



Damp and Mould Policy

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1.0 Introduction

- 1.1 Dover District Council (“the Council”) understands that issues arising from damp and mould can cause distress, be a nuisance and a risk to the health and wellbeing of our tenants and leaseholders (see section 2 for information on the Policy’s scope). We consider all damp and mould cases to be very serious and will take quick and effective action to resolve them, including monitoring the effectiveness of remedial actions taken to resolve the issue.
- 1.2 This Policy sets out the activities and responsibilities involved in the control of damp and mould within the Council’s housing stock. The Council aims to provide a consistent high-quality repairs and maintenance service to ensure all properties within our HRA stock are well-functioning, habitable and safe.
- 1.3 This Policy has been written to ensure that wherever possible, residents are not adversely affected by the causes of damp and mould. It also outlines how the Housing Services and Property Assets team will be proactive in taking the necessary action to manage the causes of damp and mould.
- 1.4 Guidance has been referred to in the development of this Policy to ensure compliance with ‘Awaab’s Law’ when dealing with damp and mould: [Awaab’s Law: Guidance for social landlords - Timeframes for repairs in the social rented sector - GOV.UK](#)

2.0 Policy scope

- 2.1 This Policy applies to all Council-owned properties within its Housing Revenue Account (HRA), including temporary accommodation. It extends to Council staff, residents and contractor operatives. It ensures that all parties are aware of their responsibilities and obligations when reporting and managing damp and mould and helps to maintain safe homes and shared areas for residents to live in and access.
- 2.2 The Policy applies to leasehold properties only where the presence of damp and mould is attributable to structural or external elements that fall under the Council’s responsibility as landlord and freeholder. These include but are not limited to rising damp within walls, penetrating damp through external walls, defective windows and doors, and water ingress through roofs and / or attached balconies. In such cases, we will take appropriate remedial action in line with our obligations under this Policy and relevant legislation.

3.0 Policy aims

- 3.1 The Policy aims are to ensure that the Council provides and maintains homes that are safe, healthy and provide a comfortable environment for our tenants, as well as protect the structure and quality of our properties. The key aims are to:
 1. Improve our understanding of the housing stock in relation to damp and mould and have proactive programmes for managing this issue.
 2. Ensure that our statutory obligations under Awaab’s Law are upheld, and that remedial action is taken within the specified timescales to safeguard resident health and maintain housing standards.
 3. Focus in working partnership with residents ensuring that a safe and healthy internal environment is provided.
 4. Undertake effective investigations and implement reasonable remedial repair solutions and improvements to eradicate damp and mould, including advice for preventing, managing and controlling condensation.
 5. Provide relevant training to operations staff to ensure that they can conduct their duties effectively.

6. Establish detailed procedures and agree accepted practices relating to the provision of the service and this policy.
7. Maximise the available budget to deal with damp and mould problems.

4.0 Legislation, guidance and associated documents

4.1 The scope of this policy is covered by the following:

- Defective Premises Act 1972
- Health & Safety at Work Act 1974
- Housing Act 1985
- Landlord and Tenant Act 1985
- Environmental Protection Act 1990
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994
- Housing Act 1996
- Housing Act 2004
- Housing Health and Safety Rating System (HHSRS)
- The Regulatory Reform (Fire Safety) Order
- Decent Homes Standards 2006
- Building Regulations 2010
- Control of Asbestos Regulations 2012
- Construction (Design and Management) Regulations 2015
- Homes (Fitness for Human Habitation) Act 2018
- Housing Ombudsman Service Report – [Spotlight on: Damp and Mould Oct 2021](#).
- Building Safety Act 2022
- Fire Safety (England Regulations) 2022
- Building (Higher-Risk Buildings Procedures) (England) Regulations 2023
- Social Housing (Regulation) Act 2023
- Regulator of Social Housing – Safety and Quality Standard 2024
- The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)

4.2 The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law) came into force from 27 October 2025. From this point social landlords must address all emergency and significant hazards, including all damp and mould hazards that present a significant risk of harm to tenants within fixed timeframes. The Regulations will be further expanded to address further hazards in 2026 and 2027.

