Leicester City Council Housing Division	

Damp and Mould Policy

Version control

Version	Date	Changes	Owner
1.0	October 2025	Created	Asset Management & Investment

1. Purpose of Policy

Leicester City Council is committed to maintaining its homes to a high standard, maintaining high quality homes adds value to the homes and their surroundings and improves the lives of our tenants.

This policy sets out the activities and responsibilities involved in the control of damp and mould by the Housing Division

2. Aims and objectives.

The overall aim of this policy is to ensure the effective and efficient management of damp and mould in our housing stock.

To ensure that tenants are not adversely affected by damp and mould in their homes.

To provide an efficient, timely and cost-effective repairs and maintenance service that ensures our homes are protected from damage cause by damp and mould.

To adopt a data led approach to identifying high demand areas, construction defects and property types within our stock.
To ensure that the councils' legal responsibilities and obligations are understood.

To ensure that we deliver a high standard of workmanship and customer service.

To ensure clear information is available about damp and mould.

To ensure we are adopting any amended or new legislation relating to the topic of the policy when it is introduced.

3. Our Approach

Ensure we adhere to the Social Housing (Regulation) Act 2023 specifically section 42, more commonly known as *Awaab's Law.*

To ensure that our tenants are treated in a fair and consistent way.

That we undertake effective investigations and implement all necessary remedial repair work and improvements to eradicate damp, including managing condensation.

Ensure all tenants are provided or have access to comprehensive advice and guidance on how to mitigate damp and condensation.

That we comply with all statutory regulations.

That we ensure that there is budget available to deal with damp and mould

That we reduce the risk of exposure to disrepair claims

That we reduce the risk of reputational damage

4. Training and staff support

All LCC staff have the relevant training and experience to undertake the tasks we issue to them. They will have all relevant refresher and development training and will be notified of any amendments to legislation or building regulations.

The onsite teams are supported by Team Leaders and Managers who have a full understanding of the requirements to ensure our tenants needs are met. This full process is monitored and over seen by the relevant Service Managers.

5. Service Delivery

Damp and mould repairs are defined in this policy as requests from tenants, their representatives or council staff where a potential defect has been identified.

On report of a damp and mould defect we will:
Complete a property inspection within ten working days this initial contact is triaged and prioritised depending on several factors ensuring we act and support those most at risk, this will be by appointment with the tenant or their representative.

Once we receive a request, we shall arrange a convenient appointment with the tenant to carry out an inspection of the property, by one of our experienced members of staff. They will carry out a survey and will complete a report including taking photos and videos of any areas deemed necessary. This report will take into account the cause of any damp or mould, the damage this may have caused to the property and what remedial works are required. Alongside this we will evaluate the impact this may be having on the tenants, and a priority will be placed on the remedial works dependent on information gathered during the survey. Any potential remedial works will be raised on our internal system and our dedicated in-house repairs service will arrange the necessary remedial works to be actioned. Once these repairs are raised the tenant will be able to monitor the progress of these via their Housing-on-Line account.

We will establish the cause of the problem which could be one of the following: penetrating damp, rising damp or condensation. If penetrating or rising damp is identified as the cause then the council will carry out the repair work and keep the tenant informed of these actions, for example injecting a new damp proof course *(DPC),* a brickwork repair or roof repair, again these repairs can be monitored on their Housing online account.

If the outcome is condensation related, we will agree with the tenant what mitigation can be put in place to help support the tenant to manage the

situation, this could be support for tenants to help heat and ventilate their homes. Remedial works such as the removal of existing mould growth and treatment with mould inhibitors will be carried out by the council. Where remedial works are completed by our in-house repairs service, we aim to complete the work within the following time frames:

- Emergency remedial works – to start within 24 hours of the investigation conclusion.
- Significant remedial works – to start within five working days of the investigation conclusion.
- Supplementary preventative work – to commence within 12 weeks of the investigation conclusion.

With all cases, the tenant will be supplied with information to help support them to avoid future mould growth in their homes and where necessary will receive a truncated report which will help them understand why the damp & mould has occurred, what Leicester City Council *(LCC) are* going to do to prevent it reoccurring and information for the tenant, so they understand their obligations in assisting the prevention of damp and Mould.

6. The council's responsibilities:

The council is responsible for maintaining our properties to avoid penetrating damp and rising damp and we will carry out works to prevent this happening.

