



HONEYCOMB GROUP

DAMP, MOULD & CONDENSATION POLICY



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Approved by	Executive Team, 15 October 2025
Approved by Customer Assurance Group	Repairs Focus Group -

Version	Date	Description of Change	Author
1.0	March 2023	New Policy	Jon Parkes
2.0	October 2025	Review and format update Legislative & Procedural update	Neil Riley Kath Ing

1. Introduction and purpose

1.1 As a landlord, Honeycomb Group (Honeycomb) is responsible for maintenance and repairs to its homes, communal blocks and other properties it owns and manages. Tenants in some of these properties may experience problems with damp and mould. Honeycomb has a duty to manage and minimise damp and mould, to prevent it becoming a health hazard for residents and to stop properties deteriorating because of damage caused by damp and mould.

2. Policy aims and objectives

2.1 The Decent Homes Standard requires that properties must not have serious (Category 1) hazards under the Housing Health and Safety Rating System (HHSRS). Damp and mould is one of the 29 hazards identified in the HHSRS system: This category covers threats to health associated with the increased prevalence of house dust mites and mould or fungal growths resulting from dampness and/or high humidities. It includes threats to mental health and social well-being which may be caused by living with the presence of damp, damp staining and/or mould growth. (Annex D, HHSRS Operating Guidance). An HHSRS assessment considers the severity of a hazard and the likelihood of harm that could be caused. In the case of damp and mould the health effects are allergies, asthma and the effects of toxins from mould and fungal infections. Homes which are damp due to condensation and/or high humidity levels can create an environment in which mould or fungal growths can develop.

2.2 A key objective of this policy is to ensure the Board, Executive Team, staff, partners and residents understand Honeycomb's health and safety obligations and take necessary actions to minimise damp and mould problems. This policy provides the framework staff and partners will operate within, in order to meet these obligations. This policy forms part of a wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy). It will be saved on the intranet and distributed to all relevant staff and contractors.

3. Principles of dealing with mould and damp

3.1 We will provide homes which are safe, warm, dry and free from health hazards meeting Homes (Fitness for Human Habitation) Act 2018 expectations

3.2 We will comply with legislation and regulatory standards

3.3 We will ensure customer can easily report concerns of damp and mould which we will respond within 24hrs.

3.4 We will ensure that Honeycomb properties are protected from deterioration and damage resulting from damp, condensation and mould

3.5 We will have transparent and robust reporting measures within our governance processes – And have a dedicated process map that ensures we follow legal timescales

3.6 We aim to resolve customers' concerns about damp and mould as effectively as possible, taking responsibility for diagnosing, carrying out necessary works and keeping customers informed (including legal disrepair cases). We will provide a report to customers following any damp and mould inspection within 3 days where required.

3.7 We will ensure that staff (and contractors) are trained to identify issues relating to damp and mould, and are clear on our processes and procedures to support customers to resolve the issues

3.8 We will ensure that staff are empowered to make decisions and escalate concerns in a timely manner, ensuring effective collaboration between teams to achieve the best outcome for the customer

3.9 We will take ownership to undertake comprehensive analysis and investigation where we have not been able to determine the root cause of damp

3.10 Upon completion of remedial works, we will continue to monitor the situation to ensure the issue has been resolved, which may include the installation of sensors in customers' homes

3.11 We will work with customers to provide clear, practicable and accessible support and advice on matters such as the actions they can take within the home, being clear and communicating what action Honeycomb will take

3.12 We will ensure that we take the opportunity to assess homes for damp and mould during visits such as housing management visits, repair visits, stock condition surveys and record the findings and escalate where appropriate.

3.14 We will improve our data on damp and mould and move to more proactive ways of working with less reliance on customers' reporting issues

3.15 We will build into our planned, investment programmes the use of products proven to reduce damp and mould, such as use of positive pressure ventilation systems.

3.16 We will ensure that any new build homes, still within the Defects Liability Period which have damp or mould identified, are monitored through the same processes and look to escalate the issue, if the contractor is deemed to be taking an excessive period to address the matter.

