

Paragon Asra Housing Limited

Damp And Mould POLICY

January 2026

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Department	Asset Management
Approved by	Customer Committee
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PA Housing is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.

We will make sure that all our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats, we will provide them.

1. Policy Statement

- 1.1 PA adopts a zero-tolerance approach to damp and mould. We recognise the serious impact these hazards can have on residents' health, well-being and quality of life, including the mental health of adults and children. Residents who report damp and mould will always be treated with respect, empathy and understanding.
- 1.2 We take full responsibility for identifying, managing and resolving damp and mould hazards. Our approach is proactive and solution focused, and we will not apportion blame to residents.
- 1.3 We will actively identify potential issues before they escalate. Intelligent data, resident feedback and complaints will be used to inform our strategic approach and ensure early intervention.
- 1.4 When a problem arises, accurate and timely diagnosis is essential. We have established clear processes covering timescales, investigation, mitigation, communication and aftercare. Where necessary, we will draw on independent expertise to ensure the best possible outcome for residents.
- 1.5 This policy applies to all occupied homes, and our aim is to deliver the following outcomes for residents:
 - Provide safe, healthy homes, that are free of damp, mould and condensation, ensuring no risk to residents' health or safety.
 - Set out a clear and transparent approach for how we identify, treat, manage and prevent damp, mould and condensation.
 - Ensure early detection, prompt notification and timely resolution of any damp and mould issues.
 - Give residents and stakeholders confidence that our approach is robust, effective and aligned with the requirements of Awaab's Law, best practice, including the Housing Ombudsman's Spotlight on Damp and Mould report.
 - Establish a clear prioritisation process so that the most severe cases of damp and mould receive urgent attention.
 - Meet all statutory and regulatory obligations, including those under Awaab's Law. Our legal responsibilities begin as soon as we become made aware of a hazard.

2. Key Activities to Tackle Damp, Mould and Condensation in Our Occupied Homes

- 2.1 We operate a risk based approach to the management of damp and mould, as set out in our operational procedure.
- 2.2 All reports of damp and mould are triaged as soon as we are made aware of them. This initial assessment determines:
 - Whether a hazard is present
 - The risk category of the hazard

- Any potential health impacts on residents
- The assessment also identifies whether the issue is severe and requires emergency action within 24 hours.

Surveyor Investigation Requirements – History and Root Cause

- 2.3 As part of every damp and mould inspection, surveyors must establish how long the issue has been present and whether it is linked to previous defects or reports at the property.
- 2.4 Before concluding their assessment, surveyors are required to:
- Review all relevant file notes, repair history, and previous damp and mould reports held on the system
 - Identify any recurring issues, repeat repairs, or historic defects that may be contributing to the current condition
 - Cross-check current findings against previous inspections and works to determine whether there is a common or unresolved root cause
- 2.5 A full investigation is essential. The information already held on file must be treated as the starting point, not the conclusion, of the assessment. The surveyor's latest assessment must clearly:
- Reference any relevant historic issues or previous reports
 - Confirm whether there is a link to earlier defects or repairs
 - Set out the concluded root cause of the damp and mould
 - Confirm the next steps and required remedial works
- 2.6 These findings and conclusions must be shared with the resident in writing, in line with statutory timescales, so the resident understands both the cause of the issue and how it will be resolved
- 2.7 If a property is assessed as Category 1 (Severe), we will carry out emergency works within 24 hours to make the home safe. If this cannot be achieved, PA will provide residents with suitable temporary accommodation until the hazard is removed and a surveyor confirms the home is safe to reoccupy.
- 2.8 We categorise all damp and mould hazards in line with the Housing Health and Safety Rating System (HHSRS):
- CAT 1 – Severe
 - CAT 2 – Moderate or Slight
- 2.9 When a home has been identified with a CAT 1 or 2 Category our CRM system will flag this property. Once the works have been completed and the property is deemed safe and signed off the approving surveyor will arrange for the CRM system to be updated.
- 2.10 Awaab's Law does not require the landlord to physically inspect every property where a potential hazard is reported, as photos and videos can support remote investigations in some cases. PA will arrange a virtual inspection as its first point of call for all homes where a hazard has been reported. When virtual inspections are not possible or the resident asks for a physical inspection, PA will arrange this.

- 2.11 These inspections will take place within 10 working days of the initial report, excluding emergency cases requiring action within 24 hours
- 2.12 Within 10 working days, we will complete a full assessment of the hazard. This will consider:
- Occupancy levels
 - Age and vulnerabilities of residents
 - Any relevant health conditions
 - The extent and severity of damp and mould
- 2.13 We will identify the root cause of the hazard and specify the remedial actions required to prevent recurrence.

