



Damp and Mould Policy

2025 - 2028

Damp and Mould Policy

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Policy Links:	<ul style="list-style-type: none">• Damp and Mould Procedure• Lettings Policy• Repairs and Maintenance Policy• Complaints Policy• Compensation Policy• Tenancy Policy• Home Strategy• Equality & Diversity Policy• Health & Safety Policy

Brief Policy Summary:

This policy sets out how Lincolnshire Housing Partnership (LHP) strives to manage reports of damp and mould in their properties.

The policy has been reviewed in line with current legislation, customer feedback, operational performance and the policy has been updated accordingly.

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Introduction/Policy Purpose

1. The purpose of this policy is to set out how Lincolnshire Housing Partnership (LHP) will support customers to minimise the risk of damp and mould occurring and to encourage customers to report it where there is evidence of its presence.
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.

Policy Scope:

3. This policy applies to all properties owned and managed by LHP.
4. The scope of this policy covers how the LHP team endeavors to identify, manage and take appropriate action to treat the root cause of damp and mould, in a timely manner.
5. For properties which are managed by third parties, LHP's obligations will be in line with the legal agreement in place with those organisations.

Relevant Legislation

6. The Policy is aligned with the Regulatory Standards set by the Regulator of Social Housing (RSH) which requires social landlords to comply with the Decent Homes Standard, which was updated in 2006 to take account of the Housing Health and Safety Rating System (HHSRS).
7. This Policy has been written in accordance with relevant guidance and legislation, which includes (but is not limited to):
 - The Social Housing (Regulation) Act 2003 (Awaab's Law)
 - Housing Act 2004
 - Landlord and Tenant Act 1985
 - Decent Homes Standard
 - The Homes (Fitness for Human Habitation) Act 2018

Definitions

8. **Emergency Hazard:** A hazard that poses an imminent and significant risk of harm to the health or safety of the occupier. This requires immediate action within 24 hours. This includes a major leak causing structural risk or severe toxic mould.
9. **Significant Hazard:** A hazard that poses a significant risk of harm to the occupier but is not an immediate emergency. An investigation will take place within 10 working days of becoming aware of the hazard.

10. **Damp:** The build-up of excess moisture in a property, which can cause wet patches, staining, and peeling walls. If left untreated, it can create an environment for mould growth.
11. **Condensation damp:** The most common form of damp, which occurs when warm moist air meets a cold surface (such as a wall or window), causing water droplets to form.
12. **Penetrating Damp:** Caused by water entering the property from outside due to defects in the building fabric, such as leaking roofs.
13. **Rising Damp:** Moisture from the ground travels upwards through walls and floors.
14. **Mould:** A type of fungus that grows in moist, damp conditions. It often appears as black, or white, or green spots and can have a musty smell. It poses a risk to health and can damage property and belongings.

LHP's Responsibilities

15. LHP is committed to:
 - Investigating every report of condensation, damp or mould to identify the root cause of the issue.
 - Developing the use of data to review, prioritise and proactively target properties at the highest risk damp, mould and condensation issues and use available data to identify property types and areas where damp 'hot spots' may occur.
 - Ensuring that customers are treated in a fair and consistent way
 - Listening to and asking appropriate questions when customers report damp, mould or condensation issues and apply this information to LHP's risk matrix so that LHP can understand how best to help customers.
 - Undertaking any work required to treat the root cause.
 - Providing appropriate training for staff to ensure identification, root cause and remedial works are sufficient to tackle condensation, damp and mould.
 - Making good internal surfaces following work carried out, ensuring that surfaces are prepared to a condition ready for the customer to redecorate.
 - Redecorating properties, where necessary, including replastering, applying a mist coat of paint and then emulsion.
16. The time periods that LHP aims to comply with are: -
 - Where a hazard is identified as an emergency repair, LHP will make safe the hazard(s) within 24 hours.
 - Where a hazard(s) is identified as a significant repair LHP will complete an investigation within 10 working days.
 - Within three working days of completion of the investigation, LHP will send a written summary to the customer, with details of any hazards identified and plan to resolve those

hazards.

- Where damp and mould pose a significant health and safety risk, LHP will assess whether a temporary decant is required.
- LHP will start remedial works within five working days of the investigation concluding.
- LHP will provide customers with regular updates detailing any reason for delays and when to expect work to commence.
- LHP will contact customers around six weeks after completion of damp remedial works to ensure that the issue has been fully resolved.

