

Condensation, Damp and Mould Policy

1. Introduction

- 1.1. ReSI Homes Limited (**ReSI Homes** or the **Company**) are committed to ensuring that our residents stay safe, healthy and well in their homes. Damp and mould are issues which can have a serious impact on the health and well-being of our residents, and cause damage to homes.
- 1.2. This policy sets out our approach to dealing with condensation, damp and mould in the properties we are responsible for and communal areas, where we have repair and maintenance responsibility. It covers the services we provided to customers who occupy our homes and ReSI Homes will meet the responsibilities as set out in terms of the lease.

2. Our Policy Statement

- 2.1. ReSI Homes will:
 - Provide dry, warm, healthy and safe homes for our residents which are free from any hazards.
 - Comply with legislative, regulatory and contractual (including lease) obligations.
 - Ensure our compliance with contractual, regulatory and legislative obligations.
 - Ensure the fabric of properties which we are responsible for is protected from deterioration.
 - Take responsibility for diagnosing and resolving damp and mould in a timely and effective way where they result from issues that require repair that falls under our responsibility.
 - Support residents and provide them with practical, clear and accessible guidance on resolving damp and mould issues.
 - Ensure that our Property Managers understand how to identify potential causes of damp, mould and condensation and have the right level of knowledge to advise residents, diagnose problems and provide solutions.
 - Use our technical knowledge, property and repairs data, and relationships with residents to develop customer focused approaches to resolving issues for our residents and informing our future investment priorities.
 - Communicate with our residents clearly and regularly regarding any actions we plan to take and any actions our residents are advised to take in dealing with damp and mould issues.

- Use residents' feedback to improve our services and how we manage reports of damp, mould, and excessive condensation.
 - Respond to any complaints promptly and in line with our Complaints Policy and the Housing Ombudsman's Complaint Handling Code.
- 2.2. We understand the underlying causes of damp, mould and condensation can be complicated and the effect it can have on the lives of people in our homes. We take a zero-tolerance approach to any issues that may cause harm to our residents.
- 2.3. For communal areas for where we have repair and maintenance responsibility, we have a scheduled maintenance plan and as part of it we are carrying out stock and HHSRS surveys which will help us assess the extent of any potential cases of damp and mould.
- 2.4. Our property managers have systems in place to identify and ensure that the areas for maintenance we are responsible for, are free from hazardous levels of damp and mould. They have also been instructed for any reported cases of damp and mould to be assessed and dealt promptly.
- 2.5. We will continuously work with the Property Managers acting on our behalf to ensure they deliver against their obligations and help us meet all regulatory responsibilities in this area.

3. Causes

- 3.1. Mould is a type of fungus. It spreads through spores, which are invisible to the naked eye but are in the air around us all of the time and can quickly grow on surfaces where dampness persists or water has formed into a visible covering.
- 3.2. Dampness is an excess of moisture that can't escape from a structure, which can also go on to cause significant damage to the building such as collapsed ceilings and rotten timber elements such as windows and doors.
- 3.3. There are four main causes of dampness in homes in England. It is important to understand the difference between them because they each need different solutions:
- Water leaks from defective supply and waste pipework (especially in bathrooms and kitchens) can affect both external and internal walls and ceilings. The affected area looks and feels damp to the touch and stays damp regardless of the prevailing weather

conditions. It is the result of a problem or fault with the home, which requires repair. Who is responsible for the repair depends on where and why the leak happens.