3.17 If we have assessed that the prevalence of damp and mould is creating an immediate danger to health, or if remedial works will create significant disruption, alternative accommodation will be offered to the customer. The customer will be supported throughout this process.

4. Policy Detail

4.1 This policy is relevant to all staff, residents, contractors and other stakeholders who may work on, occupy or visit Honeycomb properties. The policy will be used by all to ensure they understand the obligations placed upon Honeycomb to maintain a safe environment within the home of each resident, and within all communal areas of buildings and other properties owned or managed.

5. Our approach to investigating damp and mould issues

5.1 Damp and mould issues affecting Honeycomb properties are identified through a range of mechanisms and this is detailed in our process map.

- Customer reports of faults direct to the Customer Services team/ Property services team inspections of properties – for example, when planning improvement works
- Contractor referrals - when operatives identify issues which cause concern within the home they are maintaining or improving
- Stock condition surveys or other customer surveys
- Tenancy management visits from housing management staff
- Complaints made by tenants or their advocates.
- Comments received through TSM surveys

5.2 We will ensure members of the Property Team are trained to complete HHSRS hazard assessments to determine whether the presence of damp and or mould is a Category 1 or a Category 2 hazard. This will assess whether the fault is extensive damp or mould which is likely to cause harm to a vulnerable person without effective intervention. Staff will also consider whether the damp/mould issues are having a detrimental effect on the mental health or wellbeing of the residents.

5.3 We have a dedicated response team, within the Property Team, to triage all damp and mould reports, and carry out property inspections as per Government guidance. We have a dedicated Contractor to carry out the potential works as required.

6. Customer-centred approach

6.1 We will take an open-minded approach to dealing with reports of damp

6.2 We will provide good general information to residents on the issues they may find, explaining the main causes of damp and condensation and encourage reporting of potential repairs

6.3 We recognise the further impact of fuel poverty on condensation issues and will provide support and advice to residents.

6.4 We will improve training for all staff who have contact with customers on damp and condensation

6.5 We recognise the importance of early escalation and third-party diagnosis when required.

6.6 When no clear defect is found we will consider multiple methods of alleviating the symptoms, recognising that these may be directly linked to fuel poverty

6.7 We will consider whole property improvements, with a clear understanding of how components interact and consider adequate ventilation or mechanical extraction.

6.8 We recognise that condensation can occur for a number of reasons and may be different for each room in a house so we will not generalise solutions and we will

ensure that residents understand how to operate heating, windows and fans in a coordinated way.

6.9 We will ensure that any mould growth is first removed by suitably trained operatives and take time to assess the underlying cause of the condensation before introducing additional controls.

6.10 Where there are significant condensation issues we will monitor humidity levels with data loggers over a period of time to help understand the patterns of humidity which are creating condensation.

6.11 This is to help us work with customers to get the best out of their heating system and how to best ventilate their homes which will be key to managing condensation and mould.

6.12 Investigations may identify that issues of fuel poverty are contributing to underheating of properties. In these circumstances we will provide money advice support and sign-posting to organisations who may be able to assist residents.

7. Resident Involvement and Engagement

7.1 Good communication with residents is essential in the effective management of damp and mould. In accordance with our Customer Voice approach, we will continue to develop our resident engagement strategy and communication programme. This will support residents in their understanding of damp and mould, advise them how they can manage any risk if there is damp and mould within their property, and encourage them to report any damp and mould concerns we also aim to successfully engage with vulnerable and hard to reach residents. We will share information clearly and transparently and will ensure that information is available to residents using regular publications and information on the website.

8. Operational responsibilities

8.1 Our mould and damp process map sets out the organisational responses and responsibilities.

8.2 We have a dedicated team, within Property to discharge our duties under legislation for damp, mould and condensation works.

9. Governance responsibilities

9.1 The Board has overall governance responsibility for ensuring this policy is implemented to ensure compliance with legislation and regulatory standards.

9.2 As such, the Board will be provided assurance that this policy has been reviewed and approved by the Executive Team every 3 years or following any sooner changes.

