

Damp and Mould Policy



Introduction

This policy advises customers how Great Places, deals with reports of damp and mould in their home, it also explains how we will provide customers with a high-quality customer experience. We want customers to feel safe, listened to, and for them to live in good quality homes.

Our damp and mould policy forms a part of our overall repairs service. This wider offer is explained in our Repairs Policy which can be found on our website.

Context

This Policy outlines our response to damp and mould in all Great Places owned or managed homes. The service is delivered using a combination of Great Places operatives and external contractors for:

- general needs homes.
- supported housing.
- care and extra care.
- shared ownership (see below).
- leaseholders (as written in the lease).
- emergency accommodation.

To strengthen the approach to tackling damp and mould in social housing, legislation has been passed that sets standards for the sector which will be monitored by the Regulator for Social Housing. Awaab's Law requires social landlords to investigate and repair damp and mould within strict timeframes.

Our commitments:

- We take damp and mould seriously.
- We will identify the cause of damp and mould quickly following contact from customers or at the point of becoming aware of damp and mould.
- We will remedy cases of damp and mould in customers' homes within strict timescales.
- We will provide a written summary of the investigation and its findings to the customer within 3 working days of the conclusion, should this be required.

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- We will plan works in an informed way to improve the quality of homes.
- Our annual report will include information about how we are doing.

Aims and objectives

- To make sure all Great Places homes are kept to a high standard and that our customers live in safety, comfort and warmth
- to manage the causes of damp and mould in an effective way
- to satisfactorily complete works within a specific timeframe, in line with Awaab's Law
- to achieve high standards of customer experience
- to ensure customers get a service which is tailored to their needs
- to be open with customers, listen to them through customer feedback and involvement, and keep customers informed
- to meet the standards set out in our tenancy agreements and legislative requirements
- to provide good governance and oversight, including regular reporting to our Executive Team.
- to provide value for money.

Our response to damp and mould

We understand that damp and mould can create a potential hazard for our customers, and we treat these instances as a priority. We follow a damp and mould process to ensure we take the correct action for damp and mould within strict timeframes, in line with Awaab's Law, to protect the safety of our customers.

Our approach to damp and mould may include repairs to a customer's home or major works. We may also provide detailed guidance, advice and support to help prevent damp and mould. If we feel it would benefit customers, we can refer our customers to other areas of the business or external organisations for support.

We will investigate reports of damp and mould within 10 working days and emergencies within 24 hours. We will remove all significant risk within 5 working days. If we are unable to remove a significant hazard, we will temporarily move a customer out of their home whilst relevant work is undertaken, following our decant process.

Supplementary work will be completed within 12 weeks. Where this isn't possible, overall repair works will be completed within a reasonable time period.

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Reporting damp and mould

If you notice damp and mould in your home, please tell us as soon as possible via one of the methods below.

There are many ways to report damp and mould:

- On the phone to our Customer Hub 03001231966
- Using the website Live Chat (during working hours Monday to Friday, 8am-6pm).
- Online on via the webform
- By email customerhub@greatplaces.org.uk;
- Telling us in person when we visit the home or neighbourhood

We cannot accept reports of damp and mould via social media.

Upon receiving a request, or becoming aware of damp or mould, we will diagnose the root cause. This may include assessment during the initial reporting or in some circumstances arranging a home visit within 10 working days. We offer full day, morning, or afternoon time slots and can take the school run into account. An appointment to assess the cause of the damp and mould may be needed before works can begin.

What we will do

All reports of damp and mould will be dealt with on an individual basis with no assumptions being made about the cause.

Following a report, or becoming aware of damp and mould, we will investigate to determine the cause of damp and mould and carry out repairs in accordance with the tenancy agreement and repairs policy.

We will deliver effective solutions based on the cause of the damp.

We will keep customers informed about any investigation findings including an individual customer summary report (if required), being clear about the possible causes of damp and mould, any recommended solutions, necessary remedial works, or actions and the estimated timescales for completion.

We will learn from customer feedback and complaints, to ensure we strengthen our approach when things go wrong.

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We will promote and provide general advice and guidance on how to manage damp and mould.

If it is unsafe for the customer to remain in a property while the works are carried out, alternative accommodation arrangements will be made using our decant procedure.

