



Damp, Mould & Condensation Policy

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1. POLICY SUMMARY

- 1.1.** This Policy covers damp, mould and condensation prevention and management to all properties and communal areas owned and/or managed by EPIC.
- 1.2.** This Policy sets out the obligations of EPIC and the rights and obligations of tenants.
- 1.3.** The Policy outlines the priority process for all damp, mould and condensation identifications.
- 1.4.** The aim of this Policy is to ensure that EPIC is compliant with Legislation regarding its responsibilities and provides an effective response to reports of damp, mould and condensation within tenants' homes, alongside setting out our proactive approach.

2. APPLICABILITY

- 2.1.** The Policy applies to:
 - All employees of EPIC, regardless of employment status, or contractual condition.
 - The Board of Directors/Trustees.
 - All tenants and occupants of property owned by EPIC Housing as detailed in the Policy.

3. INTRODUCTION

- 3.1.** EPIC is committed to delivering proactive management of damp, mould and condensation in tenants' homes, providing comfortable and safe places for tenants to live in.
- 3.2.** This Damp, Mould and Condensation Policy should be read in conjunction with EPIC's Asset Management Strategy, Repairs Policy and other policies and procedures for key asset management topics.

4. CONTEXT

- 4.1.** This Policy has been developed in line with Government guidance and associated best working practices.
- 4.2.** The Social Housing (Regulation) Act 2023 aims to introduce a more effective system of regulating social housing, of which, the inclusion of Awaab's Law comes into force in October 2025 in its first phase.
- 4.3.** This Policy considers the regulatory expectations as outlined within the Regulatory Framework for Social Housing in England.
- 4.4.** This Policy also operates within the context of the relevant legislation as below:
 - Health and Safety at Work Act, 1974
 - Defective Premises Act 1972
 - The Landlord and Tenant Act 1985
 - Housing Act 2004, particularly the Housing Health and Safety Rating System (HHSRS) as a risk-based framework to evaluate potential hazards.

5. STATEMENT OF INTENT

- 5.1.** EPIC is committed to delivering proactive management of damp, mould and condensation in tenants' homes, providing comfortable and safe places for tenants to live in.

- 5.2.** EPIC intends to:

- 5.2.1.** Ensure we work together with tenants to provide a safe, healthy, secure, and comfortable home.

- 5.2.2. Provide an effective investigation when damp, mould and condensation is reported.
- 5.2.3. Implement all reasonable remedial repair solutions and improvements to eradicate damp including, managing, and controlling condensation.
- 5.2.4. Ensure tenant-facing staff have access to comprehensive advice and guidance on managing and controlling damp, mould and condensation, so they feel confident to discuss with tenants.
- 5.2.5. Ensure tenants are informed of their role in managing damp, mould and condensation in their homes and are provided with comprehensive advice and guidance.
- 5.2.6. Ensure the fabric of tenants' homes are protected from deterioration and damage resulting from damp, mould and condensation.
- 5.2.7. Ensure tenants are treated in a fair and consistent way.
- 5.2.8. Monitor the performance of the damp, mould and condensation service to seek continuous improvement.
- 5.3. To ensure we provide the above, EPIC will follow the Damp, Mould and Condensation Procedure and have measures in place to monitor and provide:
 - 5.3.1. Guidance, advice and assistance throughout the process to all tenants in dealing with damp and mould, including support with condensation; and proactive methods in identifying and mitigating risk of damp, mould and condensation in tenants' homes.

6. RESPONSIBILITIES

The roles and responsibilities for key stakeholders across EPIC are detailed below.

6.1. The Board

- Reviews reports and/or performance indicators to assure itself that the measures detailed in this Policy are met.
- Monitors and reviews compliance.
- Ensures legal requirements are met.
- Approves the Damp, Mould and Condensation Policy, satisfying itself that tenant consultation has taken place.

6.2. The Chief Executive

- Ensures that resources are made available to allow for the appropriate management of this Policy.
- Is accountable for the proper implementation of this Policy.
- Ensures responsibilities as the duty holder under the Policy is managed to ensure full compliance.

6.3. Executive Team

- Ensures that operational activities are compliant.
- Ensures that statutory duties are discharged and meets monthly to review progress and review operational risk to the Policy.
- Approves the Damp, Mould and Condensation Procedure.
- Ensures landlord compliance and relevant monitoring within this Policy.
- Sets out audit requirements to ensure this Policy is compliant.

6.4. The Director of Asset Management and Building Compliance

- Will work closely with the operational repairs and voids team to implement this Policy.

