

Damp and Mould Policy December 2025

Owned by: Director of Housing

Date Approved: 14.01.26

Review date: 14.01.29

Introduction

At YMCA Lincolnshire, our purpose is to ensure that people and communities across the county have the opportunity to belong, contribute and thrive so that they feel safe, valued and fulfilled.

Our values are for us all to be:

- Compassionate
- Brave
- Collaborative
- Supportive

Our ambition is to break the cycle of homelessness through the provision of safe spaces, services that support everyone's journey of recovery & growth, and programmes that focus on future long-term prospects for independence.

The tragic death of 2-year-old Awaab Ishak in 2020, due to mould in his family home resulted in the introduction of Awaabs Law on 27th October 2025.

YMCA Lincolnshire are committed to providing safe, dry, and warm homes for our residents and to ensure that the fabric of the building is protected from deterioration due to damp and mould.

This policy has been written to ensure that wherever possible, residents are not adversely affected by the causes of damp and mould and drives forward an agenda of proactive action to tackle/manage the causes of damp and mould.

Policy Statement

This policy will provide clarity on the definition of damp and mould and set out our approach to tackling damp and mould within our properties. This Policy helps both our residents and those involved in delivering our damp and mould service understand our requirements in relation to Awaabs Law.

Policy Purpose

The purpose of this policy is to proactively manage the potential risks and promptly diagnose and prevent issues which may arise from damp and mould in our properties, including communal areas; committing to meeting the needs of our residents and providing homes that are safe, warm, and dry.

Through this policy, we will establish appropriate processes to ensure all our properties are well maintained and free of damp and mould that could risk the health and safety of residents living in homes or buildings owned or managed by YMCA Lincolnshire.

This policy also sets out how we will support our residents to minimise the risk of damp and mould occurring and report it where there is evidence of its presence, this will also ensure that we meet our legal, contractual, regulatory and statutory obligations.

Scope of Policy

We will:

- Comply with statutory, regulatory and contractual requirements and good practice.
- Undertake effective investigations and implement all reasonable repair solutions and improvements to eliminate damp including, managing, and controlling condensation.
- Ensure that the fabric of our properties is protected from deterioration and damage resulting from damp, mould and condensation.
- Ensure that residents are treated in a fair and consistent way.
- Focus on working in partnership with residents ensuring that a safe and healthy internal environment is provided.
- Communicate effectively in relation to the delivery of our responsive repairs service and provide a range of options for residents to report repairs.
- Ensure that residents have access to and are provided with comprehensive advice and guidance on managing and controlling damp and condensation.
- Ensure budgets are used effectively and efficiently to deal with damp, mould and condensation problems.

Our Responsibilities in relation to timescales.

We will:

- Investigate any potential emergency hazards and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable. The investigation and the work will take place within **24 hours** of becoming aware of the hazard.
- Investigate any potential significant hazards within **10 working days** of becoming aware of them
- Produce a written summary of investigation findings and provide this to the resident within **3 working days** of the conclusion of the investigation.
- Undertake relevant safety work within **5 working days** of the investigation concluding, if the investigation identifies a significant hazard.
- Begin or take steps to begin, any supplementary preventative work to prevent a significant or emergency hazard recurring within **5 working days** of the investigation concluding, if the investigation identifies a significant or emergency

hazard. If steps cannot be taken to begin work in **5 working days** this must be done as soon as possible, and work must be physically started **within 12 weeks**.

- Satisfactorily complete supplementary preventative works within a reasonable time period.

Support to our residents

We will:

- Move the resident to another room if relevant safety work cannot be completed within specified timeframes.
- Keep the resident updated throughout the process and provide information on how to keep safe.

We will always consider first whether the source of the damp and mould is a design, construction or maintenance issue which we can eliminate through work to the home. Where this is not the case, additional support and advice will be provided to the resident on managing and controlling the occurrences of condensation and damp. This support will be provided through the provision of advice and guidance literature and by working on a 121 basis with our residents

If it is unsafe for the resident to remain in the property whilst the work is carried out, they will be moved to a different room. There will be the option to remain in the new room should they wish to do so but the resident will also have the option to return to their original room.

We will work with residents to support them to immediately report any evidence of rising and penetrating damp and faulty equipment that will affect the management of humidity and moisture in the home (faulty extract fan, unable to open windows, heating system failure etc.)

Where internal conditions within a home for example excessive hoarding of personal belongings are influencing health and wellbeing of the resident or are preventing inspections or repairs being carried out, we will provide support and assistance to review the residents' options that may include moving to more appropriate or alternative suitable accommodation.

Where decoration is required after work associated with damp and mould, YMCA Lincolnshire will carry out the redecoration.

Training

We will ensure that all employees have an awareness of the policy and receive adequate training to enable them to report issues of damp mould & condensation and to support our residents.

All of our Maintenance Team will be sufficiently trained and competent in the diagnosis of damp, condensation and mould issues.

Further Information

- Housing Act 1985
- Homes (Fitness For Human Habitation) Act 2018
- The Health And Safety At Work Act 1974
- Landlord And Tenant Act 1985 (Section 11)
- Housing Act 2004 - Housing Health And Safety Recording System
- Defective Premises Act 1973 (Section 4)
- Awaab's Law
- Home standard – inc the Decent Homes Standards