

This policy sets out how Amplius will resolve issues with damp, mould and condensation within its customers' homes and communal areas.

Damp, Mould and Condensation Policy

Document management

Directorate	Operations
Policy sponsor	Chief Operations Officer
Policy owner	Director of Property Operations
Policy author	Director of Property Operations

Review process

Approval route	Customer Consultation - Directors Team – Executive Leadership Team – Customer Experience Committee – Board
Approved by	Board
Approval date	18 December 2025
Effective	22 December 2025
Review Frequency	Annual
Review date	18 December 2026
Version number	2.1

CONTENTS

DAMP, MOULD AND CONDENSATION POLICY	1
Document management	1
Review process	1
Overview	3
Scope	3
Policy details	4
Amplius' Approach to Damp Mould and Condensation	4
Customer First	4
Reducing risk of damp and mould in our homes	4
Prioritising our response	5
Time scales	5
Complaints	6
Equality, diversity and inclusion	6
Additional needs (addressing vulnerabilities)	6
Compliance and administration	7
Legal and regulatory compliance	7
Evaluation, review and performance monitoring	7
Related policies	7
Appendices	8
A. Associated documents – Internal procedural documents, colleague use only	8
B. Damp, Mould and Condensation Advice Leaflet	8
Changelog	9

Part 2

Overview

Scope

This policy supports Amplius' values and is a commitment to improving lives and supporting colleagues by:

- Being proactive in all areas of our business to make sure damp and mould issues are never accepted. We will support our customers in resolving any problems quickly and effectively.
- Using a three-step process to better identify and address damp and mould in our properties. We will focus on the customer, the building, and how the space is being used. Based on this, we will choose the best way to fix the problem.
- Making sure the work has been done properly, checking its impact, inspecting annually, and updating any changes in how the property is used. This will make sure that customers can enjoy their homes without issues.

The term Amplius incorporates all member companies and subsidiaries, which includes Teetotal Homes.

The policy applies to:

- All actions taken by Amplius colleagues and suppliers' on behalf of Amplius customers

The policy does not form part of any colleague's contract of employment and the policy may be amended at any time.

Part 3

Policy details

Amplius' Approach to Damp Mould and Condensation

Our goals for this policy are:

- Work with our customers to make sure their homes are safe and healthy places to live.
- Adopt a zero-tolerance approach to damp and mould. We will support our customers to resolve any problems quickly and effectively.
- Provide support, advice, and guidance to customers on how to manage and control damp and condensation in their homes.
- Respond quickly to vulnerable customers, making sure we understand and meet their needs, and agree on solutions based on individual needs.
- Train our staff to identify and address damp and mould problems, understand the causes and solutions, and know how these issues can affect our customers' physical and mental health.
- Always follow current legal requirements and best practices in managing damp and mould.

Customer First

Amplius will work to manage and eliminate damp and mould by:

- Inspecting all reports of damp and mould. Understand how the issue affects the customer.
- Keeping detailed records of all reports to help reduce the need for repeat visits.
- Assessing the risk by considering each customer's situation, including the property and any personal circumstances or vulnerabilities they may have.
- Meeting current regulations (such as the Housing Health and Safety Rating System, Decent Homes standards and Awaab's Law).
- Making sure surveys are done by trained officers who understand our homes and how they are used.
- Considering the household's situation, including any vulnerabilities, if major work is needed.

Reducing risk of damp and mould in our homes

Amplius will work to reduce the risk of damp and mould in homes by:

- Understanding which property types are most likely to have damp and mould issues.
- Reviewing energy ratings (Standard Assessment Procedure (SAP ratings of D and below) for our properties.
- Using data to assess, prioritise, and focus on properties that are most at risk.