- Ensures that legal obligations and policy measures are being adhered to and in line with budget.
- Ensures that a comprehensive Damp, Mould and Condensation Policy and procedural documents are in place to ensure safe working practices across all areas of the company.
- Takes responsibility for compliance with this Policy and its regular review.
- Embeds the Policy through staff training, learning and development.
- Monitors the overall effectiveness of the Policy in terms of cost, quality and time.
- Ensures that there are adequate checks and controls in place to ensure that this Policy is enacted effectively.
- Leads on the writing, implementation, monitoring and review of the Damp, Mould and Condensation Policy

6.5. The Repairs and Void Manager

- Ensures that financial accounting expenditure relating to damp, mould and condensation issues are monitored and included in future budget forecasts.
- Is responsible for the compliance and performance indicator reporting to the Director of Assets & Building Compliance, Board, and the Chief Executive.
- Ensures that any compliance and/or H&S related issues are brought to the attention of the Director of Assets & Building Compliance and provides regular updates on service delivery against budget.
- Develops and implements operational procedures to deliver the Policy objectives.
- Reports to the management team on the operational effectiveness of the Policy.
- Reports to the Executive Team on the Policy and procedural compliance and contractor performance.

6.6. All EPIC employees and external stakeholders (including contractors)

- Are responsible for ensuring an understanding and adherence to this Policy.
- Be proactive in support and advice for damp, mould and condensation issues.

6.7. Tenants

- Are responsible for understanding their responsibilities within their tenancy with regards to damp, mould and condensation in their property.
- Should report any evidence of damp, mould or condensation, including faulty equipment that would affect the management of damp in the home, including fans, windows and/or heating systems.
- Should allow access for inspections and works.
- Follow all advice and guidance provided on managing damp, mould and condensation in their home.

7. MANAGING DAMP, MOULD AND CONDENSATION

7.1. Prompt and Measured Response

- 7.1.1. EPIC will provide a range of reporting methods to enable tenants to easily request repairs and have access to trained staff.
- 7.1.2. EPIC will ensure that all employees have an awareness of the Policy and receive adequate training to enable them to report issues of damp, mould and condensation to support our tenants.
- 7.1.3. Upon becoming aware of a potential hazard, EPIC will use information available to them, including age- and health-related vulnerabilities to determine if there is a potential significant or emergency hazard or out-of-scope repair; and will triage accordingly, prioritised as specified in the Damp, Mould and Condensation Procedure and Repairs Policy.

- 7.1.4. All emergency hazards will be made safe within 24 hours; if this is not possible EPIC will provide alternative accommodation in line with its Decant Policy until the hazard has been made safe.
- 7.1.5. All significant hazards will be investigated within 10 working days, with initial works, if required to make the property safe, carried out within 5 working days after the investigation concluding. Further works, if required, will be completed as soon as reasonably practicable and within 12 weeks.
- 7.1.6. A written summary of the investigation and its findings will be provided to the named tenant within 3 working days of the investigation concluded (if required).
- 7.1.7. If, on attending an appointment, there is no access to the property, the no-access procedure is followed.
- 7.1.8. EPIC will diagnose the cause of damp, mould or condensation and deliver effective solutions based on the ethos of dealing with the cause, not just the symptom, and wherever possible fixing first time.
- 7.1.9. EPIC does not employ direct labour to remedy damp, mould and condensation; we rely on a network of contractors to deliver our service.
- 7.1.10. EPIC has systems and procedures in place which ensure contractors involved in the damp, mould and condensation process are trained and have the necessary skills and experience to complete necessary works, manage and monitor service delivery.
- 7.1.11. EPIC will ensure there is a good line of communication between us, the Contractor and tenants regarding damp, mould and condensation in tenants' homes. We will effectively manage expectations for the completion of a repair and ensure tenants are kept up to date on the progress.
- 7.1.12. EPIC will comply directly and engage with contractors to ensure they comply with all relevant legislation in the delivery of the damp, mould and condensation service.
- 7.1.13. Where EPIC become aware of a potential hazard, and upon review of the information and tenants' circumstances or via inspection it is determined that the issue is out of the scope of Awaab's Law, the most appropriate EPIC policy and associated action will be applied.

7.2. Early Identification and Proactive Approach

- 7.2.1. Routine Stock Condition Surveys will include a thorough check for signs and causes of damp, mould and condensation.
- 7.2.2. EPIC will ensure that technical staff are trained and competent in the diagnosis of damp, mould and condensation issues.
- 7.2.3. EPIC will proactively engage with tenants to identify damp, mould and condensation at appropriate opportunities inclusive of tenant surveys and/or social media interactions.
- 7.2.4. EPIC will promote and provide general advice and guidance on how to minimise damp, mould and condensation, particularly when there are no apparent causes relating to design or construction.
- 7.2.5. Properties that are empty shall have all damp, mould and condensation issues completed, including providing preventative measures such as humidity-controlled fans as required, before a tenant moves in.
- 7.2.6. EPIC shall ensure tenants homes are insulated in accordance with Decent Homes Standard.
- 7.2.7. EPIC will undertake reasonable improvement works required to assist in the management, prevention and control of condensation dampness. This may include but is not limited to:

- Ventilation system installation
 - Additional thermal insulation
 - Improvements to existing components
 - Positive pressure units' installation
 - Humidity and Temperature monitoring devices to support diagnosis
 - Installation of smart monitors and environmental sensors
- 7.2.8. Triangulation and analysis of archetypal and tenant profile information will be carried out to identify statistical inference indicated inequitable service outcomes to support further proactive intervention.