9.3 For assurance that this policy is operating effectively in practice, the Board will receive updates on its implementation and any non-compliance.

9.4 The Audit & Risk Committee receive damp and mould stats, via the Quarterly Property Report to provide assurance of compliance.

9.5 The Executive Team will approve this policy and will receive performance reports in respect of mould and damp problems and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.

9.6 The Executive Director of Operations has strategic responsibility for the management of damp and mould and ensuring compliance with this policy is achieved and maintained.

9.7 Head of Property has operational responsibility for the management of damp and mould and will be responsible for overseeing the delivery of the maintenance service.

9.8 The implementation of this policy will be reviewed every 3 years by internal audit

10. Customer responsibilities and expectations

10.1 We will ask customers to report any concerns of damp and mould and faulty equipment which will affect the management of humidity and moisture in the home in a timely manner.

10.2 We will work with customers to identify practical ways to help reduce the conditions that lead to condensation.

10.3 Customers are expected to allow access for inspections and carrying out of remedial works

10.4 If, following an assessment, all reasonable measures are in place for the customer to adequately control condensation and mould, we will consider how we can tailor further advice and support to the customer

10.5 We will advise customers on arranging adequate household contents insurance for their home

10.6 Where customers are considering making any changes within their home. e.g., converting rooms, adding extensions, converting non-habitable buildings or spaces; they must seek advice and permission in accordance with their tenancy agreement and the tenant's improvements process.

11. Training

11.1 We will deliver training on this policy and the procedures that support it, including team briefings; damp and mould awareness training (mandatory); and on the job training for those assessing damp and mould repair works as part of their daily job. All training undertaken by staff will be formally recorded.

12. Performance monitoring & compliance

12.1 We will ensure we comply with the Regulator of Social Housing's regulatory framework and consumer standards for social housing. The Home Standard is the primary one applicable to this policy.

12.2 Legislation applicable to this policy is included in:

- Awaabs Law 2025
- The Housing Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenants Act 1985 Section 11, Repairs and Maintenance
- Housing Act 2004 – Housing Health and Safety Rating
- Decent Homes Standard 2006

12.3 Failure to discharge our responsibilities and obligations properly could lead to sanctions, including: a regulatory notice from the Regulator of Social Housing and disrepair claims.

12.4 Performance Reporting

Key performance indicator (KPI) measures for damp and mould will be provided to the Executive Team and to the Audit and Risk Committee and Board on a quarterly basis.

We will report:

- No. properties where there have been reports of damp/mould
- Open cases where there is ongoing or overdue follow-up works/actions
- The number of Category 1 (HHSRS) hazards due to damp and mould.
- Current position

12.5 Non-Compliance/Escalation Process

Our definition of non-compliance is: any damp and condensation occurrence which has not been responded to correctly and has the potential to result in a potential breach of legislation or regulatory standard, or which causes a serious risk to health or safety. All non-compliance issues will be reported and escalated as soon as possible. Any major damp and mould issues which are not addressed in accordance with the timeframes set out in the procedures will be reported to the Head Property, who will agree an appropriate course of corrective action with the Executive Director of Operations and report details of the same to the Executive Team.

Major damp and mould incidents will be reported to the Executive Director of Operations immediately, who will notify the Executive Team within 24hrs of being identified.

Non-compliance incidents will be reported to the Board within 10 working days of being identified.

In cases of Major non-compliance, the Executive Team and Board will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.

12.6 Data Protection

For processing, storing and sharing the personal data associated with this policy, we will ensure that it is carried out in accordance with current data protection legislation (UK GDPR, Data Protection Act 2018 and the Data Use and Access Act 2025).

13. Review

13.1 This policy shall be reviewed every 3 years, and a review may be required earlier if there is a legislative or regulatory requirement or significant change.

14. Related Policies

- 14.1 Health and Safety policy
- 14.2 Complaints Policy
- 14.3 Asset Management Strategy
- 14.4 Disrepair Policy
- 14.5 Repairs and Maintenance Policy
- 14.6 Decant Policy
- 14.7 Group Data Protection Policy
- 14.8 EDI Policy

October 2025