
Damp and Mould Policy



**February 2026 | This policy relates to Elmbridge Borough
Council Residential Properties**



Elmbridge
Borough Council

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1. Introduction

We care about our tenants and want everyone to live in a safe, warm, and healthy home. Damp and mould can have a serious impact on health, damage homes, and we will treat every report with urgency, respect, and empathy.

This policy sets out how we will respond and what you can expect from us.

Most of the services you receive are delivered by a Managing Agent. This is currently Pinnacle, www.pinnaclegroup.co.uk.

We provide planned maintenance and improvements to your home and are your landlord.

Where a service is not provided directly by us, we remain responsible for ensuring it meets all regulatory and legal standards, delivers the level of service our tenants expect, and is actively monitored to maintain those standards.

2. Scope

This policy applies to all Elmbridge Borough Council homes, including communal areas. It covers every tenant living in our homes.

3. Aims of this Policy

Our aim is to provide safe and healthy homes for tenants, free from damp and mould. To achieve this, we will act quickly to remove hazards, investigate and repair the causes, and make sure problems do not return. We will meet the legal requirements set by Awaab's Law, keep tenants fully informed, and give priority to households with additional needs or vulnerabilities.

4. Legal and Regulatory Framework

- Awaab's Law (Hazards in Social Housing Regulations 2025)

- Housing Health and Safety Rating System (HHSRS)
- Homes (Fitness for Human Habitation) Act 2018
- Decent Homes Standard
- Social Housing (Regulation) Act 2023.
- Regulator of Social Housing Safety and Quality Standard

5. Understanding Damp and Mould (including HHSRS)

Damp can appear in different ways:

- Condensation damp, when moisture condenses on cold surfaces
- Penetrating damp, when water enters through leaks or defects in roofs, walls, or windows
- Rising damp, when moisture travels up from the ground into walls or floors
- Traumatic damp, caused by leaks, burst pipes, or flooding.

Where there is damp, mould often follows. Mould is a fungus that thrives in damp conditions. It can cause breathing problems, allergies, and other health issues.

Awaab's Law uses a person-centred approach, which considers the tenant's circumstances when assessing the risks presented by damp and mould.

Awaab's Law does not require a hazard to be at category 1 level under HHSRS to be within scope, as there may be instances where a particular tenant is at a greater risk from hazardous conditions. For example, a tenant with age or health related vulnerabilities may be at significant risk from a home affected by damp and mould, even if it were scored as a category 2 hazard under the HHSRS.

6. Roles and Responsibilities

As your landlord, we are responsible for investigating reports of damp and mould, removing hazards, repairing the underlying causes, and restoring any surfaces or finishes that were damaged. If a home cannot be made safe within the legal timescales, we will provide temporary accommodation until it is safe to return.

Our contractors and managing agent must treat tenants with respect, report damp

and mould as soon as they see it, and complete work within the required timescales.

Our Managing Agent provides tenants with information and advice on how to prevent and identify damp and mould.

Tenants play an important role by reporting problems promptly, allowing us access for inspections and repairs, following practical advice on ventilation and heating where possible. We understand that this can be difficult, especially where tenants face financial challenges, and we will always provide support.

Where tenants would like to make alterations to the property, permission must be requested from us. All requests for alterations must be submitted through the council's managing agent for consideration and approval. Alterations could impact on the likelihood of damp and mould occurring in the property.

7. Tenants with Vulnerabilities

Some tenants are more at risk from damp and mould, such as babies and young children, older tenants, and those with health conditions. We will always prioritise these cases. You will never be asked to provide medical evidence if you tell us someone in your home is vulnerable. With your agreement, we may also refer you to health or social care services for extra support.

8. Damp and Mould Process (Awaab's Law)

(Awaab's Law or otherwise known as Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025)

When we first become aware of damp or mould, the legal clock starts. We then follow the process set out in Awaab's Law.

Emergency hazards (where there is an imminent risk of serious harm):

- We will investigate within 24 hours and make the home safe within 24 hours. If we cannot do this, we will provide alternative accommodation until it is safe to return.

Significant hazards (where there is a serious but not immediate risk):

- We will investigate within 10 working days.
- A written summary of our findings will be provided within 3 working days of completing the inspection.
- We will complete safety works within 5 working days of that inspection.
- If longer-term preventative works are needed, we will start these within 5 working days and always complete them within 12 weeks

In all cases, tenants will be kept informed, and if the cause is unclear, we will carry out further investigations while also taking steps to keep you safe in the meantime.

9. Suitable Alternative Accommodation

If we cannot make your home safe within the legal timescales, we will provide temporary accommodation. This will be suitable for your household, considering family size, location, schools or work, and any disability or health needs. The accommodation will be provided at our expense.

10. Proactive and Planned Maintenance

We know that preventing damp and mould is as important as dealing with it once it appears. That is why we are committed to maintaining our properties to a high standard through proactive and planned maintenance. This includes repairing roofs, gutters, windows, and damp-proofing, investing in better ventilation and insulation, and carrying out stock condition surveys to identify homes most at risk. Through our asset management programme, we will make long-term improvements that reduce the chances of damp and mould occurring in the first place.

11. Communication and Support

We will keep you updated throughout the process with clear written information about what we found, what we are doing, and when. Information will be provided in plain language and can be translated or adapted to meet your needs.

We will also signpost tenants to support services where needed, such as advice on energy costs or wellbeing support. Our staff and contractors will always treat tenants with empathy, respect, and dignity.

If you are not satisfied with the service you receive, we encourage you to raise them with us as early as possible so we can try to resolve them quickly. If you remain unhappy, you have the right to make a formal complaint. Information on how to do this is available on our website: <https://www.elmbridge.gov.uk/housing/help-council-tenants/complaints-process-tenants>

12. Monitoring, Assurance and Performance

We will monitor how quickly we respond to reports, how many cases reoccur, and how satisfied tenants are with our service.

Monitoring will be carried out by the Housing Contracts and Compliance Manager and the Head of Housing. Members will receive reporting on damp and mould compliance and reports every 6 months.

13. Training

All staff and contractors will receive regular training to make sure they can spot damp and mould, understand Awaab's Law and HHSRS, and communicate clearly and sensitively with tenants.

14. Data Protection and Retention of Information

All information will be handled in accordance with the requirements of General Data Protection Regulations and the Data Protection Act 2018. The handling and storage of personal data will be managed and stored in accordance with our Data Protection Policy and our Record Retention Disposal Schedule

15. Policy Review

This policy will be reviewed every two years, or sooner if there are changes in law or best practice.