



Portus
Supported Housing

Damp and Other Hazards Policy Version 1.0

Safe spaces for independent living

Review

Date of this review	Date of last review	Author(s)	Owner	Next review date
31/10/2025	31/10/2025	Jason Cox	Jason Cox	31/10/2028

Details of amendments

Version	Date	Update/ amendment detail	Resulting from

Approved by

Executive Team	[00/00/00]
Board	13/11/25



1. Introduction

Portus Supported Housing (PSH) acknowledges and accepts its responsibilities under the *Landlord and Tenant Act 1985* and associated legislation and guidance to ensure all tenanted properties meet, or exceed, the decent homes standard. This includes ensuring there are no 'category one' damp hazards.

In addition, following the implementation of Awaab's Law, from October 2025 all social landlords will be required to address damp and mould hazards that present a significant risk of harm to tenants within fixed timescales. From the same date, they will also be required to address all emergency repairs – whether related to damp and mould or not – as soon as possible, and within a maximum timescale of 24 hours.

2. Purpose / Aim

This policy outlines PSH's commitment and procedures for preventing damp, mould and other hazards in social housing, and for protecting tenant health in compliance with Awaab's Law.

3. Scope

This policy applies to all properties managed by PSH, including communal areas.

4. Legal and Regulatory Framework

There are five main legal standards that relate to damp and mould in rented homes:

1. **The Housing Act 2004** – this states properties must be free from hazards at the most dangerous 'category one' level, as assessed using the Housing Health and Safety Rating System (HHSRS)
2. **The Environmental Protection Act 1990** – this gives tenants and local councils powers to take legal action where homes contain a 'statutory nuisance', including where a property is in such a condition as to be prejudicial to health
3. **The Landlord and Tenant Act 1985**, with new provisions from the **Homes (fitness for human habitation) Act 2018** requires that properties are free of hazards, including damp and mould, which are so serious that the dwelling is not suitable for occupation
4. **Decent Homes Standard (DHS)** – requires that social housing must be free from dangerous 'category one' hazards, and must be in a reasonable state of repair and provide a reasonable degree of thermal comfort (disrepair or inadequate thermal comfort, or both, may result in damp and mould)
5. **Awaab's Law** – introduced in October 2025, landlords will be required to investigate and resolve issues within fixed timescales, and maintain better communication with tenants throughout the repair process

5. Related Policies and Documents

This policy is linked to the following document and should be read in conjunction with it:

- Repairs and Maintenance Policy



Commented [JC1]: Rented versus tenanted - Recommending keeping it 'rented homes' here instead of tenanted properties.

Rented, where talking about the homes.

Tenants, when talking about the people.

Will apply this logic throughout.

Commented [JC2]: Please confirm: does "what is considered to be a decent home" refer to a benchmark?

Considered by whom? What constitutes 'decent'?

Or keep it more on topic about the mould and damp:

"...guidance to ensure all tenanted properties are free from 'category 1' damp hazards'.

The operation of this policy will be supported by an internal Awaab's Law procedure, which provides a more detailed description of the processes to be followed by PSH employees and contractors.

6. Policy Statement / Principles

PSH's approach to preventing and identifying damp and mould

PSH is dedicated to providing safe, healthy living environments for all tenants. In accordance with Awaab's Law, proactive measures and controls are in place to prevent and address damp and mould issues in our properties, which include:

Inspection and maintenance

- **Routine inspections:** PSH conducts monthly visits to all properties. During these visits housing officers will liaise with care providers to identify potential damp and mould issues
- **Maintenance requests:** PSH will respond promptly to tenant reports of damp and mould. Initial make-safe and triage work will be attended to within 14 days

Tenant responsibilities

- **Reporting issues:** with support from care providers, tenants are required to report any signs of damp (including leaks) or mould immediately
- **Ventilation and heating:** with support from care providers, tenants must use the ventilation and heating systems provided in their homes to manage humidity, reducing the risk of condensation
- **Maintaining a suitable environment:** with support from care providers, tenants are to keep their home clean and free of unreasonable clutter, to ensure circulation of heat and air and to prevent condensation occurring in stagnant areas