8. SUPPORTING TENANTS

- 8.1.** There will be occasions where EPIC may have constraints on carrying out remedial works to tenants' homes. This could be due to the existing structure of the property or even the property design. Where this is the case EPIC will find a pragmatic approach to find a suitable solution.
- 8.2.** Where conditions within a home, for example, overcrowding, hoarding of personal belongings, excessive furniture for the size of home are influencing health and wellbeing of the occupants or are preventing inspections or repairs works being carried out, EPIC will provide support and assistance to review the tenants' options that may include moving to more appropriate or alternative suitable accommodation.
- 8.3.** EPIC will provide tenants with advice and assistance. We recognise that some tenants may need help when it comes to meeting their repair responsibilities. We may, entirely at our discretion, provide a service in addition to the statutory and contractual responsibilities, to assist tenants who may need support to meet the conditions of their tenancy. Each request will be considered on a case-by-case basis.

9. TRAINING

- 9.1.** EPIC will ensure that staff who are accountable for the management of damp, mould and condensation receive the relevant information, instruction, and training to become competent in the positions they hold.
- 9.2.** EPIC will provide the necessary equipment for staff to carry out their duties safely.
- 9.3.** EPIC will carry out its duties to our employees in the following way:
- At induction stage for new employees.
 - For all employees being exposed to new or increased risks because of being transferred or given a change of responsibilities.
 - Introduction of new work equipment or a change to equipment already in use.
 - The introduction of new technology.
 - The introduction of a new or revised system of work.
 - During refresher training.
- 9.4.** All training needs will be structured in such a way as to assess the resulting levels of competency at the point of delivery.
- 9.5.** The Repairs and Void Manager is responsible for the day-to-day operational delivery of repairs, void works, servicing and maintenance will be required to have a good working knowledge on the management of damp, mould and condensation in occupied buildings.
- 9.6.** The Repairs and Void Manager will also be expected to proactively maintain their Continued Professional Development to keep up to date and abreast of relevant industry and legislative changes.

10. DATA VALIDATION, REVIEW AND MONITORING

- 10.1.** EPIC will maintain adequate record keeping throughout repair works in line with the Damp, Mould and Condensation Procedure and Repairs Policy.

- 10.2.** EPIC will record and monitor a range of financial and performance indicators to assess and improve the performance of managing damp, mould and condensation in tenants' homes. These will include:
- Government return performance indicators as defined in TSM.
 - EPIC corporate performance indicators for Board and Executive Team.
 - Senior Leadership Team Operational Performance indicators.
 - Contractual performance indicators.
- 10.3.** EPIC will use a variety of methods to engage with tenants regarding the quality of managing damp, mould and condensation and commit to using a listening and learning approach to continually improve the service we offer.

11. EQUALITY AND DIVERSITY IMPLICATIONS

- 11.1.** We are committed to ensuring and promoting equality of opportunity for all. We are opposed to discrimination on any grounds, including race, religion, gender, marital status, sexual orientation, disability, age, or any unjustifiable criteria. We are committed to developing a culture that values people from all sections of society and the contribution which each individual can make. We will ensure our approach to accessing properties is considerate to people's individual needs. We also adhere to the Equality Act 2010.
- 11.2.** EPIC recognises that some people experience disadvantage due to their socio-economic circumstances and will strive to ensure no person or groups of persons is treated with injustice due to their personal circumstances. EPIC will also ensure that all services and actions are delivered within the context of current Human Rights legislation and will make sure the central principles of the Human Rights Act (1998) will be adhered to.
- 11.3.** An Equality Impact Assessment has been conducted for this policy and there is no evidence of barriers or inequity.

12. MONITORING / REVIEW

- 12.1.** This Policy will be reviewed every three years. A review may be conducted earlier if there are significant changes to either regulation, legislation, or EPIC's operating practices.

13. ASSOCIATED DOCUMENTS

- Corporate Plan
- Asset Management Strategy
- Sustainability Strategy
- Repairs Policy and Procedure
- Damp and Mould Procedure
- Disrepair Procedure
- Tenants Home Improvement Policy
- Decant Policy

Version Control

Date of Review	Reviewer	Version Number	Changes	Date of Next Review	Approved By
April 2023	Director of Asset Management & Building Safety	1.0	New Policy	April 2026	Executive Team
September 2025	Director of Asset Management & Building Compliance	2.0	Introduction of Awaab's Law. October 2025	September 2028	Board