



Damp and Mould Procedure - Housing

Newark & Sherwood District Council
Policy Document
October 2025

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1. Purpose

- 1.1 To provide guidance for staff in Housing Health and Wellbeing on how to identify damp and mould in the home and to deliver the Council's Policy on such in the social housing it owns and to ensure we comply with statutory requirements, including those specified in Awaab's Law and good practice.

2. Scope

- 2.1 All Newark and Sherwood District Council (NSDC) tenanted properties, including emergency / temporary accommodation and if penetrating damp from fault in the fabric of the building for leasehold properties.

3. Definitions

- 3.1 **Rising Damp** - The movement of moisture from the ground rising up through the structure of the building through capillary action.
- 3.2 **Penetrating Damp** (including internal leaks) - Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure.
- 3.3 **Condensation** - Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets.
- 3.4 **Mould** - is a natural organic compound that develops in damp conditions and will only grow on damp surfaces. This is often noticeable and present in situations where condensation or damp is present.

4. Legislation applicable to procedure

- Decent Homes Standard 2006.
- Housing Act 2004 0 Housing Health & Safety Rating System (HHSRS).
- The Homes (Fitness for Human Habitation Act 2018).
- Landlord & Tenant Act Sec 11 – Repairs & Maintenance.
- Housing Act 1985.
- Awaabs' Law (For further information & guidance refer to the Damp & Mould Policy).

5. Overarching policy linked to procedure

- NSDC Damp and Mould Policy.

6. Associated forms to procedure

- Property Inspection Checklist.
- Tenancy Advice Leaflet.
- Questionnaire Damp and Mould.

7. Background

7.1 NSDC want to ensure that we respond proactively and effectively with the incidents of damp and mould in its social housing to safeguard the health and wellbeing of current tenants and their families residing in the home and to meet the statutory requirements of Awaab's Law.

7.2 Condensation, damp and mould can be a common problem, especially in the winter months. We should be understanding and empathetic to tenants as this can be an upsetting experience. We are committed to listening to tenant's concerns, identifying the causes of damp and mould in their home, and working with them to resolve the problem.

8.0 Procedure steps

8.1 When a tenant reports a damp or mould concern within their home, we will firstly triage the information received by assessing the severity of the issue, potential health risks, and any immediate hazards to determine the appropriate action and timescales for attendance. Should a Surveyor be required to visit, this will be arranged within 10 working days of the concern being reported. The surveyor will complete an initial damp survey ensuring to capture the relevant information required to determine the cause and then diagnose the appropriate remedial action. The initial damp survey document is available. (See Appendix 1).

8.2 We will aim to carry out the following:

- We will investigate emergency hazards within 24 hours and provide a written summary within 3 working days, unless all the required works are completed within the 3-day period.
- If we are unable to make the property safe for the tenant, we will offer suitable accommodation immediately.
- We will investigate significant hazards within 10 working days.
- Provide a written summary within 3 working days of the investigation concluding.
- Begin remedial works within 5 working days for significant hazards.
- If we cannot begin remedial works within 5 working days, they will be commenced as soon as possible and completed within 12 weeks.

8.3 At each inspection visit of suspected damp or mould; we will carry out a property survey taking damp and humidity measurements. Photos and damp readings will be recorded on our housing management system.

8.4 Initially, we will undertake any repairs identified and the residents will be offered a mould wash, where this is found to be extensive and cannot be controlled by the tenant.

8.5 If there is a property defect requiring repair, this will be corrected, and we will find the appropriate resolution to remedy the problem. In such cases where a property defect is identified an action plan with timescales will be agreed with the tenant and there will be one responsible officer who will oversee the works and with whom the tenant can communicate with.

- 8.6 In cases where we consider there is a possible damp proof course failure, or the problem is persistent, the repairs team will also commission an initial damp proof specialist to inspect the property and recommend remedial action.
- 8.7 Review each damp and mould works order raised after 6 months to see if the proposed solution has been effective by initially conducting a post inspection telephone call. If there is any reoccurrence an additional inspection will be arranged.

In addition, we will also:

- Promote and provide general advice and guidance on how to manage damp and condensation. All residents reporting mould or damp will receive a copy of our latest guidance.
- Plan our resources by monitoring demand and if necessary to respond to higher demands by bring in resource from other teams with Housing Maintenance and Asset Management.
- Carry out training for all front-line officers in Housing, Health, and Wellbeing to be able to identify where possible damp or mould issues exist and respond and report back as per policy and procedures on damp and mould issues.