Access

We take health and wellbeing seriously and it is important that customers allow our operatives and contractors access to their home in order to rectify damp and mould. If we are unable to access a home to carry out works, we will implement our No Access - Enforcement Policy which can be found on our website.

Damp definitions

Rising Damp is the movement of moisture from the ground rising through the structure of the building. Rising damp can be caused by missing or faulty damp proof course.

Penetrating Damp occurs when water penetrates the external structure of the building causing damp, rot and damage to internal surfaces and structure. The cause of penetrating damp is often linked to faulty guttering, defective brickwork or windows, or problems with roofing. Penetrating damp can also be caused by internal leaks.

Condensation Damp occurs when moisture in warm air comes into contact with a cold surface and then condenses producing water droplets. Factors increasing condensation can include; lack of ventilation, inadequate heating, poor insulation, high humidity and overcrowding.

Performance Measures and Customer Voice

Our response to damp and mould sits within our repairs service. We measure our response times for damp and mould requests and report this performance to Great Places executive team along with the following:

- overall customer satisfaction with the service.
- appointments made.
- jobs completed, right first time.

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- emergency and routine job completion times.

Customers are at the heart of our service. The quality of our services will be assessed through tenant satisfaction measures which include repairs, safety checks, and complaints information.

We also monitor customer satisfaction through customer feedback, complaints, compliments, the customer scrutiny panel, customer satisfaction surveys and by sending all customers who have a repair a text inviting feedback. This feedback is used to improve our services.

Decoration of the home

Customers are responsible for decorating inside their home and keeping it in good order. Some damp and mould repairs may affect the decoration of the home. If this happens the area will be made good following the repair. This does not apply to access panels, hatches, or ducting covered with wallpaper, tiles, carpet, wood, laminate or other finishes. In these circumstances customers will be advised before work is started.

Responsibility of this policy

The Director of Repairs is responsible for this policy. Our in-house repairs service will deliver in line with this policy, supported by a number of partner contractors who will help us with specialist skills. These include, damp proof works, major structural issues and drainage work, and to provide support in times of increased demand.

All colleagues have responsibility for reporting damp and mould. For specific information about roles and responsibilities please refer to our guidance.

Partners will be responsible for providing assurance that they operate to the standards set out in this policy, in line with Awaab's Law. Our contract management stipulations ensure partners have clear timeframes for dealing with damp and mould and defined hazards. Where required, contractors will provide a written report to Great Places (with photographic evidence) in order for us to communicate with the customer in accordance with Awaab's Law.

Equality, Diversity and Inclusion

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We are committed to improving equality and inclusion across our services and communications to ensure all customers feel they have fair access and feel treated with fairness and respect. We celebrate diversity and recognise that our customers are individuals with different needs, and we aim to tailor our services accordingly. We appreciate that customer circumstances or related vulnerabilities are not static - we will respond accordingly and support customers in a flexible way.

Our hub team are trained to triage reports of damp and mould. They will use information we hold about customer health or other individual needs to ensure we provide an appropriate response. Where we have gaps in our information, the team will ask at the point of reporting.

We can also help customers who are experiencing difficulties managing the cost of living, to find the right support for them.

Conduct

Customer service is important to us. Our operatives will be skilled and trained to deliver work of an excellent quality in a friendly, helpful and professional way. We will make sure our operatives have the right tools and equipment to do the job. To give customers the right service, we ask that our operatives are able to work safely, in line with our Service with Respect Policy which can be found on our website. Contractors are expected to work to the standards set out in our policies.

Links to related policies, strategies, and procedures

- Repairs Strategy
- Repairs Policy
- Procurement Strategy
- Customer Experience Strategy
- Customer Feedback and Complaints Policy
- Service with Respect Policy
- No Access - Enforcement Policy Statement (on our website)

Policy approval date:	27/07/23 Updated on 13/10/25
Equality impact assessment date:	05/05/23
Policy review date:	27/07/26 revised to 13/10/26 to take into account Awaab's Law update

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Lead team:	Repairs
Level of authorisation required:	Directors. Update approved at T&F comprising directors and business-wide subject experts
Please record all authorisation meetings, with dates and details	Awaab's Law update approved at T&F group 13 th October 2025.