became aware of the issue.

5.4 Damp and Mould, Classification and Response Times

	Emergency	Significant
Investigate potential hazard	Within 24 hours	Within 10 working days
Make safe to prevent hazard recurring	Within 24 hours	Within 5 working days
Send written Summary	Within 3 working days	Within 3 working days
Plan or start additional works	Within 5 working days	Within 5 working days
Physically start additional works	Within 12 weeks	Within 12 weeks
Satisfactorily complete works	Within a reasonable time period	Within a reasonable time period

5.5 Emergency Hazards

5.5.1 Salvation Army Homes will carry out an initial investigation within 24 hours of becoming aware of a potential emergency hazard. The investigation may be carried out either remotely or in person if specifically requested by the resident.

5.5.2 The initial investigation to assess the likelihood of harm materialising and the potential severity of that harm in the specific circumstances, will consider the individual circumstances, including any vulnerabilities of the resident. If an emergency hazard is confirmed, we will make safe and complete the relevant safety works as soon as reasonably practicable but within 24 hours of the investigation concluding.

5.6 Significant Hazards

5.6.1 Salvation Army Homes will carry out an initial investigation within 10 working day of becoming aware of a potential significant hazard. The investigation may be carried out either remotely or in-person if specifically requested by the resident.

5.6.2 The initial investigation to assess the likelihood of harm materialising and the potential severity of that harm in the specific circumstances, will consider the individual circumstances, including any vulnerabilities of the resident. If a significant hazard is confirmed, we will make safe and complete the relevant safety works within 5 working days of the investigation concluding.

5.7 For all hazards, after the initial investigation:

5.7.1 We will provide and send a clear written summary of our findings, electronically, personally or via post to the resident, within 3 working days of the investigation concluding.

5.7.2 If all work is completed within 3 working days, a written summary will not be provided to the resident.

- 5.7.3 If relevant safety works have been completed but supplementary work is still needed to address underlying issues, then a written summary will be provided.
 - 5.7.4 Within 5 working days of the investigation concluding, Salvation Army Homes will begin, or take steps to begin, any further supplementary works.
 - 5.7.5 Within 12 weeks, Salvation Army Homes will physically start work and complete them within a reasonable period of time to the required standard, taking reasonable steps to keep the resident informed about the timing and progress of works.
- 5.8 The written summary will include the following information:
- 5.8.1 What the hazard is.
 - 5.8.2 Whether or not the investigation identified a significant or emergency hazard.
 - 5.8.3 If action is required, what that action is; and a target timeframe for beginning and completing that action.
 - 5.8.4 If no action is required, the written summary will specify that there is no action required and the reasons why there is no action required.
 - 5.8.5 Information on how to contact Salvation Army Homes.

6. Proactive Prevention

- 6.1 Salvation Army Homes will carry out damp surveys and mapping on void properties and will maintain stock condition data to identify clusters and emerging issues.

7. Awareness, Training and Communication

- 7.1 Salvation Army Homes will:
 - 7.1.1 Provide clear guidance to residents on preventing damp and condensation.
 - 7.1.2 Train staff in trauma-informed communication, ensuring interactions foster trust, safety and clarity.
 - 7.1.3 Reinforce responsibilities in ways that avoid blame and focus on partnership.

8. Damp and Mould Safety Records

- 8.1 Salvation Army Homes will keep and maintain an asset register and records of surveys, equipment, assessments, remedial works and staff training.

9. Complaints and Compensation

- 9.1 All complaints will be handled under our Complaints Policy with a focus on compassionate communication.
- 9.2 Disrepair claims follow the complaints route until legal proceedings begin.
- 9.3 Compensation will be assessed under our Compensation Policy aligned to Housing Ombudsman guidance.

10. Assurance

- 10.1 Performance is monitored through KPIs, committee reporting, and internal and external audit.

11. Data Protection and Equality Impact

In developing this policy, we have carried out assessments to ensure that we have considered:

- Equality, Diversity and Inclusion
- Privacy and Data Protection

To request a copy of these full assessments, please contact the Business Assurance Team at business.assurance@salvationarmyhomes.org.uk.

12. Further information

If you have any questions regarding this policy, please contact your line manager or the Business Assurance Team at business.assurance@salvationarmyhomes.org.uk, who will direct your query to the relevant policy owner.

Legislative and Regulatory Framework

The following legislation, regulatory standards and documents can be relied upon to inform this policy.

Legal Framework	Regulatory Standard	Other documents
Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)	Safety and Quality Standard	Health & Safety Policy
Housing Act 1985 and 2004 (HHSRS)	Decent Homes Standard	Repairs Policy
Homes (Fitness for Human Habitation) Act 2018		Complaints Policy
Landlord & Tenant Act 1985 (Section 11)		Compensation Policy

Document History Log

Lead Reviewer	Date			Version	Approval	
	Created:	Revised:	Expiry		By	Date
HoAM		Mar 2026	Mar 2029	1.2	SMT EMT	27/01/26 06/03/26