Preventative measures

- **Ventilation:** PSH will install and maintain proper ventilation systems in kitchens and bathrooms
- **Insulation:** PSH will ensure all properties are adequately insulated to prevent condensation, where feasible
- **Leaks:** PSH will ensure all leaks are repaired within appropriate timescales, allowing for sufficient drying periods
- **Education:** PSH will provide tenants with information on preventing damp and mould, including guidance on proper ventilation, heating practices, cleaning, biofilms, and reporting procedures

Remediation

- **Triage:** Upon receiving a report of damp or mould, PSH will conduct an initial assessment to determine the cause and extent of the issue
- **Investigation:** PSH will develop and implement a remediation plan within 14 days of the initial report. This may include repairs to leaks, improvements to ventilation, and mould removal



- **Remediation:** PSH will ensure required repairs are completed within the timescales set out in PSH's *Repairs and Maintenance Policy*
- **Review:** PSH will conduct a review of the completed works to ensure any issue(s) are resolved and take additional actions if necessary

Communication

- **Reporting:** PSH will maintain clear and accessible channels for tenants to report damp and mould issues
- **Updates:** PSH will keep tenants informed of inspection schedules, findings, and remediation plans

Support

- PSH will provide support to tenants affected by damp and mould, including temporary relocation if necessary

PSH's approach to remediating emergency hazards

Where a resident reports a hazard that poses a significant and imminent danger, PSH will treat it as an emergency and take faster action.

PSH's *Repairs and Maintenance Policy* includes details of hazards that are likely to meet the definition of an emergency repair. PSH's target timeframe for remediating emergency repairs is 24 hours.

7. Roles and Responsibilities

Chief Executive (Duty Holder) is responsible for:

- Ensuring this procedure is effectively implemented within their area of responsibility.
- Ensuring there are sufficient resources available to comply fully with this procedure.
- Regularly reviewing the performance of line management in the conduct of their duties with respect to this procedure.
- Informing the Head of Health & Safety of any suspected major breaches of compliance in their area of responsibility.

Director of Strategic Asset Management is responsible for:

Ensuring this procedure is effectively implemented within their area of responsibility.

- Ensuring there are sufficient resources available to comply fully with this procedure.
- Regularly reviewing the performance of line management in the conduct of their duties with respect to this procedure.
- Informing the Head of Health & Safety of any suspected major breaches of compliance in their area of responsibility.

Maintenance and Compliance Managers (Competent Person) is responsible for:



- Selection and management of suitably competent consultants and contractors to support the implementation of this procedure.
- Arranging completion of investigations of damp and mould cases where issues are reported.
- Managing and reporting of all damp and mould cases using the templates provided.
- Interpreting health and safety risks identified within assessments and surveys and making recommendation to Head of Property and Assets regarding the necessary action to mitigate these risks to an acceptable level.
- Providing assistance to staff in interpreting contractor information/ reports and in the implementation of this procedure and associated processes.
- Maintain inspection and repairs records for any damp cases.
- Maintain a “master” copy of all LRA and SoCs produced, making a copy available to all relevant staff.
- Ensuring any works are discussed with the relevant Housing Officer (HO) and Care Provider (CP) prior to any works starting.
- Ensuring relevant CP’s, residents are aware of actions they are responsible for which have been identified as part of investigations.
- Assign responsible deputies to manage any areas of the process where suitable and create robust process for auditing.

Building Surveyors & Housing Officers (Authorised Person) are responsible for:

- Identifying damp and mould issues during routine and reactive visits. Completing surveys of the issues, raising any required repairs with the principal contractor and reporting the case to the Maintenance and Compliance Manager or their assigned deputy.

Care Providers (Authorised Person) - are responsible for:

- Timely reporting of damp and mould issues with as much information as possible to allow an accurate triage.

8. Monitoring, Review and Compliance

PSH will maintain detailed records of all inspections, reports, communications with customers and remediation actions related to damp, mould and other emergency hazards.

Commented [JC3]: customers or tenants?

PSH will ensure these records are accessible for review by the appropriate authorities to demonstrate compliance with Awaab’s Law.

9. Equality, Diversity and Inclusion



Safe spaces for independent living

PSH is committed to mainstreaming equality and diversity throughout all its activities as well as meeting the general and specific duties imposed on it through the legislation. Please refer to PSH's Equality and Diversity Policy to read the policy details in full.

Commented [JC4]: Recommend this is linked to