The council is responsible for maintaining our homes to the decent homes standard.

The council is responsible for ensuring that we meet the requirement of the following legislation that relates to this policy:

- The Control of Asbestos Regulation 2012
- Landlord and Tenant Act 1985
- Defective Premises Act 1972
- Environmental Protection Act 1989
- Equality Act 2010
- Right to Repair Regulations 1994
- Building Regulation
- Health and Safety at Work Act 1974
- The Housing act 1985 & 1986
- Decent Homes Standard
- Housing Health and Safety Rating system
- LCC's tenancy agreement

7. The tenants' responsibilities

Allowing access for the inspection to be carried out at the appointed time.

Allowing access for any repair work that is identified as a result of the inspection to be carried out.

To heat and ventilate the property in accordance with the Conditions of tenancy, to help reduce the possibility of damp or mould.

To clean any early signs of damp or mould before they become unmanageable.

Following the help and advice that is supplied at the time of the visit or available on the council websites at

https://www.leicester.gov.uk/your-community/housing/council-tenants/housing-repairs/damp

This link will be attached to all communications with the tenants and an advice card will be left with each tenant after our survey and will be included on any report issued to the tenant.

The tenant should avoid Hoarding and over cluttering the property, this is to aid with cross ventilation and air circulation throughout the property. This will also allow the LCC Officer to perform a comprehensive survey and allow the repairs team to undertake any necessary remedial works in a safe and effective environment.

8. Leaseholder Commitments

All requests for a property inspection must be made via Customer Services on 0116 454 1007 where a set of predetermined questions will be asked.

LCC will be responsible for the upkeep of the fabric of the building as per the leaseholder agreement.

LCC will not perform damp inspection within Leaseholders properties if the causation of the damp and mould they are experiencing is a direct result of the actions of the leaseholder property *(e.g. Condensations)*

If the property is suffering the effects of damp and mould with the causation attributed to Rising or penetrating damp caused from the failings of the fabric of the building then LCC will be responsible for the remedial works

9. Tenants with Active Right to Buy Applications

Tenants who have an active Right To Buy *(RTB)* application will only have a damp inspection completed once a desktop triage service has been undertaken of the information supplied by the tenant.

The LCC officer will determine if a home visit is required.

During the RTB application process, the property will only be subject to fungicidal washes to help with the management of any damp or mould, as more comprehensive works would undermine the RTB process and the valuation process.

Should a RTB application fail or be withdrawn a new request must be made by the tenant.

10. HomeCome Properties

Damp and Mould inspections and associated remedial works will be undertaken in-line with the HomeCome Service Level Agreement *(SLA)* that is currently in place.

11. Performance monitoring

Damp and mould will be monitored using the following Key Performance indicators:

- Number of damp reports received by the Housing Division
- Number of inspections undertaken, monthly
- Number of inspections that result in a repair being required.
- Number of inspections aborted due to no access.
- Time taken from request being received to a request for a repair or remedial works being generated.
- Number of properties that have had multiple inspection requests.
- Number of damp repairs completed and by category.
- Number of damp repairs outstanding and by category.
- Number of damp repairs out of category and by category.
- Number of repairs aborted due to no access and by category.
- Time taken from inspection to completion of repairs or remedial works.
- Number of Emergency Hazards identified, and average time taken to complete the works.
- Number of Significant Hazards identified, and the average time taken to complete the works.
- Number of Supplementary preventative works identified, and the average time taken to complete the works.
- Number of inspections undertaken that require no works.
- Number of inspections that identified the causation in the following three categories.
    - Building Defect, Building Construction Type or Tenant Behaviour
- Number of inspections that identified the type of damp from the following three categories.
    - Penetrating damp, rising damp or condensation.

KPI monitoring information will be presented to the Director of Housing quarterly.

12. Complaints:

If a tenant remains dissatisfied with the way that their report of damp and mould has been dealt with or the work that has been carried out as a result, they can make a complaint:

Comments, compliments and complaints (leicester.gov.uk)

13. Equality and Diversity

LCC will apply this policy to any vulnerable customer regardless of protected characteristics.

Where necessary we will store information about a person's vulnerability on our Information and Communications Technology (ICT) systems and use this information when tailoring service

14. Data Protection

We will work in line with our data protection policies when handling personal data.

15. Revision Information

This policy will be reviewed annually or if legislative changes are made which affect this policy.