5.0 Definitions

5.1 For the purposes of this policy:

- 'We', 'us' and 'ours' refers to Dover District Council ("the Council") as the landlord and freeholder.
- 'Resident' refers to both tenants and leaseholders (in accordance with para 2.2) of Council owned dwellings, or where the Council is the freeholder of a building.
- 'Tenants' refers to an individual or individuals who have an active tenancy agreement with the Council and live in and rent a Council-owned property.
- 'Leaseholders' refers to an individual who has purchased a property under a long-term lease as part of a block of flats, maisonettes or is partly owned by the Council through the Shared Ownership Scheme.
- The 'Policy' refers to this Damp and Mould Policy.

- 'Shared areas' areas within a building that all tenants can use, for example entrance halls, stairwells, landings, communal lounges, communal laundry rooms, kitchens and bathrooms. They can also be external areas, such as a shed, storage, and communal gardens and play areas.
- 'External structure' refers to exterior features such as (but not limited to) the roof, including drains, gutters and external pipes.

6.0 Understanding damp and mould

6.1 Definition of damp

6.1.1 Damp is the accumulation of moisture within a property, affecting building materials like walls, floors, ceilings and foundations, as well as home furnishings such as carpets, curtains, wallpaper, furniture, and clothing. As well as causing damage, damp can also lead to the growth of mould. A range of factors can lead to damp in homes.

Condensation damp

6.1.2 Condensation damp occurs when moisture within the home cools and condenses onto colder parts of the building (for example, window frames, corners, and low points on walls behind sofas or wardrobes). This is the most common form of damp.

- **Original construction:** the original construction of the property could mean it is more prone to condensation; poor insulation, lack of ventilation, solid walls, single glazed windows, non-breathable materials, and design flaws, this is more common in older buildings.

Condensation may also result from environmental conditions, including:

- **Poor ventilation:** not opening windows, blocking vents, not using extractor fans, and restricting air circulation around furniture.
- **Insufficient heating:** not heating the home adequately, often due to fuel poverty.
- **High humidity:** activities like cooking without covering pans and drying laundry indoors.
- **Cluttered spaces:** lack of space around possessions and storage, hindering air flow through the property.

Penetrating damp

6.1.3 Penetrating damp is water that gets into the building from outside due to defects in the walls, roofs, windows or floors.

Rising damp

6.1.4 Rising damp occurs when moisture from the ground travels upwards through building components in contact with the ground, such as walls and floors. This issue is commonly found in older properties.

Traumatic damp

6.1.5 Traumatic damp can be caused by leaking water from waste and heating pipes, overflowing baths or sinks, burst pipes or defective water storage vessels inside the building. Traumatic damp can also originate from outside the property, for example from another building or from environmental flooding.

6.2 Definition of mould

- 6.2.1 Mould is a type of fungus which grows in moist environments. Mould can cause adverse health effects as well as damage to buildings. It is important to recognise that not all damp and mould present the same level of risk to our tenants. The most immediate risk relates to severe mould growth of certain types of mould which may cause airborne toxicity and is therefore especially dangerous to some of our vulnerable tenants.
- 6.2.2 We will not generally undertake any tests to identify specific mould types but will deal with all mould types in the same way to remove the hazard.
- 6.2.3 Please refer to the Condensation, Damp and Mould guide for Council tenants on our website for further information.

6.3 Health impacts of damp and mould

- 6.3.1 Damp and Mould within the home can be harmful to the health of residents. Exposure to spores can cause a wide range of symptoms including rashes, itchy eyes, sneezing, coughs, dizziness and nausea. The long-term effects of mould exposure can be more severe for vulnerable people, people with respiratory conditions and those with weakened immune systems. The elderly, children and those with existing allergies are all considered to be more susceptible to mould exposure, and it is acknowledged that living in poor environmental conditions can impact on an individual's sense of well-being and mental health.
- 6.3.2 There are a variety of housing conditions that put people at an increased risk of exposure to damp and mould. These include:
 - Homes where residents feel unable to open windows due to concerns about security, noise, or high outdoor pollution.
 - Homes that are poorly or inadequately insulated.
 - Homes with inefficient or ineffective and expensive to run heating systems.
 - Homes that are poorly ventilated.
 - Homes without adequate damp proof courses.
 - Homes that are poorly maintained.
 - Homes that are overcrowded.
- 6.3.3 Residents who are concerned about symptoms they believe may be linked to damp and mould exposure are strongly advised to seek medical advice from a healthcare professional as soon as possible.

