

SA/04 - Damp and Mould Policy

Creating
better
Living Solutions

ateb

“Our policies embed our culture, establish boundaries and outline our expectations. They have been agreed by our Board(s) as best practice documents for the Group’s decision making.”

Policy Statement

This policy is a commitment to our contract holders and the wider community that we will take swift, effective action when responding to reports of damp and mould in ateb homes.

ateb is committed to maintaining its homes to a high standard which adds value to homes and their surroundings. Maintaining high quality, secure homes can improve lives of contract holders and achieve high levels of satisfaction. Our homes give people the space and security to create meaningful lives and the foundation to build the best possible life.

This policy has been written to ensure that , contract holders are not adversely affected by the causes of damp and mould and drives forward an agenda of proactive action to address and manage the causes of damp and mould.

Approval Date	Lead Contact	Review Date
March 2026	Head of Property	March 2031

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2. Principles

This policy aims to.

- Re-enforce our zero tolerance to damp, condensation, and mould.
- Ensure that contract holders are treated in a fair and consistent way.
- Focus on working in partnership with contract holders.
- Ensure that we undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp, including managing and controlling condensation.
- Ensure that contract holders have access to and are provided with comprehensive advice on managing and controlling damp and condensation.
- Comply with statutory and regulatory requirements and good practice.
- Ensure that the fabric of our properties is protected from deterioration and damage, resulting from damp and condensation.

The policy covers how ateb teams and contract holders can jointly manage, reduce and eradicate damp, condensation and mould within our properties, and relates to all ateb owned properties.

Types of damp

The types of damp covered by the policy are.

- Rising Damp — this is the movement of moisture from the ground rising through the structure of the building, (e.g. failed cavity wall insulation, damp proof course or damp-proof membrane).

- Penetrating Damp (including internal leaks) — water penetrating the external structure if the building or internal leaks causing damp, rot and damage to internal surfaces and structure. The cause can be the result of, for example.
 - Water ingress.
 - Defective components such as roof coverings, external wall doors and windows.
 - Defective or blocked rainwater gutters and pipes.
 - Defective or leaking internal water pipes, hot and cold water and heating systems.
 - Flooding due to burst pipes.
- Condensation Damp — condensation occurs when moisture held in warm air encounters a cold surface and then condenses producing water droplets. This can take two main forms.
 - Surface condensation, arising when the inner surface of the structure is cooler than the room air.
 - Interstitial Condensation inside the structure where vapour pressure forces water vapour through porous materials (such as walls), which then condenses when it reaches colder conditions within the structure.

Condensation is by far the most common cause of damp and mould within properties, particularly during the winter months. It is often seen as water on windows and is more noticeable when the weather gets colder, and the outside temperature drops. Moisture in the air can cause mould growth on walls and ceilings as well as on furniture and possessions. The risk of condensation can be reduced through.

- Adequate ventilation such as, opening windows and trickle vents, air bricks, ensuring space around furniture to assist air flow and mechanical extractors.
- Adequate heating such as, energy efficient boilers and radiators that maintain an appropriate heat level.
- Adequate thermal insulation such as, wall and loft insulation.

Handling Reports of Damp, Condensation and Mould

Where we receive a report of damp, condensation or mould that may present a significant risk with an assessed likelihood of imminent harm.

These will be investigated within 24 hours and remedied within a further 24 hours. Any work to make safe will be carried out as soon as possible in any event.

In assessing a significant risk and imminent harm, ateb will consider

- the Contract Holders and other occupiers individual circumstances including age, any physical and/or mental health issues and any other vulnerabilities.
- the condition of the home.
- the nature of the hazard (likelihood of harm materialising and the potential severity of that harm in the specific circumstances)
- there will also be the consideration to temporarily decant the customer/property occupants where the hazard cannot be removed or mitigated within a reasonable period.

On occasion and on the assumption of best endeavours, it will not be possible to remedy a hazard within the timescales above. In this case, a written summary plan will be provided to the Contract Holder within 5 working days and will include as a minimum.