Prioritising our response

Amplius will assess cases based on the Housing Health and Safety Rating System, considering the severity and impact of damp and mould. Here is how we'll respond:

Emergency	Response: We will raise an emergency order and attend within 24 hours, alongside a surveyor appointment within 24 hours. If necessary, we will arrange alternative temporary housing for the resident.	Description: Extensive damp and mould in multiple living areas. Highly vulnerable residents, including young children, the elderly, and those with chronic health or other vulnerabilities.
Significant	Response: We will raise an urgent order and attend within 5 working days, alongside a surveyor appointment within 10 working days.	Description: Damp and mould in several areas, including bedrooms, living rooms, bathrooms, with visible mould or dampness on surfaces. Vulnerable residents, such as young children and the elderly, with known vulnerabilities that increase risk.
Routine	Response: We will raise a routine order and attend within 28 days, and a surveyor appointment within 10 working days.	Description: Areas of damp but limited in area and location, such as under a stair cupboard or other non-living spaces. There may be some low-level risk to customers, like young children or the elderly, but no specific vulnerabilities.

We will assess cases on an individual basis based on the information we are provided with. We will reference our triage guidance to make sure an appropriate level of response is applied.

If repairs are complicated or unsafe, Amplius will provide suitable temporary accommodation. Moving a customer to another home is a last resort and everything will be done to prevent this. If we need to move a customer, the location and needs of the customer will be taken into account.

Time scales

Following on from the risk assessment and the severity classification the below timescales will apply.

Amplius seeks to inspect all cases of damp and mould within 7 working days where appropriate works cannot be established.

Classification	Response
Emergency order raised	24 hours
Urgent order raised	5 working days
Routine order raised	28 days

We will provide a Hazard Inspection Report within 72 hours of a surveyor attending the property. This will outline the findings, the remedial actions required and the timelines for the work to be carried out.

Complaints

If you are not satisfied with how we have handled your Damp, Mould and Condensation concern, you can find information on how to make a complaint in our Complaints Policy, available on our website.

Equality, diversity and inclusion

We understand that some groups, such as older people, babies, children, or those with health conditions such as:

- Respiratory problems
- Asthma
- Compromised immune systems

may be more affected by damp and mould. This policy provides support and adjustments for these groups.

Tenants with disabilities may need help dealing with damp and mould. Prompt assessment and fixing of any issues will help prevent problems.

Additional needs (addressing vulnerabilities)

Amplius recognises that, for various reasons, some of our customers and service users may be vulnerable. Policies, therefore, will take account of the recommendations made by the Housing Ombudsman and Regulatory recommendations on vulnerabilities.

The most at risk customers are the very young and elderly (HHSRS vulnerable age group under 14 years of age). Further consideration needs to be given where there are vulnerability factors in terms of damp and mould, this relates to known medical vulnerabilities such as asthma, allergies, chronic conditions and learning difficulties, where self-management present added complexities.

Part 4

Compliance and administration

Legal and regulatory compliance

This policy fully complies with Amplus' legal and regulatory obligations.

- Regulator of Social Housing Homes Standard
- The Landlord and Tenant Act 1985
- Homes (Fitness for human Habitation) Act 2018
- The Charter for Social Housing Residents
- Social Housing White Paper
- Housing Ombudsman Report October 2021
- The Housing Health and Safety Rating System (England) Regulations 2005
- The Decent Homes Standard
- Social Housing Regulation Act 2023/Awaab's Law

This list is not exhaustive, and policy authors will undertake thorough research and/or seek professional advice to ensure that Amplus meets its obligations and complies with the current and relevant legislation and regulations.

Evaluation, review and performance monitoring

This policy will be reviewed on a Annual basis to ensure that it remains fit for purpose. A policy review may also be required earlier, in response to internal or external changes for example changes in legislation. Prompt and effective action will be taken where improvements are identified.

We will measure how effective this policy is by tracking key factors, such as the number of unresolved damp and mould cases at any given time. This information will be shared with the relevant committees every three months to make sure we are on track.

Special attention will be given to the results of the annual re-inspections of cases. We will also consider internal or external changes, as well as customer feedback, including Tenant Satisfaction Measures, Consumer Standards, and Codes of Practice.

Related policies

- Complaints Policy
- Safeguarding Adults and Children Policy

Part 5

Appendices

A. Associated documents – Internal procedural documents, colleague use only

No current associated documents.

B. Damp, Mould and Condensation Advice Leaflet

[Damp, mould and condensation](#)

Part 6

Changelog

Amended date	Summary of changes	Version No
23/02/2026	Scope section updated to include Teetotal Homes.	2.1