Identifying the Cause and Raising Works

- 2.14 The assessment will confirm the underlying cause of damp and mould. Where appropriate, we will provide residents with guidance on managing mould within their home. All required remedial works will be recorded and raised with internal teams or external contractors.
- 2.15 Our surveyors will raise all required works through our internal systems and monitor them through to completion. If a resident needs to be decanted, the surveyor will notify the decants team so that suitable alternative accommodation can be arranged.
- 2.16 If a resident is decanted due to the hazards in the property, the locks will be changed to prevent access until the home has been declared safe. The resident will be notified of this and arrangements further details can be found in our decant policy.

Written Report to Residents

- 2.17 Once an investigation is completed, PA will provide a written summary of their findings to the resident within 3 working days.
- 2.18 This written report must include:
- The findings of the investigation
 - Whether a hazard was confirmed
 - The necessary next steps and actions to be taken.
 - If no hazard is found, an explanation of why.
- 2.19 *A written summary is not required if the hazard is fully fixed within 3 days.*

Commencement of Works

- 2.20 Within 5 working days of issuing the written assessment, we will begin the required works. This includes mould wash treatments and any remediation needed to prevent damp and mould from returning.

Evidence and Record Keeping

- 2.21 We will collect and retain evidence of all completed works, including photographic records of the property's condition.

Aftercare and Monitoring

- 2.22 Where remediation has been carried out to address the underlying hazard, we will contact residents periodically for up to 12 months to ensure the damp and mould has not returned.

Interventions to Address Damp and Mould

- 2.23 We will consider a range of interventions to tackle and, where possible, eliminate damp and mould. These may include:
- Carrying out mould treatments to remove the hazard where appropriate.
 - Supporting residents to self clean in cases where the hazard is slight to typical. If residents confirm they are able to do this, we will provide guidance and supply mould treatment kits. For Category 1 and Category 2 hazards, PA will complete all mould treatment and removal.
 - Providing heating controls to help residents manage heat levels effectively within their home.
 - Installing humidity and temperature sensors to support remote monitoring and assist in diagnosing the cause of the hazard.
 - Installing or upgrading ventilation systems, including fans, to improve airflow.
 - Carrying out repairs in line with our Repairs Policy.
 - Offering tailored advice based on the individual circumstances of each resident and their home.
 - Monitoring the situation, including follow up calls and additional visits where needed.
 - Providing clear, sensitive and practical guidance to residents on how they can help manage and reduce damp and mould in their homes.

Damp and Mould Reports – Properties in Defect Liability Period

- 2.24 Where a resident reports damp and/or mould and the CRM system confirms that the property is within the defect liability period, the following process will apply.
- 2.25 The report will be logged in the usual way and treated in line with this Damp and Mould Policy. The property's defect status will not alter the initial response. An immediate mould wash and any necessary mitigation measures will be arranged in accordance with the assessed level of risk (emergency, significant, or routine). This ensures that visible mould and any immediate health risks are addressed without delay, regardless of liability arrangements.
- 2.26 Following initial attendance, a surveyor will inspect the property to identify any underlying causes or repair requirements. Where repairs are identified and determined to fall within the defect liability period, the Damp and Mould team will formally liaise with the Development Aftercare team to manage remedial works through the defects process. Responsibility for delivery will sit with the Development Aftercare team, however the case will continue to be managed in line with Awaab's Law statutory timescales, with progress monitored to ensure full resolution and compliance.

3. Resident Communications

- 3.1 Residents can make PA aware of a hazard by any traditional means, for example by email, phone call, letters or other means that is convenient for our residents to raise service requests. Contact details can be found on our website [Damp or mould in your home | PA Housing](#)
- 3.2 We will take a proactive approach to managing and resolving damp and mould hazards and we take responsibility for these issues. We will not apportion blame or use language that leaves residents feeling blamed.
- 3.3 We will provide clear information and advice to our residents about the causes of damp and mould, and how best to reduce or eliminate it. We encourage residents to report damp and mould issues in a timely manner so we can act quickly and keep their homes free of damp and mould.
- 3.4 We recognise that communication and language can be a barrier to damp and mould reporting, and we will ensure that our services are delivered in such a way as to be fully accessible, this will include ensuring that advocacy, interpreting, and translation services are available when required.
- 3.5 For historic or complex cases, we will provide the customer with one point of contact.
- 3.6 We will provide support to our vulnerable residents where needed to assist with issues contributing to damp and mould.

4. Responsibilities

PA's responsibilities are as follows:

- 4.1 Promote and provide clear and simple advice and guidance to residents to reduce damp, mould and condensation.
- 4.2 Provide easy ways to report a hazard.
- 4.3 Diagnose the cause of the hazard and deliver effective solutions to address the root cause.
- 4.4 Keep residents regularly updated through each stage of their case. This will include our findings following the investigation, providing information about the necessary remedial works and timescales to complete the work.
- 4.5 Engage third party experts in complex situations and act on their findings.
- 4.6 Employ skilled contractors to work in support of our directly employed teams.
- 4.7 Provide clear and easy access to our complaints procedures that will be managed in line with our Complaints Policy. Remedies will be commensurate to the distress and

inconvenience caused to the resident, whilst recognising that each case is individual and should be considered on its own merits.

