



Damp and Mould Policy

September 2025

Version	Date	Annual Review Date
1	3 September 2025	2 September 2026

Introduction

All Quercus Housing residents should live in a safe, warm and secure home that is well maintained. The Policy outlines Quercus Housing approach to managing damp and mould and sets out how we will manage our response to damp and mould and the service levels that residents can expect to receive.

Quercus Housing will review and revise the Policy as guidance and legislation evolves.

Commitments and Principles

We are committed to:

- Prioritising the cause, investigation and subsequent removal of damp and mould – “Fabric First”
- Improving communication, both internally and with our residents
- Improvements in staff training

The Policy will ensure that Quercus Housing complies with the:

- Housing Act 2004, which states that properties must be free from hazards at the most dangerous ‘Category 1’ level, as assessed using the Housing Health and Safety Rating System (HHSRS), a risk-based evaluation tool. This includes mould and all types of dampness.
- Awaab’s Law was introduced following the death of Awaab Ishak, who died following extensive exposure to damp and mould in his home. On 20 July 2023, Awaab’s Law entered the statute book through Clause 42 of the Social Housing (Regulation) Act.

The law focusses specifically on the timescales for landlords to respond to complaints of damp and mould in social housing homes, which is to be extended to the private rented sector in the Renters Rights Act following Royal Assent.

Definitions

Damp refers to the presence of excess moisture in a building, typically resulting from either condensation, penetrating damp or rising damp. It can cause damage to buildings and harm the health of residents if not treated.

Mould appears as fuzzy or slimy patches in various colours, often black or yellow. Mould needs to be removed carefully to avoid spreading spores and to prevent it causing ill-health.

Dealing with Damp and Mould

We recognise that many residents' experience damp and mould in their property. There are many factors that cause damp, condensation and mould and they can be often difficult to manage.

The Government guidance on the health risks of damp and mould for Landlords makes clear it is the responsibility of Landlords to identify and address underlying causes of damp and mould, such as structural issues or inadequate ventilation, and we will tackle every case and every problem by proactively adopting a 'zero tolerance' approach to damp and mould and targeting an urgent resolution where it is found.

When a resident reports damp and mould we will arrange for an inspection to be completed to identify the cause and tackle the underlying causes of damp and mould, including building deficiencies, inadequate ventilation and condensation.

We will always aim to remove the immediate risk through a damp and mould wash as this will ensure that the threat to the health of residents is reduced. If the risk to health cannot be removed immediately because of required remedial works, we may look to move residents out of the property temporarily until the risk has been resolved. Issues around vulnerabilities will be a central part of the decision making.

We recognise that there are many factors that can cause condensation and will offer practical advice to residents to help tackle damp and mould. Any resident who is concerned about the symptoms they are experiencing should consult a healthcare professional as soon as possible.

Quercus Housing will ensure residents are informed about the steps that will be taken to remove mould and address any underlying issues and the timeframes for the work.

Diagnosis and Action

Cases will be diagnosed and actioned within the following timelines:

- A triage inspection of the property will be made within 3 working days, at residents' availability, to assess the presence of damp and mould, the severity, location, underlying causes and potential health risks, subject to resident availability.
- Assessment of damp and mould will always be carried out by appropriately trained staff or contractors.
- We will undertake a damp and mould wash within 10 days of the inspection, subject to resident availability.
- We will investigate, seek to understand and rectify the underlying causes of damp and mould through our Repairs and/or Major Works teams.
- Follow on decorations required resulting from the mould wash will be carried out within 40 working days, subject to resident availability.
- A follow up inspection will be undertaken to check there has been no return of damp and mould within 3 months from the date of the mould wash.

- We will always leave guidance explaining the cause and impact of damp and mould and setting out what residents need to do if any signs return.

Conclusion

All Quercus Housing officers and contractors will be trained to ensure they can identify the cause of damp and mould and the actions required to mitigate the causes of the damp and mould.

Quercus Housing officers will explain the causes and impact of damp and mould to the resident throughout the investigations and any works required and provide guidance on the action to take if there are any further signs.

A report will be prepared for the Board on a quarterly basis advising of the number of complaints received, the outcomes of the completed investigations and any lessons learnt that need to be incorporated into day to day delivery of services.