17. The personal circumstances of each household will be considered.
18. If there are any support needs within your household our Customer Experience Team will work with you to understand these and be a point of contact through the process.
19. Colleagues are appropriately trained, technically and in the LHP Way to investigate the cause of damp and mould to support customers.
20. All investigations will be carried out using the appropriate tools and monitoring equipment.
21. Where surveys and testing highlight that there are no structural damp and where ventilation and heating devices are working correctly, but you continue to experience condensation and mould, LHP will provide additional support and advice.
22. LHP will also provide additional support and assistance to review housing needs where internal conditions are having a detrimental effect on health and wellbeing.

Customer Responsibilities

23. Customers will be responsible for: -
 - Immediately report to LHP any evidence of damp.
 - Immediately reporting to LHP any faulty equipment that will affect the management of humidity and moisture in the home including faulty extractor fan, windows that cannot be opened, heating system failure etc.
 - Ensuring they do not apply any wallpaper for at least six months following LHP preparation for redecoration.
24. Using the information provided in our letters and website on types of damp, mould and condensation, we will ask customers' to regularly check for damp and mould and to immediately report to LHP evidence of rising and penetrating damp and also faulty equipment that will hamper the management and control of damp and condensation (faulty extract fan, unable to open windows, lack of heating etc.):
 - When utilising environmental monitors, customers must access their app regularly and follow advice to improve the temperature and humidity of their homes.
 - Allowing access for inspections and for the carrying out of all remedial works.

- Alerting LHP to any instance of recurrence of damp and mould issues

25. All properties identified as hard to access or where there is a refusal of access, will be managed through LHPs standard “hard to access” process in line with the No Access Policy.

Monitoring

26. LHP will monitor damp and mould reports and repairs through its compliance framework and report:

- Monthly to the Executive Leadership Team (ELT)
- Weekly through the Compliance Tracker report
- Quarterly to the Customer Influence Committee and to Board

27. The Director of Repairs is responsible for monitoring the performance against the repairs policy.

28. LHP monitors customer satisfaction through customer feedback, complaints process, compliments & customer satisfaction surveys (both Tenant Satisfaction Measures (TSM) and Transactional). This feedback is used to improve the service delivery model.

Equality Act Assessment

29. LHP recognises that its colleagues and customers come from diverse backgrounds, with varying experiences and needs. LHP is committed to promoting equality and fairness and combating discrimination. This applies to everyone, regardless of gender, racial or ethnic background, disability, religion or belief, sexual orientation gender reassignment, age, marital or parental status.

30. An Equality Impact Assessment (EQIA) has been completed and assessed.

31. Both in policy and practice, the individual customer needs will be central to decisions made to rectify instances of damp and mould. The EQIA identifies items for consideration and actions to take to reduce or mitigate any identified negative impacts.

Policy Implementation

32. Policy implementation will be reviewed and evaluated through the measures described in the LHP Assurance Framework.

Customer Consultation

33. We aim to put our customers at the heart of all of our services by encouraging customer involvement and consultation. We have consulted customers through our customer involvement framework in the development of this policy.

Equality and Diversity

34. LHP recognises that its colleagues and customers come from diverse backgrounds, with varying experiences and needs. LHP is committed to promoting equality and fairness and combating discrimination. This applies to everyone, regardless of gender, racial or ethnic background, disability, religion or belief, sexual orientation gender reassignment, age, marital or parental status.
35. Both in policy and practice, the individual customer needs will be central to decisions made to rectify instances of damp and mould. All interactions with the customer along with solutions will be delivered in the LHP Way.
36. Detail relating to the specific approaches taken to ensure Equality, Diversity and Inclusion (EDI) is embedded into our Damp and Mould policy are provided in the equality impact assessment (EQIA) contained within this report.