7.0 How to report damp and mould

- 7.1 Any resident with concerns about damp and mould in their home, shared areas or external structure should report it as soon as they are aware, and as soon as possible, using one of the following methods.

By phone: 01304 801110

By email: housing.repairs@dover.gov.uk

By completing our online reporting form:

Report Damp and Mould



8.0 Policy statements

8.1 Our approach

8.1.1 We will apply the following approaches to manage damp and mould issues:

- All Housing Services and Property Asset staff members, regardless of role, must exercise professional curiosity when they are in a tenant's home and take responsibility for identifying and reporting any visible signs of damp, mould or other defects that may pose a health and safety risk to residents which they see during a visit.
- Staff should remain alert to environmental and structural indicators, engage respectfully with residents, and promptly report concerns to the Property Assets team to ensure timely interventions and support.
- Proactively engage with tenants on a regular basis to raise awareness about the importance of identifying and reporting damp and mould at the earliest opportunity. This message should be communicated through a range of accessible channels, including text messages, letters, Keep Me Posted bulletins, social media, tenant newsletters, and the Council's website.
- Establish a formal process for contractors to identify and report any significant or visible signs of damp and mould in the areas they are commissioned to work. Contractors must promptly notify the Council of any such findings through an agreed reporting system to ensure timely investigation and action.
- Ensure that all relevant maintenance contracts, upon renewal, include a clause requiring contractors to report any observed damp and mould directly to the Council when attending a resident's home for maintenance or servicing. This obligation must be clearly stated in the terms and conditions to support early identification and intervention.
- Conduct an analysis of data on an annual basis, looking at historic repairs, historic damp and mould cases and property archetypes to identify commonality, trends and defects which could lead to future damp and mould cases. The results will provide essential information to inform the capital works programme and proactive property surveys.

- Use feedback from our Maintenance Inspectors, Planned Works Surveyors, Housing Management staff who will report damp and mould problems discovered during home visits, property inspections and when carrying out repairs.
- Use feedback and complaints to help improve the quality of services delivered and provided.
- The stock condition data is being constantly verified following a Stock Condition Survey.

8.2 Our operational processes

- 8.2.1 All reports of damp and mould reported directly to the Council will be reviewed, triaged and diagnosed by our Property Assets team. Where necessary we will conduct an inspection to specify what remedial works are needed and then reinspect the property once the work had been completed. We will regularly review all reports of damp and mould.
- 8.2.2 All reports of damp and mould reported to our Responsive Repairs Contractor will follow the same process and then be reported to the Property Assets Team.
- 8.2.3 We will classify the urgency of the repair in accordance with the following (investigation not required if virtual report (picture or video evidence) or information is sufficient):

Type	Examples	Action
EMERGENCY - “emergency hazard” means, in relation to a social home, a relevant hazard that poses an imminent and significant risk of harm to the health or safety of an occupier of the social home; “imminent and significant risk of harm” means a risk of harm to the occupier’s health or safety that a reasonable lessor with the relevant knowledge would take steps to make safe within 24 hours.	<ul style="list-style-type: none"> • Severe damp and mould growth • Mould spores • Severe dampness • Major structural defect 	<ul style="list-style-type: none"> • Complete safety works within 24 hours • Inspection and written summary within 3 working days • Arrange for follow on works within 5 working days • Works will physically start within 21 working days or in a period which is reasonably practicable however this will be within 12 weeks at the latest
SIGNIFICANT “significant hazard” means, in relation to a social home, a relevant hazard that poses a significant risk of harm to the health or safety of an occupier of the social home;	<ul style="list-style-type: none"> • Less severe damp and mould present 	<ul style="list-style-type: none"> • Inspection within 10 working days • Written summary within 3 working days • Complete safety works within 5 working days

