

Damp, Mould and Condensation Policy

1. Purpose

- 1.1 This policy and associated procedure provide a framework for Connexus colleagues to deal effectively with reported damp, mould and condensation (DMC) issues reported by our customers. The procedure is aimed at ensuring customers get appropriate responses and information regarding the causes and control of damp, mould and condensation, and Connexus carries out our duties in relation to the provision of a healthy and safe home.
 - is responsive and customer-centric;
 - produces regular learning outcomes;
 - ensures that we fulfil our repairing obligations as a landlord;
 - ensures an empathetic manner of communication to our customers;
 - provides transparency to customers about their expectations of our performance; and
 - aligns our policy and working practices to meet required legislation and sector good practices where applicable.
- 1.2 Connexus has positively adopted an approach of collective responsibility for the management and/or education of damp, mould and management of condensation. This is to ensure Connexus provides and maintains safe, healthy homes with adequate heating provision, which are structurally sound and safe for customer. Also, the fabric of our homes is protected from deterioration and damage resulting from DMC.
- 1.3 Connexus operates a three-pronged approach to tackling DMC:
 - Dealing with repairs-related causes of DMC – such as roof leaks – and then treating any residual mould issues through ventilation and fungicidal wash treatments. These works are largely delivered through our internal teams;
 - Providing additional ventilation and mould treatment in cases of mould growth caused by condensation. This also included referral to energy advice where our customers face difficulties with fuel poverty or lack of adequate heating is a contributing factor, but the heating source is working correctly. Ventilation and mould works are largely delivered through our internal teams, although we do undertake to use competent external contractors where necessary and appropriate’ and
 - Identifying those homes which, due to the structural issues/penetrating damp, need major investment works and/or are recommended for disposal as part of our strategic approach. This will often involve the use of external specialist consultants.
- 1.4 Underpinning all three prongs are:
 - Considerations of the need for a temporary move of a customer, either temporary or permanently due to personal or property circumstances;

- The need to implement any “failed access” processes in order to manage any reports of DMC in a proactive manner.

2. Scope

- 2.1 Scope: The policy applies to the whole of the Group. This means Connexus Homes Limited, (ultimate parent) and all of its subsidiaries.
- 2.2 The policy is relevant to all Connexus colleagues, customers, contractors and other stakeholders who may work on, occupy, visit, or use homes or who may be affected by our activities or services.
- 2.3 This policy should be used by all to ensure everyone understands the obligations placed upon Connexus to maintain a safe environment for customers and colleagues within the homes of each customer and within all communal areas of buildings and other properties owned and managed (offices, commercial shops, depots, etc.)
- 2.4 The Damp, Mould and Condensation Policy is to be read in conjunction with Connexus Damp and Condensation Procedure.

3. Regulatory Standards and Legislation

- 3.1 The following Acts, Regulations and Guidance (list not exhaustive) are applicable to this policy: -
 - Landlord and Tenant Act 1985.
 - Defective Premises Act 1972
 - Occupiers Liability Act 1984
 - Environmental Protection Act 1990
 - Homes (Fitness for Human Habitation) Act 2018
 - Decent Homes Standard 2000
 - Equality Act 2010
 - Housing Act 2004 Part 1 – Housing Health and Safety Rating System
 - Buildings Regulation 2010 including Part F
 - HCA Regulatory Framework – Safety and Quality Standard
 - Housing Ombudsman spotlight report on damp, mould and condensation.
 - Social Housing Regulation Act 2023 including Awaab’s Law
 - Gov.Uk Guidance Understanding and addressing the health risks of damp and mould in the home.
 - Awaabs Law: Guidance for social landlords – timeframe for repairs in the social rented sector. October 2025
- 3.2 This Policy links to risk SRR007 landlord quality and safety on our strategic risk register

4. Key Outcomes

- 4.1 There are several factors that can lead to issues in a customer’s home with damp or condensation, which can lead to mould growth. Most of these issues can be resolved with a combination of remedial work and providing customers with suitable guidance. Connexus

will ensure an empathetic and proactive approach when our customers report instances of damp, mould and condensation within their homes.

- 4.2 We will actively encourage reporting of damp or mould cases. All colleagues will have an awareness of damp and mould issues and relevant, customer-facing colleagues will have awareness training to be able to report cases if they identify them while visiting a customer's home. Photographic evidence of the location of any mould will be collected to help identify the source of the issue.
- 4.3 Our approach to each damp, mould and condensation enquiry is to view each case individually and agree the most appropriate course of action. We will act with urgency when there are concerns raised about customer health and / or wellbeing and not await medical evidence or confirmation. We will adopt effective internal communication between teams to ensure that we are capturing, reviewing, and responding to all customer reports to ensure we can resolve them quickly and ensure we include follow up, aftercare and review.