- Confirmation of the nature of the hazard identified and whether it has been assessed as presenting imminent harm or not.
- The action that has been taken/will be taken to make the property safe.
- Details of the work to be undertaken to remedy the hazard.
- When the work is likely to start and finish.
- Detail of the arrangements made to mitigate any risks to the tenant occupier in the interim.
- How to contact ateb — an individual will be named with a direct contact email and telephone number

Where we receive a report of damp, condensation of mould that may present a significant risk with no assessed likelihood of imminent harm. These be investigated within 10 working days and remedied within a further 5 working day period.

In assessing a significant risk and imminent harm, ateb will consider

- the Contract Holders and other occupiers individual circumstances including age, any physical and/or mental health issues and any other vulnerabilities.

- the condition of the home.
- the nature of the hazard (likelihood of harm materialising and the potential severity of that harm in the specific circumstances)

On occasion and on the assumption of best endeavours, it will not be possible to remedy a hazard within the timescales above. In this case, a written summary plan will be provided to the Contract Holder within 5 working days and will include as a minimum.

- Confirmation of the nature of the hazard identified and whether it has been assessed as presenting imminent harm or not.
- The action that has been taken/will be taken to make the property safe.
- Details of the work to be undertaken to remedy the hazard.
- When the work is likely to start and finish.
- Detail of the arrangements made to mitigate any risks to in the interim.
- How to contact ateb — an individual team member will be named with a direct contact email and telephone number

We will always:

- Investigate to determine the cause of damp, condensation, and mould through a robust and extensive internal and external inspection of the property and if appropriate neighbouring properties.
- Carry out remedial repairs and actions in accordance with the occupancy contract.
- Refer to specialist contractors where there is evidence of any defective damp proofing measures.
- Provide advice and support to the occupants.
- Refer internally for money advice/support and/or energy advice/support.
- Refer when appropriate to external agencies such as Social Care and debt management advice agencies for additional support.
- Diagnose the cause of damp and deliver effective solutions, dealing with the cause of the damp not just the symptoms and wherever possible, “fixing first time”.

In some cases, remedial work may not be necessary as there is no property defect, and an inspection may find that additional support and advice can be given to the occupant on the managing and controlling occurrences of condensation damp.

Where remedial works are necessary and it is unsafe for occupants to remain at the property while the works are carried out, alternative accommodation arrangements will be made. This may be on a day-by-day basis, a temporary decant to an alternative property or a permanent transfer.

A full inspection of all empty properties will always be carried out to identify any signs of damp or mould and repairs carried out prior to a new occupant moving in.

We will also endeavour to carry out a stock condition survey and a full Housing Health and Safety Rating System assessment on our occupied properties every 5 years, which will assist us to identify issues, including damp, condensation and mould and support us to anticipate and prioritise interventions before a report is made. These surveys will assist us in highlighting if a particular area or house type requires works before problems arise.

We will proactively support and advise occupants about damp and mould. We will:

- Offer advice, support, and take appropriate actions where there are other contributing factors, including, hoarding and overcrowding, to find the best possible solution.
- Proactively raise awareness to occupants around damp, condensation, and mould.
- Provide a copy of our damp, condensation and mould advice leaflet to all new occupants.

Contract Holder Responsibilities

We recognise that not every case is the same and there are some actions that occupants can take to help reduce condensation in their home, such as.

- Ventilate the home to help stop the build-up of damp by.
 - Keeping trickle vents open in window frames.
 - Drying any wet windows and frames regularly.
 - Opening windows while cooking, washing, drying clothes.
 - Ensuring all extractor fans are used.
- Heat the home effectively.
- Report repairs and signs of water leaks or water ingress straight away.
- Reduce the presence of moisture to a minimum.

Occupants are responsible for following all advice and guidance issued by ateb on managing and controlling damp, condensation, and mould. If the occupant fails to take the advice and reasonable steps to reduce damp, the occupant may be recharged for any resulting repairs required, which are because of neglect.

Information Sharing

Where appropriate we will share information with other key agencies so that all agencies can support occupants in dealing with the effects of dampness, condensation, and mould. Referrals will be made to internal services in relation to income maximisation and energy advice.