<p>“significant risk of harm” means a risk of harm to the occupier’s health or safety that a reasonable lessor with the relevant knowledge would take steps to make safe as a matter of urgency (but not within 24 hours).</p>		<ul style="list-style-type: none"> • Arrange for follow on works within 5 working days • Works will physically start within 21 working days or in a period which is reasonably practicable however this will be within 12 weeks at the latest
<p>STANDARD</p>		<ul style="list-style-type: none"> • Inspection within 10 working days • Provide written summary within 3 working days • If no hazard, treated as normal housing repair

- 8.2.4 We will address damp and mould caused by the original construction and/or any maintenance and repair works through our Maintenance Contractor and specialists on occasions, ensuring any resulting works are completed within contractual timeframes and monitored for quality. We will follow up all remedial actions to confirm effectiveness and aim to do this within three months. We will undertake any reasonable repairs contributing to damp and mould, and in persistent causes, we may engage specialist contractors to investigate and remediate issues.
- 8.2.5 As part of our monitoring processes, the Council will maintain accurate records of damp and mould reports, including records of the remedial works carried out and any / all correspondence and communications.

8.3 Access arrangements

- 8.3.1 Tenant cooperation is required to manage damp and mould effectively. Tenants are expected to allow access to the property (in accordance with the tenancy agreement). In the case of repeated refused or missed appointments we will act in accordance with the tenancy agreement and take legal advice and / or action if necessary.

8.4 Council responsibilities

- 8.4.1 We are responsible for the structure and exterior, utility installations and heating systems of our properties and shared areas in accordance with Section 11 of the Landlord and Tenant Act 1985 and ensuring homes are fit for human habitation under the Homes (Fitness for Human Habitation Act 2018). Our responsibilities are outlined in the Tenancy Agreement and Tenant Handbook. In particular:
- Investigating and completing remedial works to treat leaks, damp, mould and / or condensation in a timely, adequate and efficient manner and in compliance with Awaab’s Law (where applicable).
 - Giving an accurate diagnosis of the cause of damp and implementation for effective solutions that address the root cause, not just the symptoms.

- Ensure that there are suitable processes in place to allow residents to raise any repairs.
- Providing, adequate and suitable heating systems, ventilation and insulation.
- Ensure that works completed have been successful.
- Employing competent and skills contractors to carry out any required works.
- Communicating with tenants throughout the process to organise a mutually convenient appointment date and provide detail and timeline of works to be carried out.
- Providing clear information for tenants on condensation, damp and mould.
- Making reasonable adjustments where the household include vulnerable members.
- Restoring internal and external surfaces after completing any remedial work, ensuring they are repaired and made good.
- Sourcing alternative suitable accommodation if it is unsafe for the household to live in the property while works are carried out.

8.5 Tenant responsibilities

8.5.1 Damp and mould caused by condensation can often be controlled and prevented by simple measures which can be adopted by the tenant. Tenant responsibilities include, but are not limited to:

- You must let us know of any repair needed, or any damage caused to the property or signs of damp and mould by reporting this directly to the Council or our Responsive Repairs contractor.
- You must allow our staff, contractor operatives, or agents acting on our behalf to enter the property at reasonable hours on requests for the purposes of inspecting the property or carrying out any works.
- Regularly checking for signs of mould and cleaning them if they occur, in addition to reporting it to us.
- Following all advice and guidance issued by us on managing, controlling and mitigating damp, mould and condensation.
- Regularly checking for and reporting any leaks, or faulty heating, windows or extractor fans.
- Heating rooms adequately and keeping humidity between 40-60%. The average recommended temperature should be maintained around 20C, bedrooms between 16-19C, corridors around 15-18C.
- Keeping the home well ventilated, for example opening windows when cooking / showering, keeping trickle vents open.
- Keeping the property properly insulated by not dislodging or removing insulation or storing items in any loft space (unless you have our written permission).
- Not allowing the property to be overcrowded or using the property as a business (unless you have our written permission) or for a purpose it was not originally intended.
- Arranging an appropriate level of contents insurance to cover costs of damage and loss.

