

Damp, mould and condensation

How we'll help keep your home safe

Damp, mould and condensation can affect your health, safety and wellbeing. If you're worried about damp or mould in your home, please tell us as soon as you can.

We'll listen, take your report seriously and work with you to understand what's causing the problem. We'll then take the right action to fix it and help stop it coming back.

We'll also think about your needs and circumstances, and we'll keep you updated while we work.

What you can expect from us

We will:

take every report of damp, mould or condensation seriously

work with you to find the cause as early as possible

follow four clear steps: identify, fix, resolve and prevent

adapt our support to your needs and circumstances

make sure our teams have the right skills and knowledge to help

put things right quickly if something does not go as it should.

How to report a problem

Please contact us if you see damp, mould or condensation in your home.

You can report it by phone, email or using our online repairs form. We'll make an initial assessment so we can understand the problem and decide what needs to happen next. This includes checking whether it may be an emergency or a significant hazard.

[Report a repair online](#)

What happens after you report it

If this is the first time you've reported the problem, and it is not covered by Awaab's Law, we'll arrange a mould wash. We'll also arrange any repairs that are needed.

If you report the problem again, and it is not covered by Awaab's Law, we'll arrange a mould wash and an inspection. We'll then arrange any repairs found during the inspection.

Sometimes we may need to visit your home more than once. This helps us understand the cause and choose the right solution.

We'll keep you informed while we identify the problem, take action and work to resolve it.

If the work means your home is not safe for you to stay in, we'll consider whether you need to move to a safe temporary accommodation while the work is completed. We'll look at the

work needed, how it affects you and any vulnerabilities or personal circumstances you've told us about.

If we decide you need a dehumidifier, we'll provide one. We'll also reimburse the cost of running it in line with our damp, condensation and mould guidance.

Emergency hazards

An emergency hazard is something that poses an immediate and serious risk to your health or safety.

Widespread damp or mould that is affecting your health may be treated as an emergency hazard.

When	What we will do
Within 2 hours	Arrange a local engineer visit and contact you to confirm an engineer will visit within 24 hours.
Within 24 hours	Make the hazard safe, or work with you to find safe temporary accommodation until your home is safe.
Within 3 working days after the hazard is made safe	Send you a summary of the work.

Significant damp and mould

A significant hazard poses a significant risk of harm to your health or safety and needs urgent action.

When	What we will do
Day 1	Arrange for a surveyor to assess the problem. This may be through a visit to your home or, where appropriate, a virtual inspection.
By working day 10	Complete the inspection and a report of the repairs needed.
Within 3 working days of the inspection	Send you a summary of the inspection findings.
By working day 15	We will start the repair work. This means work will begin no later than five days after the inspection is completed. If it is not reasonably practicable to start within 5 working days, the landlord must take steps to start as soon as possible and, in any event, start within 12 weeks.

How we help prevent damp and mould

We also work to stop damp and mould from happening, not just fix it when it is reported.

We do this by:

checking the condition of our homes and taking action where damp or mould needs to be fixed or prevented

looking at ventilation when we plan energy-efficiency work, and adding ventilation work where it is needed

asking customers about their experience of our repairs service, so we can learn from feedback and improve.

Customers who may be at greater risk

Some people are more likely to become unwell if they are exposed to damp and mould. This includes children under 13, people over 65 and people with some breathing or immune system conditions.

We use this information to help us decide how quickly we need to respond and what support you may need.

Useful terms

Condensation

Condensation is water that can appear as droplets when warm, moist air touches a colder surface, such as a window or wall.

Damp

Damp is a wet patch on a wall, ceiling or another part of your home. It can be caused by different things, including condensation, poor airflow, leaks, blocked gutters, broken roof tiles or pipes.

Mould

Mould is a fungus that grows in damp or moist places. It often looks like small black dots, but it can also grow in places you cannot see.