5. Engagement with Customers

- 5.1 Connexus will ensure an empathetic and proactive approach when our customers report instances of damp, mould and condensation within their homes. We will ensure the communication and information that we provide is effective in helping customers avoid any condensation issues within their homes and effectively deals with repairs an structural issues causing DMC.
- 5.2 Connexus colleagues will keep our customers fully updated at every stage of their DMC case including any recommendations from specialist contractors and timescales for works.
- 5.3 We will provide information about DMC on our website and in other mediums so that customers can access the information by the method that suits them. We will include information about what causes DMC, how to tell us about issues they are experiencing and what happens when they do report issues.
- 5.4 We will provide customers details of our case coordinators who will be a named point of contact for them while their DMC case is being investigated and resolved.
- 5.5 We will ensure that any remediation works minimise any disruption and inconvenience to the customer, whilst also recognising that each case is individual and should be considered on its own merit.
- 5.6 We will ensure that our colleagues, inhouse delivery teams, contractors, and any specialists interact positively with our customers to share the outcomes of all surveys within the timeframes set out in Awaab's Law and inspections to help them understand the findings and be clear on next steps.
- 5.7 We will undertake a series of follow-ups with our customers including inspection of homes after remedial work has been carried out and follow up calls at 1, 3 6- and 12-month intervals to ensure that the issue has been resolved and that damp and mould have not reappeared.

- 5.8 We will actively engage with and support our customers if they are experiencing issues such as fuel poverty. If this is identified as a contributing factor to mould growth, our colleagues will signpost customers to our third-party partners who can offer support. When a complex case is identified we may engage with external agencies such as Environmental Health or specialist consultants to assist in resolving the issue.
- 5.9 We will actively use feedback from our customers to tackle, manage and improve our service delivery in this area and continue to work with our involved customer group and other interested customers on scrutinising our approach to DMC.

6. Key Roles and Responsibilities

- 6.1 Connexus Board will have overall governance responsibility for ensuring the Damp, Mould and Condensation Policy is fully implemented to ensure full compliance with the regulatory standards, legislation, and approved codes of practice.
- 6.2 The Executive Leadership Team (ELT) will formally approve this policy and review it every year (or sooner if there is a change in regulation, legislation, or codes of practice).
- 6.3 The Board will receive regular updates on the numbers of DMC issues reported and subsequent progress against performance, along with notification of any non-compliance or complaints issues which are identified. This will provide assurance that the policy is operating effectively. We will also carry out internal and external audits as appropriate as well as utilising the services of specialist consultants.
- 6.4 The Property Director has strategic responsibility for the Damp, Mould and Condensation Policy and will oversee its implementation.
- 6.5 The Head of Repairs will be responsible for implementing the key outcomes of this policy and along with the DMC team be responsible for ensuring that the delivery of dealing with DMC cases.
- 6.6 SMT will receive key performance indicators including compliance with the requirements of Awaab's Law, number of cases, trends, and customer satisfaction. They will also be notified of any legal cases ongoing.
- 6.7 The communities and support services teams will provide key support to customers as necessary, including reporting immediately and cases of DMC that they observe within customers' homes and reporting immediately to the DMC team through the appropriate channel so that action can be taken, they will also inform the customer being clear on what happens next. Alongside this initial reporting they will also assist with arranging temporary or permanent rehousing and signposting customers to energy advice agencies – as well as supporting colleagues and contractors in gaining access to properties where this proves difficult. They will also facilitate any legal processes necessary in cases of repeated failed access.

6.8 We will comply with the requirements of Awaab's Law by having a dedicated Healthy Homes Team who will manage any DMC cases that are reported to Connexus, they will ensure that we are able to meet the timescales as set out in the law for carrying out the relevant stages of the process. Currently

- Attend to emergency reports of hazards in the home within 24 hrs
- Inspect new reports of DMC within 10 working days (this may be a desktop review of photos and videos)
- Within 3 working days of the inspection provide a written report of findings and actions to the customer detailing the next steps
- Begin work identified in investigation within 5 working days, or must be done as soon as physically possible started within 12 weeks
- Or arrange a temporary move for the customer if work cannot begin in that timeframe
- Completion times for repairs will be agreed with the customer but will fall in line with our repairs policy timescales

6.9 We will use data obtained through the reporting of DMC cases to highlight our hidden cases by identifying trend in property types, locations and occupancy helping us to identify similar homes where DMC may be an issue but may not have been reported to us. We will take a proactive approach to these potential cases by contacting customers living these homes to discuss and inspect any issues they may have. Proactively looking for cases where customers have not felt able to tell us.