9.0 Responding to Damp and Mould

9.1 We won't necessarily need to carry out all the steps noted above, but we do need to ensure we get to the root cause of the issue as quickly as possible. So, when investigating reports of damp and mould we need to understand and inspect the following:

- Damp proof courses or membranes to ensure they are viable and detailing around doors and window openings are in good repair.
- External fabric is in good repair to avoid rain penetration.
- Check insulation in loft spaces and cavity walls is sufficient or not deteriorated.
- That vents manual or mechanical are not being blocked off, broken, or covered.
- Frost protection for external pipes and tanks is present.
- Baths, sinks and their drainage etc., are properly installed.
- Rainwater goods are properly installed and in good maintenance.
- There are no water leaks from windows, roof, overflow pipes, gutters or drainpipes, internal plumbing.
- Roof and under floor spaces are properly ventilated to ensure timber remains air dry.
- There is adequate mechanical measure (where space allows for installation) for the extraction of moisture laden air during peak times, like cooking and bathing and laundry in kitchen and bathrooms.
- The heating system in the property is fully functioning - that radiators are appropriately located and not undersized for the room volume.
- There is the means for continuous low-level background ventilation in bedrooms and living spaces.
- There is sufficient means of ventilation to cope with moisture from normal domestic activities without the need to open windows that could lead to heat

loss, noise, and security risks; but during activities like drying washing indoors or prolonged cooking/pans boiling etc., additional ventilation will be required.

- There is appropriate ventilation for dwellings of high occupant density-including pets.
- There is adequate loft insulation and cavity wall insulation and solid walls have external wall insulation.
- Check for salt contamination where there is solid flue or old chimney breast (Hygroscopic salts can absorb moisture from the air and cause staining).

10. Tenant support and preventative measures

10.1 It is now recognised that fuel poverty is becoming a major factor in the increase that has been seen in damp and mould problems. Tenants and residents are unable to afford to heat their homes effectively or evenly which then creates the conditions for moulds to thrive. We will seek to help tenants by ensuring they are receiving their benefits entitlement and signpost to third party support.

10.2 We have produced a leaflet for tenants giving advice on how to reduce the possibility of condensation in our document “Managing Condensation and Preventing Mould” available via the website and in hard copy. A copy of this leaflet or signposting to our website if preferred should be offered at the first visit arranged in connection with these issues.

10.3 Examples of possible Financial Support (may change in future – check government web sites):

- Warm homes discount.
- Winter Fuel allowance.
- Cold winter fuel payment.
- Household Support Fund.