3. Responsibilities

The following responsibilities will apply to the following leadership groups and role profiles:

Group

This Policy applies to ateb. ateb is responsible for ensuring appropriate training, support and guidance is given on its application and use.

Board of Management

Responsibility for addressing and managing damp and mould in ateb homes lies ultimately with the Group's Board. The Board satisfies this responsibility by delegating duties to the Chief Executive who is responsible for ensuring that adequate resources are made available to enable the objectives of this policy to be met.

Chief Executive

- Effective implementation of this policy across ateb
- Ensure adequate resources are made available to both develop and implement appropriate procedures.
- Ensure responsibilities for managing and addressing damp and mould are effectively delegated.

Executive Director for Customer

- Interface with Executive Management Team (EMT).

Reporting to Chief Executive and Board on Damp and Mould where required. (For the avoidance of doubt, it is not expected that all cases are reported. Only those exceptional cases where it would be appropriate to report).

Head of Property

- Ensure the Damp and Mould policy is in place, monitored and reviewed.
- Responsible for the implementation of the policy and to ensure sufficient resources are available.
- Ensure responsibilities for addressing and managing damp and mould are effectively delegated and an overall structure established with clear guidelines and processes in place.

Key Operational Role Responsibilities

In addition to the responsibilities listed above the following key roles have specific responsibilities for the operational delivery of the policy across the group:

Maintenance and Voids Manager

- Monitoring and effective reporting of Damp and Mould cases.
- Supporting frontline teams in addressing and managing reports of Damp and Mould.
- Ensuring that inspections are carried out in a timely and effective manner.
- Ensuring that all identified remedial works are completed.
- Ensuring Damp and Mould processes are in place, monitored and reviewed.
- Responsible for the implementation of Damp and Mould processes.

Inspecting Team Member

- To carry out inspections of damp and mould in line with ateb processes, relevant legislation, and guidance.
- To ensure outcomes from inspections are appropriately delegated to relevant team members and/or external agencies and communicated to occupants.

Housing Solutions Manager / Housing Solutions Team Leaders

- Supporting Housing Co-ordinators when providing additional support and advice to an occupant on managing and controlling the occurrences of condensation damp.

Housing Co-Ordinators

- To provide advice and support to occupants of ateb homes where damp, mould and condensation issues have been reported where other factors are determined to be the cause e.g., hoarding.
- Supporting the Property Team to gain access to homes when access to address reports of damp and mould has been refused.

Property Services Co-ordinator

- To support Property Service Advisors in responding to reports of damp and mould received promptly, effectively and in line with ateb damp and mould guidance and processes.
- To ensure accurate records are maintained in the Housing Management System of all reports of damp and mould and the actions taken to resolve them.

Property Service Advisors

- To respond to reports of damp and mould received promptly, effectively and in line with ateb damp and mould guidance and processes.

All ateb Team Members

- Reporting condensation, damp and mould issues that have come to their attention.

4. Control

The Head of Property is the lead contact for this policy and for ensuring it remains operationally effective. The Head of Property will review this policy, and these reviews should take place as and when required and at least every 5 years.

Changes to legislation/ regulatory requirements will mean a review may need to take place before the date listed and lead contacts need to take responsibility for this.

This policy is a dynamic document and will be amended as required following service reviews or changes to the operating environment.

Board approval will be obtained before any amendments are published, where there are only minor amendments Board has delegated authority to the Executive Management Team to approve amendments.

5. Links to other documents

Internal

- Reactive Repairs Policy
- Customer Information Leaflet — “Controlling Condensation and Mould within your home”.
- Welsh Housing Quality Standards Policy
- Decant Procedure

External

- [Welsh Housing Quality Standards Addendum — Property Hazards](#)

Additional help

Contact our customer team
quoting the policy reference:

Tel: **0800 854 568**

Email: **hello@atebgroup.co.uk**

Facebook **@theatebgroup**

Face to Face: **Get in touch and we can arrange a location**

Version History

Ver.	Date	Changes
1	30/03/2023	Policy approved by Board
2	18/12/2025	Policy reformatted into new template
3	26/03/2026	Policy amendments approved by Executive Management Team