6.10 The Property Director will be responsible for ensuring the policy is reviewed every year, and will notify the Board, SMT and operational teams responsible for the delivery of the policy. The Property Director will ensure that any reviews take place before this policy expires.

6.11 The Property Director will ensure that this policy is available and distributed to all relevant colleagues, stakeholders and customers.

7. Training

7.1 Connexus will ensure that all colleagues have the appropriate training on Damp, Mould and Condensation and that colleagues undertaking electrical, heating and other specialist works are appropriately qualified, skilled and experienced. This training will range from general awareness for housing colleagues to appropriate levels of formal qualifications for staff carrying out repairs, for example our DMC Technicians will all have Level 3 Award in Damp Mould and Condensation in Buildings. The Healthy Homes Manager will undertake the Level 4 Certificate in Managing Damp, Mould and Customer Care in Housing.

7.2 Connexus will ensure that only suitably competent colleagues, specialists, contractors and suppliers are procured and appointed to undertake surveys, assessments, repairs or treatment works, including the installation of specialist equipment and / or the application of specialist materials.

- 7.3 Connexus will ensure that colleagues and contractors can identify and report early signs of DMC. We will identify and resolve any skills gaps to ensure our colleagues and contractors have appropriate expertise to accurately diagnose and respond to reports of DMC, including identification of complex cases at an early stage, and have a strategy for keeping customers informed at all stages.
- 7.4 The relevant contract management colleagues will check the relevant accreditations of any specialists and contractors engaged for carrying out damp and mould works. These checks will be undertaken as part of the procurement process and/or on an annual basis and evidenced appropriately. With formal contracts, regular performance reviews – at least annually – will be undertaken and acted upon accordingly including the implementation of improvement plans where necessary. Connexus will also serve improvement notices where applicable.
- 7.5 Connexus will ensure that any repairs, compliance and assets colleagues as well as external contractors working for, or on behalf of the organisation have the relevant training required for their role. This will be managed via periodic assessments of training needs as well as through active contract management and will result in a programme of internal and/or external training.

8. Data and Performance Reporting

- 8.1 Information obtained from reports of DMC will be recorded and all remedial works actioned using appropriate systems.
- 8.2 Data collected will be analysed to ensure we take a proactive / preventative approach to DMC. Trends will also inform future planned investment programs such as loft insulation or window replacement, overall dwelling ventilation to follow Part F of building regulations as well as, ensuring, for example, that undercuts on new / replacement doors are included as standard.
- 8.3 We will use data collected to identify trends in certain property types and will ensure our strategy for delivering net zero carbon homes considers and plans for how we can identify and respond to potential unintended consequences around damp and mould. We will use our stock condition data to understand the condition of our homes, including those which are more difficult to heat, and make necessary interventions to improve ventilation, energy efficiency and building deficiencies before damp and mould occur.
- 8.4 We will also use the learning from complaints and service failures and share the positive impact of changes made as a result, within Connexus and externally. Data systems should allow us to analyse complaints data effectively and identify themes, trends and learning opportunities.
- 8.5 As a minimum, the data we will collect and utilise will include:
 - DMC cases reported, completed and outstanding in relation to:
 - Repairs jobs
 - Ventilation and / or mould-wash jobs

- Structural or asset-component replacement jobs
- End-to-end times to complete works broken down into the three strands above
- Numbers of cases where DMC issues have returned following works. When this happens we will audit the work and any installations to ensure they were fitted correctly and are operating effectively and then assess for other root causes.
- Customer feedback in relation to reports of DMC complaints raised where DMC concerns are involved
- Costs of DMC work

8.6 KPI measures will be produced and provided by the Property Data Team to SMT on a monthly basis and at Board level on a quarterly basis.

- Legal cases/Disrepair claims
- Compliance with Awaabs Law

9. Quality Assurance

9.1 The Property Director will arrange for an independent audit of the whole DMC approach at least once every two years. This audit will specifically test for compliance with legislation and approved codes of practice and identify any non-compliance issues for correction.

9.2 In addition, on a case-by-case basis, Connexus will utilise the services of specialists to audit M&E and heating installations to ensure they are fit for purpose and have been fitted correctly.

9.3 10% of all repairs carried out to resolve DMC issues will be post inspected by a supervisor or manager including those carried out by sub-contractors.