Lincolnshire Housing Partnership (LHP) Equality and Quality Impact Assessment (EQIA)

Title of Policy/Event/Decision: LHP Damp and Mould Policy

Lead Officer(s): Matthew Fell

Date of EQIA: 06/08/2025

Scope and Purpose	
Briefly describe the policy/event/decision being assessed:	This policy sets out LHP's Customer First approach to managing reports of damp, mould, and condensation in customers' homes. It outlines preventative measures, risk assessment processes, and remedial actions in line with Awaab's Law 2025.
What is the aim or purpose of this policy/decision?	To ensure a consistent, fair, and timely response to reports of damp, mould, and condensation, with priority given to customers at heightened risk due to age, disability, pregnancy, medical conditions, or other support needs.
Which departments or groups will be affected by this policy/event/decision?	All LHP departments, including Repairs, Compliance, Neighbourhoods, Customer Services, and Asset Management, and all LHP customers.
Data Collection and Evidence	
What data or evidence have you used to identify how different groups may be affected? (e.g., tenant demographic data, service usage statistics, consultation feedback)	<p>Data sources used:</p> <ul style="list-style-type: none"> LHP Customer EDI dataset (August 2025) LHP Colleague EDI dataset (July 2025) LHP Colleague EDI Report Policy consultation feedback Compliance and damp/mould repair records Census 2021 Lincolnshire and national benchmarks
What does this data tell you about the potential impacts on different equality groups?	<ul style="list-style-type: none"> Disability prevalence among LHP customers (46.57%) is substantially higher than the national average, with high proportions reporting chronic medical illness, mobility impairments, and mental health conditions. Age profile includes significant numbers of older customers (21.6% aged 65+), and children under 16 (23.9%), both of whom are more at risk to damp/mould impacts.

	<ul style="list-style-type: none"> • Language diversity is limited overall, but a proportion of customers prefer non-English languages such as Polish, Lithuanian, Latvian, and British Sign Language. • Religion – majority “No religion” or Christian, but a minority with other faiths where works scheduling or decant arrangements may need cultural sensitivity.
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RAG Impact Assessment on Protected Characteristics

Use the RAG system to assess the level of potential impact for each protected characteristic:

- **Red (High Risk):** Significant potential for negative impact requiring immediate action to mitigate.
- **Amber (Medium Risk):** Some potential for negative impact, which can be mitigated with changes.
- **Green (Low or No Risk):** Little to no negative impact identified.

Ensure that you state reasons (the why) for your justifications.

Protected Characteristic	Impact (Positive Negative Neutral)	RAG Rating	Description of Potential Impact	Mitigation/Enhancement Actions	Responsible Officer
Age	Neutral	Amber	For elderly customers, there can be a heightened risk relating to Damp and Mould.	Risk assessed at triage; priority repairs scheduled per Awaab's Law; proactive identification of high-risk households using BI data.	All LHP staff
Disability (Specifically Respiratory, cardio vascular, and auto immune conditions)	Neutral	Amber	Customers with respiratory conditions, chronic illness, mobility impairments, mental health issues, sensory impairments, or learning disabilities may face greater harm or access barriers.	Risk matrix includes disability flags; reasonable adjustments offered (appointment flexibility, accessible communications, decant if needed); colleague training on EDI and risk awareness.	All LHP staff
Gender Reassignment	Neutral	Green	No direct impact identified.	None required	All LHP staff
Marriage and Civil Partnership	Neutral	Green	No direct impact identified.	None required	All LHP staff

Protected Characteristic	Impact (Positive Negative Neutral)	RAG Rating	Description of Potential Impact	Mitigation/Enhancement Actions	Responsible Officer
Pregnancy and maternity	Neutral	Amber	Customers who are pregnant or who have young children, could be at higher risk to hazards relating to Damp and Mould.	Priority handling; health safeguarding advice; proactive repairs and decent if necessary	All LHP staff
Race	Neutral	Amber	Limited English proficiency may impact ability to report or understand advice	Understand advice. Translation/interpreter services; culturally appropriate information; community outreach.	All LHP staff
Religion or Belief	Neutral	Amber	Religious observances may affect appointment scheduling or temporary accommodation options.	Mitigations required specific to religions or beliefs will be identified on a case by case basis and where H&S regulations allow, requirements under different religions or beliefs will be implemented. For example, Flexible scheduling; culturally appropriate decent arrangements	All LHP staff
Sex	Neutral	Green	No disproportionate impact identified.	None required	All LHP staff
Sexual Orientation	Neutral	Green	No disproportionate impact identified.	None required	All LHP staff