- 4.8 For legal disrepair cases, we will use our complaints procedure when the pre-action protocol has commenced and until legal proceedings have been issued to maximise the opportunities to resolve disputes outside of court.
- 4.9 We will keep electronic, robust and accurate data records in our housing management system.
- 4.10 For any homes that have been reported with damp and mould that have been identified for future disposal or regeneration, we will continue to maintain and repair these homes whilst they are occupied.
- 4.11 Provide training to our staff on our management processes and technical elements.

Resident responsibilities include:

- 4.12 Reporting issues of damp and mould as soon as they become visible in their homes or communal areas.
- 4.13 Reporting faulty equipment that may hamper the management and control of damp, mould and condensation. For example, reporting a faulty extract fan, window repairs or issues with heating systems.
- 4.14 Keeping appointments and providing access into your homes to our staff and suppliers. Where access to undertake work is not provided by residents, this will be appropriately documented and where necessary we may use legal action to gain access.
- 4.15 Inadequate heating and/or ventilation are a significant cause of damp and mould. Residents are responsible for heating their homes and ensuring that they are ventilated, and that trickle vents are opened, and fuses are not removed from ventilation fans. Where ventilation fans are installed residents should keep these switched on to run on the automatic settings.
- 4.16 We recognise that financial hardship can impact on resident's ability to heat their home, and we will aim to provide support through our Tenancy Sustainment team.
- 4.17 Leaseholders and shared owners will manage and maintain their properties including issues with damp, mould and condensation in accordance with obligations in their lease agreements.

5 Preventative Maintenance

- 5.1 For our residents, we provide accessible information on our website ([Damp or mould in your home | PA Housing](#)) to raise awareness about the causes of damp and mould and advice on how it can be avoided. This includes advice on how to remove moisture from homes, keeping homes properly ventilated, and how to stop rooms from getting too cold.

- 5.2 We will periodically triangulate repairs, complaints, Decent Homes Standard failures, outstanding repairs and improvements and property data to identify property archetypes that are more prone to damp, mould and condensation to take a proactive approach to tackling hazards before these are reported. We will use historical data to identify common themes to inform changes to our service offer.
- 5.3 Reviews of property data will include properties that have a lower energy performance certificate (EPC) rating, blocks of flats where damp has been reported to multiple properties or where certain archetypes of properties are more prone to historical or repeated damp, mould or condensation issues.
- 5.4 We will check neighbouring properties where there is severe or significant mould found, to ensure our response early on to potential hazards is as effective as possible.
- 5.5 We will use all opportunities when we visit our residents' homes to identify damp, mould and condensation, such as repairs and stock condition inspections, tenancy update and contractor visits, ensuring damp, mould and condensation issues are reported and investigated.
- 5.6 We will inspect properties and engage with residents in homes that are more prone to damp, mould and condensation issues.
- 5.7 We're committed to ensuring that all our void homes and mutual exchanges, prior to being let, are free from all forms of dampness. We check all ground floor walls for rising dampness with an electronic moisture meter. If there's any condensation mould, this will be washed off and sterilised with an anti-fungicidal solution. We also check that our homes ventilation and heating are in good mechanical order and install loft insulation if this is required. We will complete works whilst the property is empty.
- 5.8 We will continue to undertake proactive stock condition surveys of our properties every five years. We will use property data including stock condition surveys and damp and mould sensors to identify homes at high risk from Damp and Mould.
- 5.9 Our aim is to ensure every home achieves a reasonable level of energy efficiency. Through our planned investment programmes we are on course to ensure all our homes meet EPC band C by 2029. We will do this by improving the fabric of our buildings by improving external wall, loft and floor insulation, replacing single glazed windows with double glazing or triple glazing where this is possible and installing energy efficient heating systems.

6 Monitoring and Assurance

- 6.1 We will measure our service resolution levels each month and feedback performance through the Resident Assembly, Customer Committee and to the Board.
- 6.2 To measure and monitor our effectiveness and to provide assurance, we will report against a range of Key Performance Indicators (KPIs) including:
 - Number of new hazards raised.
 - Emergency damp and mould hazards resolved in 24 hours
 - Survey assessments completed within 10 working days.
 - Written assessments completed and provided to residents within 3 working days.

- Commencement of works within 5 working days of written assessment.
- Number of hazards treated and resolved.
- Number of completed remedial works.
- Number of missed appointments relating to addressing damp and mould hazards.
- Resident satisfaction on completion of remedial works.

7 Consultation

- 7.1 This customer facing policy will be consulted through involved residents.

8 Policy Review

- 8.1 The policy will be reviewed upon any change to legislation or major guidance documentation, and at least every 12 months (or earlier if deemed necessary through the Monitoring and Assurance Process).