10. Document Control

Approved by ELT	22 January 2026
Approved by Committee/Board	N/A
Effective date	22 January 2026
Review date	31 January 2028
Policy developed by	Head of Repairs and Maintenance
Consultations	Final Customer Scrutiny Group (July 2024), Previous customer scrutiny involvement from January 2022, Review by consultant Pennington Choices February 2025 SMT January 2026
Associated documents	Damp, Mould and Condensation Procedure, Ventilation Procedure, Disrepair Policy, Disrepair Procedure, Compensation Policy, Decant Policy, Decant Procedure, Compliance Failed Access Referral Procedure

Version	Author	Date Published	Next Review	Comments
1.0	Head of Building, Safety and Compliance	26 Sep 24	30 Sep 25	Update to existing procedure – tailored to internal delivery and Awaabs Law, this will be reviewed again when Awaabs secondary legislation is published.
2.0	Head of Repairs and Maintenance	02 Oct 25	31 Oct 25	Review required again after full implementation of Awaab's Law in Oct 25.
3.0	Property Director	22 Jan 26	21 Jan 28	Reviewed after phase 1 Awaabs Law implementation.

Equality Impact Assessment Form

Strategy / policy / procedure / service / function / project being assessed	Damp Mould and Condensation Policy
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Stage 1 Lead officer		
Date of assessment	09.01.2026	
Date for next review	21 January 2028	
Reason for assessment	Existing Policy for review	
Agreed and signed off by lead officer's line manager	Manager's signature [REDACTED]	Date 09.01.2026

Stage 2 Aims of the service / function / policy/project under assessment	Connexus approach to dealing with damp mould and condensation
Main stakeholders / beneficiaries	All Connexus
Who is likely to be affected by the service/ function/ policy/project?	All Connexus
What are the arrangements for monitoring and reviewing the actual impact of the service/function/policy/project?	Specific KPIs contained within the policy

Stage 3 Collect and evaluate the evidence				
Key questions	Positive impact	Negative impact	No specific impact on any one group	Evidence
Does the policy or service have a positive or negative impact on any racial groups? Describe how and which.			X	The policy approaches all colleagues and customers in the same consistent way irrespective of race
Does the policy or service have a positive or negative impact on individuals where English is not their first language Describe how and which.		X		Policy is written in English – where English is not a first language then colleagues/customers may need further assistance
Does the policy or service have a positive or negative impact on women or men? This includes Transgender people / Trans people. Describe how and which			X	The policy approaches all colleagues and customers in the same consistent way irrespective of gender
Does the policy or service have a positive or negative impact on people with disabilities? Describe how and which			X	Adjustments to our policy can be made in line with reasonable adjustments
Does the policy or service have a positive or negative impact on people of a particular age? (e.g. children, young people, older people). Describe how and which			X	The policy approaches all colleagues/customers in the same consistent way irrespective of age

Key questions	Positive impact	Negative impact	No specific impact on any one group	Evidence
Does the policy or service have a positive or negative impact on people with particular sexuality / sexual orientation? Describe how and which			X	The policy approaches all colleagues/customers in the same consistent way irrespective of sexuality/orientation
Does the policy or service have a positive or negative impact on people in terms of marriage/civil partnership status? Describe how and which			X	The policy applies to all colleagues/customers in a consistent fair way irrespective of status.
Does the policy or service have a positive or negative impact on people with a particular religion or belief? Describe how and which			X	The policy applies to all colleagues/customers in a consistent fair way irrespective of religion or belief.
Does the policy or service have a positive or negative impact on people in terms of pregnancy/maternity? Describe how and which			X	The policy applies to all colleagues/customers in a consistent fair way irrespective of status.
Is it possible that the service/function/policy could discriminate or unfairly disadvantage those that do not have access to digital equipment?			X	Policy is accessible to all colleagues/customers on the organisations intranet/website.
Is it possible that the service/function/policy could discriminate or unfairly disadvantage or cause an individual/community financial hardship?			X	No Impact

Outsourced services	
If delivery of your strategy, policy, project or service is partly or wholly provided by external organisations / agencies, please list any arrangements you plan, to ensure that they promote equality and diversity.	N/A
Relations between different equality groups	
Does your assessment show that a policy, project or service may have a differential impact between any discrete groups? If yes, please explain how this issue is going to be tackled	No

Stage 4 – Summary of replies from individuals and stakeholders consulted, including any previous complaints on equality and diversity issues about the policy or service
Consultation with SMT – as this was a review. All comments updated within the policy.
Stage 5 – Options resulting from this equality impact assessment, including measures necessary to minimise or remove any adverse impact and better promotion of equality and diversity. Consider any alternative solutions
None Identified
Stage 6 – Arrangements for regular monitoring of the impact of the policy, project or service
Policy reviewed every 3 years

Stage 8 – Any actions and outcomes, including how these are to be communicated both internally & externally as required

Needs to be published on Connexus external website

