Damp and Mould Policy

1. Purpose and scope

This policy sets out Selwood Housing's statutory duties for the identification, investigation and remediation of damp and mould hazards in accordance with the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 ("Awaab's Law"), in force from 27 October 2025.

This policy applies to all qualifying damp and mould reports and material changes received on or after 27 October 2025, and to homes for which Selwood Housing is responsible as landlord or managing agent. Where tenure, leasehold, shared ownership or agency arrangements affect responsibility, the case record must show the decision and any onward referral.

The policy applies to all social housing homes owned or managed by Selwood Housing and covers the investigation, communication, remediation, monitoring and escalation of damp and mould hazards that present a risk of harm to customers' health or safety.

This policy should be read alongside the definitions used in the Damp and Mould Procedure, including emergency hazard, significant damp and mould hazard, relevant investigation, competent investigator, required work, make safe, keep safe, supplementary preventative work, material change, reasonable steps and suitable alternative accommodation. Decisions to provide temporary or alternative accommodation must be authorised in accordance with the approved decant arrangements. The decision, rationale, household needs, offer made and outcome must be recorded on the case record.

2. Underpinning principles

- To investigate reports of significant damp and mould hazards within 10 working days and emergency hazards within 24 hours.

- To provide customers with a written summary of investigation findings within three working days of inspection completion.

- To make homes safe within five working days where a significant damp and mould hazard is confirmed, using temporary measures where necessary.

• To offer suitable alternative accommodation where a home cannot be made safe within statutory timescales.

• To maintain clear, auditable records demonstrating compliance with Awaab's Law. Records must be accurate, complete, retained in accordance with approved retention requirements and capable of evidencing statutory timescales, decisions, actions and outcomes.

Damp and mould cases must be handled without blame, and with fairness, respect and empathy. Staff must consider health, wellbeing, vulnerability, communication barriers, reasonable adjustments, accessible formats and the impact on the customer when applying this policy. Reasonable adjustments, communication preferences and accessibility requirements must be identified, recorded and kept under review throughout the life of the case. Staff must consider the presence of children, health conditions, disabilities and other vulnerabilities when assessing risk and deciding what action is required. Safeguarding concerns must be managed in accordance with Selwood Housing's approved safeguarding policies and procedures.

3. Policy details

The Board retains oversight of compliance with Awaab's Law and will receive assurance reporting on statutory timescales, customer outcomes, complaints and regulatory risk. Executive management is accountable for implementing this policy and maintaining effective arrangements for statutory compliance. Operational managers are responsible for monitoring statutory timescales, escalating risks and exceptions, and ensuring required actions are completed and evidenced.

Board or committee reporting will include performance against statutory timescales, overdue cases, written summaries issued, make-safe completion, temporary accommodation decisions, no-access cases, repeat cases, complaints, disrepair overlap, reasonable adjustment and accessibility considerations, safeguarding triggers, recording errors or missing information and lessons learned. This reporting must include corrective actions arising from compliance incidents and confirmation that those actions have been monitored to completion.

- Any failure to meet statutory requirements will be treated as a compliance incident and managed through Selwood Housing's governance, risk and assurance framework.

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A damp and mould compliance incident includes a missed statutory timescale, failure to issue written findings, failure to make or keep a home safe, failure to offer suitable alternative accommodation where required, incomplete records, or closure without suitable evidence. Compliance incidents must be recorded, investigated and reported through Selwood Housing's governance, risk and assurance arrangements. Root cause analysis must be completed where appropriate, with corrective action and learning monitored to completion. Selwood Housing will periodically review repeat damp and mould cases, complaints, disrepair claims, compliance incidents and relevant Housing Ombudsman findings to identify trends and improve services. Where contractors undertake inspections, investigations or works on Selwood Housing's behalf, Selwood Housing remains responsible for statutory compliance and will monitor contractor performance, quality, delays and escalation accordingly.

4. Legislation and related policies

Legislation

- UK Government. (2025) *The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025*, SI 2025/1042. Available at: legislation.gov.uk.
- UK Government. (2023) *Social Housing (Regulation) Act 2023*, c.36, section 42. Available at: legislation.gov.uk.

Related Selwood Housing policies and procedures

- Disrepair Policy
- Repairs Policy
- Damp and Mould Procedure
- No Access Policy and Procedure
- Health and Safety Compliance Procedures, including gas, electrical, fire, water hygiene and asbestos
- Asset Management Strategy
- Void Standard Policy
- Neighbourhood Management Policy and Procedure
- Equality, Diversity and Inclusion Policy
- Unacceptable Behaviour Policy
- Decant Policy

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- Customer EDI Policy
- Data Protection Policy
- Document and Data Retention Policy
- Complaints and Compliments Policy
- Claims, Compensation and Goodwill Policy
- Safeguarding Children Policy and Procedure
- Safeguarding Vulnerable Adults Policy and Procedure
- Contractor Code of Conduct Policy

Decision-making record

Date	Meeting/Minute Reference	Version /Amendment
September 2022	Board/GADC	1
November 2024	Board/GADC	2
June 2026	Board	3
September 2026	CHC - Approval	4