



LINGFIELD UNITED TRUST

Damp and Mould Policy

1. Purpose

This policy sets out how the charity will prevent, identify, investigate, and resolve issues relating to damp, mould, and condensation within almshouse properties.

Although almshouse charities are exempt from the statutory requirements of Awaab's Law under current proposals, the charity recognises its duty to provide safe, decent, and well-maintained homes for residents. The charity is committed to maintaining high standards of housing management and ensuring that damp and mould are addressed promptly, effectively, and compassionately.

The policy reflects good practice, the expectations of the Regulator of Social Housing, the Housing Ombudsman Service, and wider health and safety responsibilities.

2. Policy Statement

The charity adopts an urgent approach to damp and mould where there is a risk to resident health, safety, or wellbeing.

The charity will:

- take all reports of damp and mould seriously
- investigate causes promptly and thoroughly
- avoid blaming residents without proper evidence
- take account of the vulnerability of older or vulnerable residents
- prioritise cases involving health risks
- carry out repairs and remedial works within appropriate timescales
- communicate clearly and sensitively throughout the process
- learn from cases to improve housing standards and services

Registered Charity No: 1150971 Company No: 8296570

Email: enquiries@lingfieldunitedtrust.org

Lingfield United Trust Registered address: 1 HoChee Cottages, Plough Road, Dormansland, Surrey RH7 6PS

3. Types of Damp covered

This policy covers:

- **Condensation** - Usually caused by excess moisture in the air combined with inadequate ventilation or heating.
- **Penetrating Damp** - Caused by water entering the building externally, such as through roofs, walls, windows, or defective gutters.
- **Rising Damp** - Caused by moisture rising from the ground through walls or floors due to failure of damp proofing.
- **Hidden Damp** - Including leaks from plumbing, heating systems, or structural defects not immediately visible.

4. Reporting damp and mould

Residents may report concerns through:

- the clerk
- trustees
- complaints procedures
- family members or advocates acting on behalf of residents

The Clerk and Trustees should also report concerns where they observe signs of damp or mould during visits. No formal complaint is required before action is taken.

5. Response times

5.1. **Emergency Cases (within 24 hours)** including:

- severe leaks
- electrical risks caused by water ingress
- significant mould affecting vulnerable residents
- serious health and safety concerns

5.2. **Urgent cases (inspection within 5 working days)**, including:

- visible spreading mould
- persistent damp affecting habitable rooms
- repeated reports of condensation issues

5.3. **Routine cases (inspection within 10 working days)**, including:

- minor isolated mould
- early signs of damp requiring investigation

These times may be shortened where residents are elderly, disabled, immunocompromised, or otherwise vulnerable.

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6. Investigation process

The charity will:

- inspect the property promptly
- identify the likely cause of the issue
- assess any immediate health and safety risks
- consider the resident's personal circumstances and vulnerabilities
- determine required repairs or remedial action
- provide clear written communication about findings and next steps

Where specialist surveys are needed, these will be arranged without unnecessary delay.

Residents should not be expected to repeatedly report the same issue.

7. Repairs and Remedial Action

The charity will:

- remedy the underlying cause, not simply remove visible mould where not caused by resident
- complete repairs within reasonable timescales
- use qualified contractors where appropriate
- ensure temporary safety measures are put in place if immediate full repair is not possible
- consider temporary decant arrangements where homes become unsafe

Actions may include:

- roof or gutter repairs
- plumbing repairs
- ventilation improvements, including guidance to residents
- extractor fan installation
- insulation improvements
- heating system review
- specialist mould treatment
- structural repairs

8. Resident Support

The charity recognises that residents may need practical support.

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The charity will:

- provide advice on managing condensation where appropriate
- ensure advice is realistic and suitable for older residents
- avoid unfairly placing responsibility on residents
- support residents experiencing hardship relating to heating costs where possible
- work sensitively with vulnerable residents and their families

Advice must never replace necessary repairs.

9. Record Keeping

The charity will maintain records of:

- reports received
- inspections carried out
- findings and identified causes
- repair orders and completion dates
- communications with residents
- complaints and outcomes
- recurring or high-risk cases

10. Complaints

If a resident is dissatisfied with how their case is handled, they may use the charity's complaints procedure.

Complaints relating to damp and mould should be treated seriously and escalated where necessary.

Where applicable, residents may also seek support from the Housing Ombudsman Service.

11. Trustee oversight

Trustees will receive periodic reporting on:

- number of damp and mould cases
- response times
- serious or recurring cases
- complaints and lessons learned
- planned investment needed to reduce future risks

This supports proper governance and assurance.

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12. Review

This policy will be reviewed every two years, or sooner if:

- legislation changes
- regulatory expectations change
- serious incidents occur
- lessons from complaints or inspections require updates

1. Approval

Approved by:



Chair of LUT

Date:



Next Review Date: September 2028

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