IMANI HOUSINGCOOPERATIVE
DAMP AND MOULD POLICY

Damp and Mould Policy

Regulation and Legislation[1]	This policy links to or considers: • the Regulator of Social Housing Safety & Quality Standard; • The Landlord and Tenant Act 1985; Homes (Fitness for human Habitation) Act 2018, • 2021; The Housing Health and Safety Rating System (England) Regulations 2005; • The Decent Homes Standard;
Approved by	[Kamal Sanusi - Chair] – [5th Nov 2025]
Scope	This policy outlines the way in which Imani Housing Coop will process and resolve issues with damp, mould and condensation reported or identified within its customers' homes and communal areas.
Reference to “we” or “us” includes reference to our group, including any subsidiaries	

1. Introduction

1.1. We are committed to providing high quality, safe, affordable homes and an environment where our customers can thrive. This policy has been developed to ensure that we meet this promise by adopting a zero tolerance to damp and mould within the homes we manage.

1.2. Following an increase in disrepair claims and a number of high-profile cases the Housing Ombudsman commissioned a report into Housing Associations handling of damp and mould cases in October 2021. The report, 'Spotlight on damp and mould – It's not lifestyle', examined 410 complaints investigated about 142 landlords over a two-year period, with maladministration found in 56%, rising to 64% for complaint handling alone. This failure rate was often the result of inaction, excessive delays or poor communication.

1.3. The report concluded that RPs should adopt a zero-tolerance approach to damp and mould. Addressing damp and mould needs to be a higher priority for landlords, states the report, with a change in culture from reactive to proactive in order to improve the experience of residents.

1.4. During the investigation, the Ombudsman found a general sense of frustration among residents, saying they felt they were not being heard or that their landlords were not taking their repair reports or complaints seriously. The impact on residents

[1] NB to update in-line with developments on Awaab’s Law

was clear, with distress and inconvenience reported together with concerns about health and well-being.

1.5. The report recognises the challenges for landlords in tackling the issues – including overcrowding, poverty, the age and design of homes – but says landlords should avoid inferring blame on residents due to 'lifestyle', when it is often not solely their issue, and take responsibility for resolving problems. In support of this, the report identifies best practice and makes 26 recommendations for landlords to implement, including:

- greater use of intelligence and data to prevent issues
- adopting a consolidated policy for actions it may take based on diagnosis
- reviewing communications with residents to improve tone
- improve access to complaints to resolve issues, including alongside disrepair claims, and learn from them.

As such, this policy sets out our approach for dealing with damp and mould and includes proactive interventions, our approach to diagnosis, actions considered appropriate in different circumstances, effective communication, and aftercare.

2. Policy Statement

We have a zero-tolerance approach to damp and mould. We take a proactive approach across all areas of our business to ensure issues of this nature are not seen as acceptable and we ensure that support is offered by us to our customers to ensure that any issues are resolved satisfactorily.

2.1. We will ensure that we treat residents reporting damp and mould with respect and empathy and will recognise that having mould issues in a home can be distressing for our customers. We will ensure we are supportive in our approach, ensuring good communication throughout.

2.2. We will ensure that our staff receive training to properly diagnose and respond to reports of damp and mould. Our staff will also be trained to understand the causes and remedies of damp and mould and to understand the effects that damp and mould can have on the health of our customers.

2.3. Together with customers, we will review the information, materials and support provided to customers to ensure that these strike the right tone and are effective in helping customers to avoid damp and mould in their properties.

2.4. We will ensure accurate records are kept when reports of damp and mould are made. An assessment of risk will be made with details recorded and logged on our system. This risk rating will be determined in line with current regulations (e.g. HHSRS, Decent Homes standards etc.) and will enable us to better understand the archetype of properties and components that are likely to suffer from damp and mould and to identify where issues may arise in similar properties, in addition to allowing for more effective tenancy support and aftercare.

2.5. We will ensure that our response to a report of damp and mould is timely and reflects the urgency of the issue. Inspections and responsive repairs to diagnose and alleviate damp (for example work to guttering and drains, replace tiles etc.) will be carried out as quickly and efficiently as possible.

2.6. Where extensive works may be required, we will consider the individual circumstances of the household, including any vulnerabilities, and whether it is appropriate to move resident(s) out of their home at an early stage.

2.7. Where necessary, we will promote the benefits of our complaints process and the Ombudsman to our residents as an appropriate and effective route to any resolution required. We will continue to use the complaints procedure when any pre-action protocol has commenced and until legal proceedings have been issued to maximise the opportunities to resolve disputes outside of court.

2.8. We are committed to engaging with third party specialists/partners and will utilise their services as appropriate in order to provide an effective resolution to damp and mould issues, fuel poverty concerns and aftercare solutions that will be of benefit to our customers.

2.9. We will embrace new technology solutions regarding the diagnosis and management of damp, mould and condensation concerns.

2.10. We will use data obtained in relation to damp and mould to inform how the business can take more proactive measures to prevent future issues (e.g. gutter clearance programmes, energy efficiency upgrades and other improvement works).

2.11. We will ensure that surveys to establish the presence of any damp and mould are carried out by competent officers during any void period and when mutual exchanges are conducted.

2.12. Where properties are identified for future disposal, or are within an area for regeneration, we will ensure that residents do not receive a poorer standard of service or lower living conditions and that steps are taken to avoid homes degrading to an unacceptable condition.

3. Roles and Responsibilities

3.1. The Chief Executive is accountable for the delivery and monitoring of the policy.

3.2. The Coop Development Worker is responsible for responsive repairs.

4. Review

4.1. We will carry out a fundamental review of this policy every three years or sooner subject to legal, regulatory changes or if internal changes require it.

5. Essential information

5.1. All our policies and procedures are developed in line with our approach to the following: data protection statement, equality diversity and inclusion (EDI) approach, complaints policy and our regulatory and legal obligations to ensure we deliver services in a lawful manner and treat people equally and fairly. Our privacy policy can be accessed on our website www.imanihousing.org.uk

Document control

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Approved			

Uncontrolled if Printed

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