

1.0 Introduction

We are here to make sure your home stays safe, healthy and dry.

Damp and mould are not just about marks on the wall — they can affect your health, your comfort, and how you feel in and about your home. That's why we treat it seriously and act quickly when something's not right.

This policy explains when you should report it, what we will do, what you can expect from us, and how we'll work together to prevent it coming back.

2.0 How to report damp and mould and what we will do when you do

As soon as you notice damp or mould, please let us know by:

- Calling us on 01508 532000
- Emailing us at: info@saffronhousing.co.uk

It is important that any damp and mould is reported to us, even if you are dealing with it yourself.

When you report the problem, we will ask you a few simple questions to understand what is going on and help us decide what action to take, such as:

- Where is it happening.
- How big is the problem.
- Whether anyone in your home has any health concerns.

3.0 If you or someone in your home has any health concerns

We will prioritise your case and make reasonable adjustments if you or someone in your home:

- Has a pre-existing health condition e.g. asthma, allergies, COPD, cystic fibrosis or any other lung diseases.
- Has a weakened immune system e.g. from cancer, treatments or medication.
- Are pregnant or there are children under the age of 14 years.
- Are elderly.
- Are housebound, bedbound or have mobility problems.
- Are living with a diagnosed mental health condition.

4.0 Timeframes and the work we will do

Our trained colleagues will review what you have told us and decide the case level; this will determine how quickly we will act.

Case level	What that means	How quickly we act
Emergency	Large areas of mould in multiple rooms - bigger than one square metre and when someone in the home has a health concern.	We will visit within 24 hours and complete work straight away to make your home safe.
Significant	Large areas of mould - bigger than one square metre, but no one in the home has any health concerns.	We will visit within 10 working days and start work within five working days of visiting to make your home safe. Any other work will begin within five working days of us visiting and will be completed as soon as possible, within 12 weeks.
Low level	Small patches, bigger than the size of your hand, but smaller than one square metre.	We will visit within 20 working days to remove the mould and will complete any other work as soon as possible, within 12 weeks.

There may be times where we are cannot meet the timeframes for repairs, like when we need to source specialist workers or materials. In these cases, we will complete repairs as soon as possible and within 12 weeks. We will always remove the mould straight away and will work with you on how to prevent mould coming back in the meantime.

5.0 How we will report back to you

If your problem is an emergency or significant case, you will get a written summary within three working days of our visit.

It will tell you what we found, what we are going to do and anything we have agreed with you (like using extractor fans or wiping down certain areas).

We will always try to speak to you in a way that works for you, so let us know how you prefer to receive updates (like large print or in another language).

6.0 If you cannot stay, we will decant

In very rare cases it may not be safe to stay in the home or for us to complete repairs while you are living there. If this happens, we will help you move temporarily and support you during that time, with our separate Decant Policy.

7.0 Working together to prevent further issues

We want to make sure your home stays dry and safe. That's why we will:

- Offer clear advice to help prevent damp and mould returning.
- Provide cleaning kits where needed.
- Book and carry out repairs where needed.
- Direct you to extra help if heating costs are an issue.

We will always check that you are happy with the works completed and that the mould hasn't returned before we close your case.

8.0 Expectations of both colleagues and tenants

It is everyone's responsibility to report signs of damp and mould as soon as possible.

We will make sure that our team have the right training to assess, identify, and fix the problem and that we keep you updated as we investigate and fix the problem.

We know that some small patches can appear in any home — especially in corners, around windows, or behind furniture. If it is a small area (smaller than the size of your hand), we may ask you to clean it down with normal products available from supermarkets or DIY stores.

If you are ever unsure whether something is your responsibility or how to address it, just ask. We are here to help and advise.

9.0 How to raise a complaint if you are not happy with our service

You can raise a complaint at any time. We take all complaints seriously and will do our best to put things right. If it is still not sorted, you can contact the Housing Ombudsman.

10.0 Legal stuff, links and disclaimers

We are committed to providing and maintaining healthy homes that are free from damp and mould. The policy will be reviewed every three years unless there is a change to legislation or our regulatory requirements.

The policy applies to:

- All homes with a tenancy agreement with us, that are fully owned by us.
- Any homes where we have repair responsibilities to the structure of the building as part of a lease agreement, with at least one resident of that building.
- Communal areas in residential buildings owned by us.

The policy excludes:

- The interior of leasehold flats, as defined within the lease.
- All owner-occupied homes, including Shared Ownership, Shared Equity, Homeownership for Lifelong Disabilities (HOLD), and Older Persons Shared Ownership (OPSO), unless otherwise stated in your lease.
- Temporary or supported accommodation or other housing under a lease or licence agreement.

The policy ensures we meet our obligations under the following legislation:

- Awaab's Law, 2025
- Housing Act 1985, 2004
- The Decent Homes Standard, 2006
- The Housing Health and Safety Rating System (England) Regulations, 2005
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations, 2025
- Defective Premises Act, 1972
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations, 1994
- Landlord and Tenant Act, 1985
- Equality Act, 2010
- Social Housing (Regulation) Act, 2023

Other policies and documents that may apply when dealing with damp and mould.

- Repairs and Maintenance Policy
- Planned Improvement Policy
- Health and Safety Responsibilities and Arrangements Policy
- Asbestos Management Policy
- Tenancy Policy
- Complaints and Resolutions Policy
- Decant Policy
- No Access Procedure

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