Mitigating Negative Impact	
What actions will you take to reduce or mitigate any identified negative impacts? Provide specific mitigation measures for each characteristic where a negative impact (Red or Amber rating) was identified.	<p>Analysis of customer and colleague EDI data, alongside operational experience, shows that certain groups – including older people, those with disabilities or long-term health conditions, pregnant customers or those with young children, people from different racial or ethnic backgrounds, and those with specific religious needs – may experience disproportionate harm from damp and mould or face barriers in accessing timely remedies. These disproportionate impacts may arise from heightened health risks (e.g., respiratory illnesses), communication barriers, scheduling constraints, or the need for culturally sensitive temporary accommodation.</p> <p>To address these risks, the following operational mitigations are embedded into our processes and monitored for effectiveness:</p> <ol style="list-style-type: none"> Use of BI data and EDI insights to proactively identify “silent customers” in high-risk properties We combine property condition data, historical repair trends, and EDI risk indicators to flag homes that may have an elevated risk of damp or mould, even where customers have not reported issues. This allows us to take preventative action, such as conducting inspections or contacting customers directly, before problems escalate. Applying the damp and mould risk matrix to prioritise vulnerable households The risk matrix incorporates health, age, and household composition factors alongside the severity of the damp/mould issue. This ensures that customers with additional needs – such as those with asthma, chronic illnesses, mobility impairments, or children under five – are prioritised for rapid intervention in line with Awaab’s Law 2025 timelines. Providing reasonable adjustments to processes and communication Adjustments may include offering flexible appointment times to fit caring responsibilities, providing large-print or easy-read information for customers with visual impairments, or scheduling works outside of key religious observances. Where environmental conditions necessitate a temporary move, decant options are tailored to the household’s accessibility and cultural needs. Translation and interpretation services For customers who have limited English proficiency or who prefer another language, we can provide written translations of key information (e.g., survey results, remedial action plans) and arrange for interpreters during inspections or meetings. This ensures that customers fully understand the nature of the problem, the actions being taken, and any steps they need to follow. Colleague training in technical diagnosis and EDI awareness All operatives and customer-facing colleagues receive training to correctly identify the type and severity of damp/mould, apply the risk matrix consistently, and recognise when EDI considerations should influence how cases are handled. This includes awareness of hidden disabilities, respectful communication practices, and avoiding assumptions about a customer’s circumstances. Ongoing monitoring and targeted review of high-risk cases The Compliance Tracker monitors progress against Awaab’s Law timelines, tracks open high-risk cases, and flags delays. The Compliance Team and

	relevant managers review these cases weekly to ensure mitigations remain in place, that customers are updated regularly, and that any barriers to resolution are escalated.
Who is responsible for implementing these actions?	<ul style="list-style-type: none"> Compliance Manager – Oversees compliance monitoring, ensures technical standards are met, and leads on major repairs, gas/electrical servicing, and adherence to Awaab's Law timeframes. Minor Repairs Manager – Manages operatives undertaking minor works, ensuring they apply the risk matrix and implement reasonable adjustments during repairs. Neighbourhoods Manager – Coordinates with the Customer Experience Team, ASB, and Neighbourhood Officers to identify additional needs early, provide decent support, and maintain regular communication with customers during works.
Consultation and Engagement	
Have you consulted any stakeholders or equality groups? If so, who and how?	This policy was discussed at Customer engagement meeting 06/08/2025. This meeting was held via MS Teams.
What feedback have you received, and how has this influenced your assessment?	Feedback from the group was positive, there were no additional measures advised or asked for from the Customer Engagement group.
Decision Making	
How has this EQIA informed or influenced the final decision?	This policy was already in place prior to this EQIA being carried out. Mitigations noted above were not noted on previous EQIA document for this policy, however they are part of new standard practice relating to Damp and Mould cases, when LHP are aware of the risks noted in the above impact assessment.
Were any changes made to the policy/decision as a result of the EQIA?	No changes made. However, we will continue to follow through on mitigations noted in the above table.
Monitoring and Review	
How will you monitor the actual impact of the policy/decision once it is implemented?	Policy will be reviewed annually. Damp and Mould related actions are monitored via the Compliance department and is reported on weekly. By monitoring the actions raised under this policy, we can ensure mitigations are in place and being used. We will review mitigations annually or as required if made aware of failures.
When will the policy/decision be reviewed?	Annually

<p>Sign-Off EQIA Completed By: <i>Lead Officer(s)</i> <i>Name(s):</i> <i>Date:</i></p>	<p>Matthew Fell, Compliance Manager 13/08/2025</p>
<p>Approved By: <i>Approval Name:</i> <i>Date</i></p>	<p>Abigail Iyaho 13th August 2025</p>