



DAMP & MOULD POLICY

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1. Introduction

- 1.1 Eastlight Community Homes (hereafter ‘Eastlight’) is committed to ensuring residents live in healthy homes that are free from damp and mould.
- 1.2 This Damp & Mould Policy will help Eastlight to identify residents living with damp and mould, to effectively remediate the cause of mould, and ensure processes are robust in systematically defining the underlying causes.
- 1.3 We will never assume condensation is the cause of damp and mould.

2. Think Customer

- 2.1 At Eastlight, we exist to provide the best possible homes and services for residents.
- 2.2 Our ‘Think Customer’ approach aims to guide and support colleagues whenever they make decisions that affect our residents, directly or indirectly.
- 2.3 ‘Think Customer’ ensures our people fully consider how residents will experience and be impacted by the service we provide. Before acting, our people must think about:
 - The short and long-term effects of their actions
 - The residents’ individual needs and preferences
 - Whether their communication is clear, respectful and appropriate
 - If they can draw on any past insights or experiences to help them when making tough decisions
 - Whether they, themselves, would be happy with the service being provided.
- 2.4 The ‘Think Customer’ model is designed to complement and work alongside all Eastlight policies and procedures, including this Damp & Mould Policy.

3. Scope

- 3.1 This Policy applies to all properties and communal areas owned and managed by Eastlight. However, it excludes remedial works to properties where this is not Eastlight’s responsibility under the terms of the lease.
- 3.2 Non-habitable rooms, such as outbuildings, porches and sheds, are excluded from this scope.
- 3.3 This Damp & Mould Policy should be read in conjunction with Eastlight’s Repairs Policy, Complaints & Resolutions Policy and Compensation Policy.

4. Statutory & Regulatory Requirements

- 4.1** This Policy is designed to ensure Eastlight meets its obligations under the following statutory and regulatory requirements regarding damp and mould, including but not limited to:
- The Housing Act 2004 and the associated Housing Health & Safety Rating System (HHSRS)
 - Social Housing (Regulation) Act 2023
 - The Environmental Protection Act 1990
 - The Landlord & Tenant Act 1985
 - Homes (Fitness for Human Habitation) Act 2018
 - The Decent Homes Standard (DHS) Updated 2016
 - Defective Premises Act 1972
 - The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (“Awaab’s Law”).

5. Our Commitment

- 5.1** We will undertake investigations to effectively diagnose the cause of damp correctly and deliver effective solutions, dealing with the cause of damp, not just the symptom.
- 5.2** We will work in partnership with residents to listen and understand their individual concerns and issues within their home.
- 5.3** Where we understand that residents are at an increased risk from damp and mould, due to health or age-related concerns, we will provide additional support and prioritise their case. We will consider the information that we have on our systems and may ask the resident for further information about their household to determine the level of risk posed by damp and mould.
- 5.4** We will investigate all reports of damp and mould within **14 calendar days**. We will clean away the mould, take damp meter readings of the walls and floor, humidity readings of habitable rooms, and check there is appropriate external ventilation in both bathrooms and kitchens.
- 5.5** Where a case has not been resolved on the first visit, we will assign a single point of contact (usually a Customer Liaison Officer) to support residents throughout the next stages of the process and execute an aftercare plan.
- 5.6** We will work across our Home Solutions, Asset Management and Housing teams to provide support to residents where internal conditions are having an adverse impact on their health and wellbeing (for example, overcrowding and fuel poverty).
- 5.7** We will ensure that we are acting in line with the requirements of legislation as are in force at that time.

- 5.8** Following the implementation of Awaab’s Law, if we are made aware of damp and mould which may present a significant or emergency hazard to a resident and their home, we will carry out an investigation within 24 hours. If the investigation establishes an emergency hazard, we will carry out relevant safety work within 24 hours.
- 5.9** If the damp and mould issue potentially presents a significant risk of harm, but is not deemed an emergency, we will carry out an investigation within 14 calendar days (10 working days), beginning on the day after the day we became aware. We will ensure we have made the property safe within five working days of concluding our investigation if we establish there is a significant hazard.
- 5.10** If we are unable to make the property safe within 24 hours for an emergency hazard, or five working days for a significant hazard, we will discuss an offer of suitable alternative accommodation for a period whilst we make the property safe.
- 5.11** We will start any further preventative works to stop the damp and mould from returning within five working days. If we believe the works will take longer than this, we will take steps to begin the work within five working days, and ensure the resident is kept up to date and given information about how to keep safe in their home. The works will physically start within 12 weeks and completed as soon as reasonably practicable.
- 5.12** We will ensure that we provide the resident with a written summary within three working days from the conclusion of our investigations, unless one is provided during the initial visit. This will detail the outcome of the investigation, including details of the hazard, the actions we will take and further details of how to contact us.
- 5.13** We will follow Eastlight’s No Access Process in all cases where we have been notified of damp and mould and have not been able to gain access to the home.
- 5.14** We will use our data to deliver a proactive service where we identify systematic issues with:
- Property types or estates
 - Customer groups
 - Residents who have not interacted with Eastlight for more than two years and may not have been able to report cases of damp and mould
 - Repeat cases of damp, mould and/or leaks.
- 5.15** We will ensure residents have access to and are provided with comprehensive guidance on damp and mould.
- 5.16** We will ensure our people and contractors are trained to the appropriate level, with awareness for all and specialist training for those delivering our front-line services.

6. Assurance, Oversight & Continuous Improvement

- 6.1** The organisation maintains a clear “golden thread” of information to ensure landlord compliance and health and safety requirements are managed from operational delivery through to Board oversight.
- 6.2** The effectiveness of this policy is monitored through defined KPIs, agreed and overseen within the Performance Framework, with Board and the relevant oversight bodies determining the measures needed to support effective scrutiny. This aligns with the Board-approved Governance Framework which sets out roles, responsibilities and oversight arrangements for the areas covered by this policy.
- 6.3** An established assurance framework supports the delivery of risk-based assurance plans agreed annually and mapped across first, second and third lines of defence. These plans are reviewed and approved by the Audit & Risk Committee which retains oversight of their delivery and outcomes.
- 6.4** Findings from audits and reviews are reported through appropriate governance routes, including operational groups, Executive Management Team and the Audit & Risk Committee, ensuring timely visibility and accountability.
- 6.5** The organisation is committed to continuous improvement, using insights from audit findings, performance data, complaints, incidents and wider lessons learned to strengthen controls and processes.
- 6.6** This policy will be reviewed periodically, both at defined intervals and in response to emerging risks or changes in regulatory expectations, to ensure it remains effective, up to date and aligned to organisational objectives.

7. Equality Impact Assessment

- 7.1** An Equality Impact Assessment (EIA) has been carried out. As a result, actions have been put in place to mitigate any negative impacts.

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