- Rising damp is caused by water rising from the ground into the home. Water gets through or around a defective damp proof course (DPC) or passes through the masonry that was built without a DPC. Rising damp will only affect basements and ground floor rooms it will be present all year round but can be more noticeable in winter. It is extremely uncommon but is generally the result of a problem or fault with the home, which requires repair.
 - Penetrating damp appears because of a defect in the structure of the home, such as damaged brickwork, missing roof tiles, loose flashing or leaking rainwater goods. These defects allow water to pass from the outside to the floors, walls or ceilings. Penetrating damp is far more noticeable following a period of rainfall and will normally appear as a well-defined 'damp-patch' which looks and feels damp to the touch. It is the result of a problem or fault with the home, which requires a repair.
 - Condensation is the most prevalent type of dampness and is caused by moisture in the air (water vapour) inside the dwelling coming into contact with a colder surface, such as a window or wall. The drop in temperature causes liquid water to form on the surface and then soak in. It is usually found in kitchens, bathrooms, the corners of rooms, on north facing walls and on or near windows – all places that either tend to have a lot of moisture in the air, or to be cold generally. It is also found in areas of low air circulation such as behind wardrobes and beds, especially when they are pushed up against external walls.
- 3.4. All homes in England can be affected by condensation because the climate is often cool and wet. Normal household activities also constantly release moisture into the air. Good practice in the home minimises and alleviates condensation, and in many cases will prevent it causing dampness and persistent mould. However on occasion the root cause can be a problem that requires a repair or an improvement to the home. In others, a different solution may be needed (for example, in cases of severe overcrowding).

4. Preventative Action

- 4.1. We will work with our Property Managers to identify properties we are responsible for or communal areas that have, or may be at risk of developing, problems with damp and mould.

- 4.2. We will provide information on our website, and through other channels, to raise awareness about the causes of damp and mould. This will include details about how everyday activities in the home can generate condensation and what residents can do to help prevent damp through, for instance, ventilation, controlling the build up of moisture and adequate heating. Where there is mould growth, we will provide advice on how this could be treated.
- 4.3. Our Property Managers will have the skills and knowledge to identify signs of damp and mould and discuss with residents how to manage the problem.

5. Dealing with damp and mould

- 5.1. Residents are required to report any problems to our Property Managers as soon as possible after noticing a problem. When the report is received, Property Manager will determine the cause and the responsibility for dealing with the issue.
- 5.2. Where damp is as a result of condensation, we will work with our residents to take appropriate measures to prevent the damp and mould occurring. This might include advice about how to control moisture levels or increase ventilation or heating, so that damp levels are kept low.
- 5.3. When a particularly severe or recurring damp or mould issue is identified we will undertake a comprehensive risk assessment which might result in a range of actions to support the resident depending on their circumstances.
- 5.4. We will keep residents informed of any property inspections, diagnosis of issues and the timetabling of works, where these are required. This includes explaining to them why work might be needed and what work might be done. Where work is not required or is not the responsibility of ReSI Homes, residents will be informed and we will explain the reason why no further work is needed and the steps they should take.
- 5.5. For more complex cases, and especially where more intrusive building work is required and/or there is a serious health risk to the resident or a member of their household, we may require them to move out of their home either on a temporary or permanent basis. We will consider the individual circumstances of the resident. We will ensure that appropriate checks are carried out at the property to ensure it is suitable for the resident to return to.

- 5.6. Our leasehold agreements require customers to allow ReSI Homes (including appointed contractors) access to their home to carry out works at the agreed appointment time. If we are unable to gain access and the integrity of the property, its fabric and/or the safety of the customer or those in the vicinity of the property is compromised, we will take appropriate action. For example, this may include but is not limited to obtaining an injunction for access.

6. Supporting our residents

- 6.1. We will give residents advice on how to prevent damp and what they should do to remove mould. However, we recognise that not every resident will be in a position to resolve damp and mould themselves. We will provide appropriate support in such cases in relation to the specific circumstances and the individual customer's needs.
- 6.2. We will learn lessons from damp and mould cases, update our technical approach and how we communicate and support our residents, in order to improve future responses.

7. Related documents

Housing Act 2004

Environmental Protection Act 1990

Homes (Fitness for Human Habitation) Act 2018

Landlord and Tenant Act 1985

Decent Homes Standard

Minimum Level of Energy Efficiency standard

Hazards in Social Housing (Prescribed Requirements) England regulations 2025

8. Equality and Diversity

We are committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand our you.

. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristics defined within the Equality Act 2010..

On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio

9. Changes to this policy

- 9.1. No change to this policy will be made without the authority of the Board.

10. Policy Review

- 10.1. This policy will be reviewed as required or at least every two years to incorporate any changes in legislation or good practice.

24 November 2025