

Damp and Mould Policy

1 Purpose

This policy sets out our approach to damp and mould in MTVH properties where we have a responsibility under statute, regulation or contractual obligation e.g. tenancy, license or lease agreement. MTVH's vision is that everyone should have the chance to live well and our residents should have Warm, Safe and Decent Homes.

In line with the Housing Ombudsman's recommendation and the Consumer Standards, MTVH is adopting a zero-tolerance approach to damp, mould and condensation interventions and we are embedding a culture that does not impose blame on the resident. We will move away from using terms like 'lifestyle' when referring to a resident's circumstance, which may result from limited choices.

2 Scope

This policy covers how MTVH and our residents are able to jointly control, manage and eradicate damp, mould and condensation and this includes:

- All MTVH properties and communal spaces. It also includes emergency / temporary accommodation.
- Identifying the types of damp: rising, penetrating and condensation damp, including internal leaks.
- Identifying MTVH's responsibilities for dealing with damp, mould and condensation.
- Identifying residents' responsibilities for dealing with damp, mould and condensation.
- Offering guidance, advice and assistance throughout the process to all residents living in MTVH properties.
- If a communal issue that MTVH are responsible for is affecting a leasehold/shared ownership property MTVH will undertake communal repairs and refer leaseholders/shared owners to the buildings insurance policy for any internal repairs.

3 Our Approach

3.1 Clear process and training

To support the consistent application of this policy, we provide clear procedures for colleagues to follow when damp and/or mould are identified in our properties. Our procedures identify clear responsibilities and how our teams work together to identify solutions and additional support available.

Colleagues who have responsibility for the diagnosis of damp, mould, and condensation will be suitably competent to undertake investigations and receive training to ensure that they understand how to carry out their duties with regard to relevant legislation. This will be combined with tools to prepare accurate specifications for remedial work, and the use of systems to ensure residents and colleagues can be clear on the steps being taken to address the issues within their homes.

3.2 Resident service

We will work with our residents to identify issues of damp, mould and condensation they are experiencing and to understand the impact it is having on their daily lives. We will tailor our approach based on the effect of the damp and/or mould on our residents where this is appropriate, linked to other MTVH policies e.g. **Diverse Needs and Vulnerability Policy** and legislation.

We have a resident centred approach with our colleagues, ensuring that the resident voice is heard and that we work with our residents to resolve issues to their satisfaction. Resolving the causes of damp, mould and condensation can be complex, and we will always be clear on the timescales of each solution we propose.

In addition to addressing the damp, mould and condensation in the property itself, we will also consider the effect on residents and their families. Our colleagues will ask questions and listen to residents to help identify further wellbeing, financial and other opportunities to minimise the impact of damp, mould and condensation.

3.3 Leasehold Service

Where a leaseholder has notified us of a building defect, which MTVH is responsible for under the terms of their lease and is contributing to damp, mould and condensation in their home, we will work with the leaseholder to undertake the repairs according to our repair priorities. Where a reported building defect is deemed to be the responsibility of the leaseholder, we will inform them that they are responsible for that repair under the terms of their tenancy/lease agreement.

Once we have confirmed that the building defects have been resolved the leaseholder will be able to carry out any remaining works to remove damp, mould and condensation from their home, where appropriate MTVH will signpost leaseholders to the insurance policy included within their lease.

3.4 Funding

To support our zero-tolerance approach, MTVH will make funds available within the relevant areas of the business wherever possible to address items that fall within our obligation to remedy regarding damp, mould and condensation.

Where we identify solutions, which are not property related, we will work with our residents through support services coordinated by our Assessment and Support team, this may include access to funding where required and available.

3.5 Planned Works

When damp, mould and condensation is caused by an issue which needs to be addressed as major works to a property, and significant capital investment is identified, we will consider these works as part of our future planned works programmes. The type of work referred could include but not be limited to: Roof renewal, internal or external wall insulation, upgrade of heating provision. We will take into account the effect of the damp, mould and condensation on residents to support prioritisation of these works and will always keep residents updated on progress. Where there is relevant safety works required before the planned works can take place, the relevant safety work will be completed.

3.6 Follow up

We will continue to monitor the effectiveness of works carried out to address damp and mould that has been identified as a “Emergency Hazard” or a “Significant Hazard” within Awaab’s Law (Social Housing Regulation Act 2023) with each resident over a 12-month period to determine that any works and advice given have been effective and fully resolved the issues. We will have mechanisms in place to monitor that each resident has been contacted and is happy to close the issues that were raised.

4 Responsibilities

In order to adhere and comply with legislation and regulation MTVH will:

- Investigate Awaab's Law hazards within specified timescales. (See Awaab's Law procedure)
- Provide tenants with a written summary of findings from those investigations.
- Begin relevant safety works within 5 working days of the investigation concluding.
- Complete works as soon as reasonably practicable and within 12 weeks where possible.
- Action emergency repairs within 24 Hrs as defined within our **Responsive Repairs Policy**.
- If we are unable to complete the relevant safety work within the initial remediation period (5 working days from the completion of the investigation that identified the hazard for a significant hazard or 24 hours for an emergency hazard), we will secure the provision of suitable alternative accommodation at our expense, until the relevant safety work has been completed.
- Maintain the structure and exterior of the property, keeping it in good repair including drains gutters and external pipes.
- Keep installations for the supply of water, gas, electricity and sanitation in good repair and proper working order or keep installations for space heating and water heating in good repair and proper working order.
- Ensure our homes are fit for human habitation at the start of a tenancy and remain fit throughout the term.
- Acknowledge the threat to physical and mental health from house dust mites and mould or fungal growth which are both caused by dampness and/or high humidity.

5 Background legislation

Social Housing (Regulation) Act 2023 (Awaab's Law)

Landlord and Tenant Act 1985, Section 11 – Repairs and Maintenance

Housing Act 2004 – Housing Health and Safety Rating System

Homes (Fitness for Human Habitation) Act 2018

Equality Act 2010

6 Our commitment to Equality, Diversity, and Inclusion

In implementing this policy MTVH will not discriminate against any colleague, customer, or stakeholder on the grounds of their sex, sexual orientation, gender reassignment status, ethnic origin, age, religious belief, disability, marital status, and pregnancy/maternity.

An Equality Impact Assessment has been completed for this Policy and is retained by the Policy Team.

7 Key Policy Information

Policy Owner	Director of Property Services
Author	Head of Client and Contract Management
Approved by	Property SLT
Effective from	September 2025

Approach to review	This Policy & associated Procedures will be reviewed as required by the owner for changes in legislation, regulation, and operational need. Any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues. Next expected review is 5 years from the 'Effective date' of this document.
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