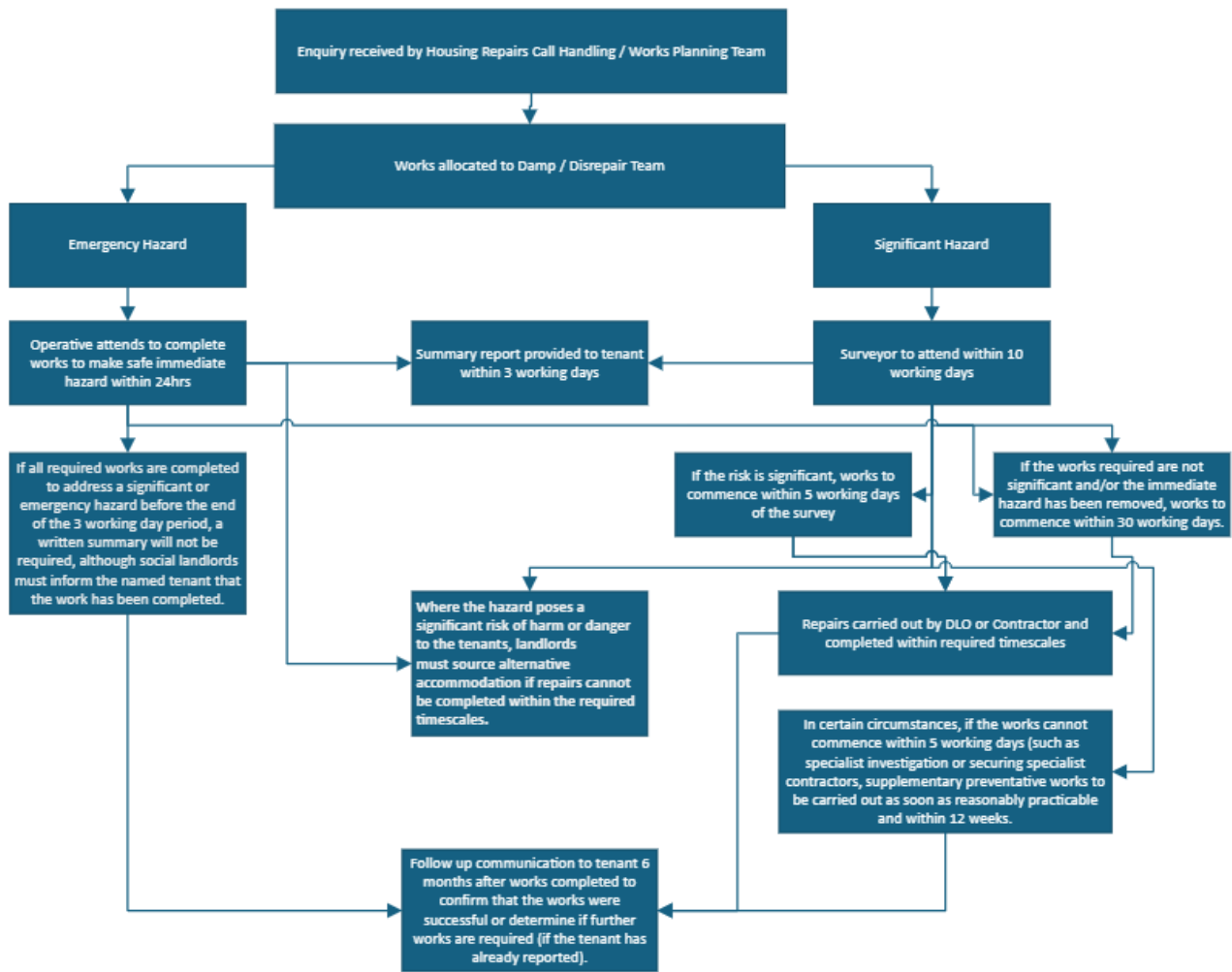
11. Other planned pro-active measures

11.1 To reduce the occurrence of condensation, damp, and mould in our homes we will proactively:

- Promote how to request a repair
- Identify a list of components most likely to cause damp and liaise with our contractors to monitor these items and when officers carry out repairs visits and arrange to replace any components where the condition has deteriorated and may result in damp.
- Highlight any areas of concern at the time of each stock condition survey carried out every 5 years and prioritise for replacement
- Tackle fuel poverty through a range of initiatives starting with those who are most vulnerable and in need. These include, replacing inefficient heating with traditional or renewable heating, insulation programmes and installation of solar panels where appropriate.
- Investigate the possibility of providing secure drying areas in communal flat blocks to reduce the need to dry washing on radiators or inside flats.

- All Housing, Health, and Wellbeing staff to be trained to follow damp and mould policy and our procedure to prevent damp and mould by tackling issues early.


12. Procedure Flow Chart



13. Additional guidance

- 13.1 Please make sure if any works are identified that we are going to arrange, we keep the tenant updated at all times and adhere to the timescales set out by Awaab's Law.
- 13.2 If extensive works are required, for example internal insulation this will be passed to the Asset team along with any other works identified by a specialist damp survey.

Appendix 1

Newark and Sherwood District Council Housing Repairs				 NEWARK & SHERWOOD DISTRICT COUNCIL		
Damp, Mould and Condensation Check List						
Date		Address		Current Weather Conditions		
Time				Photos taken		Yes / No
Surveyors Name						
				Yes	No	N / A
Leak from roof?						
Leak from flat above?						
Leaks from guttering, downpipes or soil vent pipes?						
are there any running overflows?						
Are mastic seals around doors, windows or other openings in good condition?						
Does wall plaster go down to solid floor behind the skirting boards?						
Does rendered covering have any cracks, spalling, or missing / damaged bell beads?						
Does the property have cavity walls?						
Is mortar pointing to brickwork in good condition?						
Disintegration of brickwork / pointing or rendering on solid walls						
Is there a DPC?						
Is exterior ground level 150mm below DPC?						
Has anything been built up against the outside of the house that bridges the DPC, i.e. concrete ramp etc?						
Are there leaks from any of the following?		Under bath				
		Behind w/c cistern				
		Under whb				
		Radiators				
		Under sinks				
		Washing machine				
		Dishwasher				
		Stop cocks				
		Gate valves				
		Hot water cylinder				

