

**CONDENSATION, DAMP AND  
MOULD POLICY IN COUNCIL  
OWNED PROPERTIES 2026**



## Glossary of Terms

**Awaab's Law:** A new law that makes sure councils and landlords fix damp and mould quickly to keep homes safe.

**Category 1 & 2 Hazards:** Levels of risk under the HHSRS system. Category 1 is the most serious and needs urgent action. Category 2 is less serious but still needs fixing.

**Condensation:** Moisture that appears when warm air touches a cold surface, like windows or walls. It can lead to damp and mould if not managed.

**Damp:** Excess moisture inside your home. It can happen because of leaks, poor ventilation, or condensation.

**Decent Homes Standard:** A rule that says every council home must be warm, weatherproof, and have modern facilities.

**Emergency Repair:** A repair that must be done within 24 hours due to the potential risk.

**Energy Efficiency:** How well your home keeps heat in and uses energy. Good insulation and heating help prevent damp and mould.

**EPC (Energy Performance Certificate):** A rating that shows how energy-efficient your home is. It helps identify ways to keep your home warmer and reduce bills.

**HHSRS (Housing Health and Safety Rating System):** A system used to check if homes are safe and healthy to live in. It looks for hazards like damp, mould, and excess cold.

**Inspection:** A visit from a council officer to check for damp, mould, or condensation and find out what is causing it.

**Mould:** A type of fungus that grows in damp places. It often looks like black, green, or white spots on walls, ceilings, or furniture.

**No Access Protocol:** Steps the council takes if we can't get into your home for an inspection or repair. This includes letters, calls, and sometimes legal action if needed.

**Triage:** A way of checking reports to see which homes need help first, especially if someone is vulnerable (e.g., elderly, young children, health conditions).

**Triage Form:** A checklist the council uses when you report damp or mould. It helps us decide how urgent your case is and if anyone in your home is vulnerable.

**Urgent Repair:** A repair that needs to be done quickly, usually within 7 days.

**Ventilation:** Allowing fresh air to move through your home to reduce moisture and prevent mould.

**Void Property:** A council home that is empty and waiting for a new tenant. We check these homes for damp and mould before anyone moves in.

**Vulnerable Person:** A vulnerable person is someone who may need extra help or support because their health, age, or personal circumstances make them more at risk from damp, mould, or cold conditions. The council uses this information to prioritise repairs and offer extra support where needed.

# 1. Policy Statement & Purpose

Hinckley and Bosworth Borough Council is committed to providing safe, dry, and energy-efficient homes. This policy sets out how we manage and respond to reports of condensation, damp, and mould in council-owned properties, in compliance with legal requirements including Awaab's Law (2025).

Exposure to damp and mould can cause respiratory illness, worsen asthma, and impact mental health. Our approach prioritises tenant safety, health, and wellbeing.

## 2. Scope

This policy applies to all council-owned homes and covers:

- Reactive and proactive measures to prevent and treat damp and mould.
- Responsibilities of the Council and tenants.
- Timescales for inspections and repair.

## 3. Key Principles

- We aim to provide homes that are safe, dry, and energy-efficient.
- We take a person-centred approach, prioritising vulnerable households.
- We work collaboratively with tenants and other council services.
- We maintain compliance with all relevant legislation and standards.

## 4. Legal & Regulatory Framework

This policy aligns with:

- Awaab's Law (2025) – mandatory timescales for inspection and repair of damp and mould hazards.
- Homes (Fitness for Human Habitation) Act 2018.
- Housing Health and Safety Rating System (HHSRS).
- Decent Homes Standard (2005).
- Equality Act 2010.
- Social Housing (Regulation) Act 2023
- Housing Act 2004

## 5. Objectives

To deliver services that proactively identify and resolve issues before they escalate, and respond quickly and thoroughly to reports of damp and mould. We will:

- Eradicate damp and mould wherever possible
- Protect health and wellbeing, especially of vulnerable tenants.
- Risk assess every report of damp or mould

## 6. Responding to Reports of Damp and Mould

### 6.1 Triage

- All reports will be logged and assessed using a Triage Form.
- Vulnerability factors are considered to assess risk (age, health conditions, children).

### 6.2 Inspection

- Significant cases: inspection within 7 days.
- Emergency cases (Category 1 hazard): inspection within 24 hours.
- The inspecting officer will take photographic evidence and complete a risk assessment.

### 6.3 Remedial Action

- We will complete remedial works promptly (within 7 days of inspection for urgent repairs and 24 hours for emergencies).
- We will provide written or electronic inspection reports to tenants within 3 working days.
- We will maintain proactive measures including void checks, EPC upgrades, and tenant education.
- The Council is responsible for structural defects, leaks, insulation, and ventilation works.
- Tenants are responsible for redecorating after repairs.
- Tailored advice and a booklet will be provided.
- A written report will be emailed or posted to tenants within 3 working days.

### 6.4 Follow-Up

- A post-repair evaluation will confirm resolution.
- Tenants will be contacted at intervals of 3, 6 and 12 months following the completion of a damp and mould repair. This is to follow up and proactively encourage communication should any issues recur.
- Escalation protocols are available which involved oversight from a senior officer.

### 6.5 Where there is an emergency that cannot be rectified within 24 hours, we will:

- Consider alternative accommodation in line with the decant policy.

#### Summary of Awaab's Law Compliance

- Inspection within 7 days of report.
- Emergency response within 24 hours for Category 1 hazards.
- Repairs completed within 7 days of inspection.
- Written report to tenant within 3 working days.

## 7. Preventative Measures

The Council will proactively build in preventative works and measures into its investment plan of Council properties. This means investing in measures to improve ventilation and carry out maintenance that can prevent the occurrence of damp and mould.

- We will carry out ventilation works in void properties before re-letting.
- We will review damp/mould cases annually and conduct pre-winter checks.
- We will update EPC ratings and improve energy efficiency.
- We will train staff to identify and advise on damp and mould.
- We will provide tenant education materials (printed and online).
- We will engage Tenancy Support for households struggling to heat or ventilate homes.
- We will train staff in HHSRS (Housing Health and Safety Rating Systems) to ensure a risk based approach..

## 8. Governance and Performance Monitoring

Hinckley & Bosworth Borough Council is committed to delivering an efficient and transparent repairs and maintenance service. To achieve this, we will monitor and review performance against timeframes set out in Awaab's Law (2025)

### Reporting:

- Performance data will be reported using existing performance framework models, Housemark.
- Trends and findings will inform future policy reviews and tenant engagement strategies.

### Policy Review Cycle:

- This policy will be reviewed every three years or sooner if required by legislative changes or service performance outcomes.

## 9. Accessibility

- 9.1 Hinckley and Bosworth Borough Council is committed to ensuring that all tenants can access and understand this policy, regardless of disability, language, or communication needs.
- 9.2 We will provide the this policy and related documents in alternative formats upon request, including but not limited to:
- Large print
  - Braille
  - Audio format
  - Easy-read versions
  - Translations into other languages
- 9.3 We will also make reasonable adjustments to support tenants with disabilities in understanding and engaging with tenancy-related processes, in line with the Equality Act 2010.
- 9.4 Staff will be trained to identify and respond to accessibility needs and will offer support or signposting to appropriate services where necessary.

## 10. Tenant Feedback & Complaints

We are committed to providing high-quality housing services and welcome feedback to help us improve. If you would like to provide feedback about this policy, any policy, or the service you have received from us, please contact us online at: [www.hinckley-bosworth.gov.uk/housing](http://www.hinckley-bosworth.gov.uk/housing) or telephone 01455 238 141 and ask for the Service Development Team, or the department you want to speak to.