



WILLOW TREE
HOUSING PARTNERSHIP

Damp and Mould Policy

Version	V3
Responsibility for Procedure	Head of Assets & Repairs
Date reviewed & approved by Executive	May 2026
Date reviewed & approved by the Board	July 2026
Date reviewed & approved by Residents	TBA
Date due for review	July 2028

1. Statement of Intent

- 1.1 Willow Tree Housing Partnership (WTHP) believes all residents have the right to a home which is safe, **free from significant hazards**, and supports their wellbeing and quality of life. The purpose of this policy is to ensure that we define damp and mould for our residents and the approach we will take.

2. Policy Objectives

- 2.1. A risk-based approach for residents and colleagues to report specific damp and mould cases to WTHP which is set out in our procedure. Tenant vulnerabilities will be captured at the first point of contact, so a tenant centred approach can be implemented.
- 2.2. WTHP accepts that damp, mould and condensation issues are not straightforward, therefore is committed to dealing with each report on an individual basis to fully understand the causes of the problem and take actions to prevent it happening again.
- 2.3. When appropriate WTHP will engage specialist contractors to support the diagnosis and remedy of reported cases of damp and mould
- 2.4. Residents will be updated on the causes of the problem in accordance with Awaab's Law requirements, as implemented through statutory regulations and guidance.
- 2.5. Advice will be offered, if appropriate, on actions the tenant can take to assist with reducing the impact of mould and condensation using a case management approach.
- 2.6. A full damp and mould register will be used to log all reports, actions and follow ups relating to damp and mould will be held on the Housing Management system.
- 2.7. A holistic multi department approach will be taken to facilitate a wide range of resources to assist in dealing with the problem. We will cross reference from all WTHP data resources to ensure an efficient and effective solution is provided.
- 2.8. WTHP are committed to ensuring our staff have the appropriate skills and knowledge to manage issues relating to damp, mould and condensation and therefore on-going awareness and training will be mandatory.
- 2.9. WTHP are committed to ensuring our residents are fully involved in being part of the solution when dealing with Damp, Mould & Condensation issues or concerns.

- 2.10. WTHP are committed to being fully proactive in its approach to damp and mould and our intention is when visiting all homes within the WTHP housing stock, that any staff or contractors will visually inspect for Damp, Mould and Condensation and report back to the Assets & Repairs Manager where necessary.

3. Resident Involvement

- 3.1 We will work closely with the Resident Scrutiny Panel to ensure tenants scrutinise our Health and Safety performance.
- 3.2 Performance and learning on damp and mould will be published on the website and in newsletters

4. Performance Standards

Performance on damp and mould will be reported to the Leadership Team monthly and to the board on a quarterly basis. This will include:

- The number of reported cases
- Analysis of the reasons for the damp and mould to understand root causes
- Narrative on the responses including the number of repairs and expenditure
- Analysis of the resolution of cases based on follow up contacts
- Resident Satisfaction on how WTHP dealt with the report of damp and mould by means of a survey two months after works completed.

5. Reference Documents

External

Housing Ombudsman Service, Spotlight on damp and mould: it's not lifestyle. October 2021.

Open letter from the Housing Ombudsman- November 2022

How to deal with Damp and Mould - Chartered Institute of Housing-December 2022.

Awaabs Law

Landlord and Tenant Act 1985 (Section 11)

Homes (Fitness for Human Habitation) Act 2018

Housing Act 2004 – Housing Health and Safety Rating System (HHSRS)

Health and Safety at Work etc. Act 1974

Internal

WTHP Damp and Mould Procedure

Assisted decorations Policy

Repairs Policy and Procedure

WTHP Damp and Mould Action Plan

WTHP/POL/OPS/0027/v3

When setting policy, Willow Tree Housing Partnership will ensure a golden thread of best practice runs through all aspects of its operations in respect of equality, diversity and inclusion. It will seek to minimise adverse environmental impacts arising as a consequence of its work. This approach and all policies will be reviewed on their anniversary date or as new guidance or legislation is introduced, whichever occurs sooner.