



Damp & Mould Policy

Version Control

This is version 1 of the Damp & Mould Policy, effective from 19/05/2026

Approved by NewArch Homes Board: 19/05/2026

Next Review Date: 19/05/2028

Policy Owner: Georgia Kirby-Watt (Operations Director for NewArch Homes)

This policy applies to residents in NewArch rented homes

This policy has been written using recognised best practice and reflects our current approach at the time of publication.

Our approach to Damp & Mould

At NewArch Homes, your health, safety, and comfort are our top priorities. We know that damp and mould can seriously affect your wellbeing and damage your home. This policy explains how we work with you to prevent, identify, and resolve issues with damp, mould, and condensation, so you can feel safe and supported in your home.

What this policy means for you

This policy applies to all residents, staff, managing partners, and anyone working on behalf of NewArch. Our Management Partners are expected to follow this policy, ensuring a consistent and caring approach for everyone.

We are committed to:

- Taking all reports of damp and mould seriously.
- Supporting you with clear information and practical help.
- Making sure our staff and managing partners are trained to spot and deal with damp and mould.
- Treating every case with care, sensitivity, and respect for your individual needs.

Where this policy uses the term ‘we or us’, it refers specifically to both Management Partners, who are responsible for putting this policy into practice on a day-to-day basis, and NewArch, who will be ensuring this is happening as expected by seeking regular assurance and reporting.

If you need help, have a question, or wish to report an issue, you should always contact your Management Partner in the first instance, as they are your main point of contact for managing your home.

How we manage reports of Damp & Mould

If you notice damp, mould, or condensation in your home or communal areas, please report it to your Management Partner as soon as possible. You can do this by phone, email, in writing, in person, or through a third party.

What happens next:

- We’ll investigate within 24 hours of your report to assess the cause and responsibility.
- Emergency hazards will be made safe as soon as possible, always within 24 hours.
- Significant hazards will be investigated within 10 working days.
- We’ll provide you with a written summary of our findings within 3 working days of finishing our investigation.
- If work is needed, we’ll start within 5 working days (or sooner for emergencies).

- We'll keep you updated throughout, explain what's happening, and make sure you know how to stay safe.
- If the problem can't be fixed quickly and it's not safe for you to stay, we'll arrange suitable alternative accommodation at our expense.

When assessing damp and mould cases, we will consider both the condition of the property and the circumstances of the household. This includes health conditions, vulnerabilities, and the presence of children or other residents at greater risk. Where risks to health are identified, we will prioritise our response accordingly.

Our legal duties under Awaab's Law

We manage all reports of damp, mould and condensation in line with the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025, commonly known as Awaab's Law.

Awaab's Law sets clear legal timeframes to make sure tenants are protected where damp and mould could pose a risk to health. These requirements help ensure issues are taken seriously, investigated promptly, and resolved safely.

In line with Awaab's Law, we will:

- Investigate potential emergency hazards within 24 hours, and make them safe as soon as reasonably practicable.
- Investigate potential significant hazards within 10 working days of becoming aware of them.
- Provide a written summary of our findings within 3 working days of completing our investigation.
- Begin required works within 5 working days, or sooner for emergency cases. Where works cannot start immediately, we will take steps to begin them as soon as possible and always within the legal timeframe.
- Arrange suitable alternative accommodation at our expense where a home is unsafe and works cannot be completed within required timescales.

These requirements currently apply to damp, mould and condensation and may be extended over time to cover other housing hazards. We will keep this policy under review to ensure it remains compliant with any changes to the law.

NewArch seeks assurance from Management Partners that these requirements are met and reports performance to our Board to support accountability and continuous improvement

Preventing Damp & Mould

We proactively identify homes at risk of damp and mould and provide clear information to help you prevent further issues, including tips on ventilation, heating, and moisture control.

We will make sure all extractor fans and ventilation systems are working properly and support you with advice and practical help if you're struggling to manage damp or mould yourself.

Supporting you to manage Damp & Mould and your ongoing responsibilities

If damp and mould is identified in your homes, we will offer advice and support tailored to your situation. We aim to learn from every case to improve how we help residents in the future and ensure our service is as responsive and flexible as possible.

When it comes to managing future damp and mould risk, we ask you:

- Follow our advice to help prevent damp and mould.
- Report any issues as soon as you notice them.
- Allow us access to your home for inspections and repairs.
- Check regularly for signs of mould and let us know if you spot anything.

If access is refused and there's a risk to your safety or the property, we may need to consider legal action to ensure we can carry out essential works. This is always a last resort, and we will work with you first to sort out any issues.

Equality and diversity

We're committed to making reasonable adjustments to meet the diverse needs of our tenants, ensuring everyone has fair access and outcomes.

Appeals and complaints

If you're not happy with a decision made under this policy, you can appeal using our Complaints Policy.

Policy management and review

Our Board oversees this policy, which is reviewed every two years, or sooner if needed. We monitor performance and ensure compliance with legal and regulatory requirements. Material changes to this policy may also be subject to resident consultation.

Reporting to board includes:

- Management Partner compliance with Awaab's law (timescales for investigation, escalation and remediation)
- Complaints relating to damp and mould cases

Related policies and documents

The policy works alongside the following legislative, regulatory documents and policies:

- The Regulator of Social Housing's Safety & Quality Standard
- Complaints Policy
- Equality, Diversity and Inclusion Policy
- Repairs and Maintenance Policy
- Decant Policy
- Asset Management Policy
- Relevant legislation, including Awaab's Law and the Housing Health & Safety Rating System (HHSRS)