8.5.2 We understand that some households may face some challenges with some of these responsibilities. We will work with tenants, provide guidance, and signpost them to available support, to help them maintain their home and prevent damp and mould.

8.6 Leaseholder responsibilities

- 8.6.1 The leaseholder is responsible for maintaining the inside of the property to a standard preventing the occurrence of damp, mould and condensation.
- 8.6.2 Leaseholders should report any damp and mould found in shared areas and external structures once they are aware of it, and as soon as possible.
- 8.6.3 Any neglect by the leaseholder to manage or carry out repairs for which they are responsible for, that consequently has a direct impact on the condition of a Council owned property or shared areas, or external structure may mean they are liable for any repairs costs to remediate the issue.

8.7 Tenants with vulnerabilities

- 8.7.1 We are committed to delivering services that reflect the diverse needs of our tenants. Using the data we hold, we aim to tailor our approach to ensure accessibility and inclusion. Where a tenant is identified as vulnerable, we can make reasonable adjustments to support them. These may include, but are not limited to:

- Communicating in the tenants preferred format
- Allowing extended time for answering the door
- Using louder knocking or alternative alert methods
- Coordinating visits or communications through a trusted third party, such as a family member or support worker
- Making every effort to provide suitable alternative accommodation where they are required to temporarily move.

All agreed adjustments will be clearly communicated to our contractor operatives to ensure consistent and respectful service delivery.

- 8.7.2 We can offer guidance and signpost vulnerable tenants to appropriate support services. With the tenant's consent, we may also make referrals to relevant agencies, including those offering financial assistance, such as support for households experiencing fuel poverty.
- 8.7.3 Where concerns arise about the safety and wellbeing of a tenant or household member, we will follow our safeguarding procedures and work with appropriate services to ensure individuals are protected.

8.8 Temporary moves (decanting)

- 8.8.1 A temporary move or 'decant' will be considered where:
 - It is not possible or reasonable for the tenant(s) to remain in the property while the works are carried out because we have health & safety concerns or because of the timescale of the proposed works
 - Where the tenant or a member of their household has a medical condition (e.g., COPD) that is or could be exacerbated by the damp and mould, and / or the remedial works.
 - Where we are unable to complete the relevant safety work within the initial remediation period (5 working days from the completion of the investigation that identified the hazard for a significant hazard or 24 hours for an emergency hazard).
- 8.8.2 Where a temporary move is offered, we will follow our internal processes and relevant policies.

8.9 Complex and / or severe cases

8.9.1 In complex and / or severe cases, such as where the damp and mould are persistent, widespread, or poses a serious health risk to the individuals living in the property, we will escalate the response by engaging specialist contractors to carry out detailed investigations and remedial works. This may include the use of specialist environmental monitoring equipment to identify underlying causes. We will ensure that appropriate support and communication with affected residents is made throughout the process and follow up visits are arranged to ensure that the work has been effective and / or there is no repeat of the problem.

8.10 Planned preventative and capital works programme

8.10.1 An essential element in combating damp and mould is to renew building components and elements such as roofs, windows, doors, kitchens, bathrooms, boilers and the like when they become obsolete and/or they are at the end of their serviceable life and/or before they fail and are beyond economic repair.

8.10.2 The Council are constantly developing its capital works programme which identifies numbers of properties and allocates addresses on an annual basis for:

- Boiler replacements
- Kitchen replacements
- Bathroom replacements
- Window replacements
- Pitched and flat roof replacements
- Front and rear door replacements
- Structural repairs including repointing
- External redecorations and associated repairs

8.10.3 The Council is committed to ensuring that contracts will be in place to deliver the capital works as well as contracts for servicing and general maintenance.

8.10.4 A contract will remain in place to maintain and service the Council's heating and hot water systems with a 4-hour emergency breakdown response time. This contract also includes our boiler replacement programme to ensure boilers are replaced before they become obsolete.

8.10.5 The Council has and will continue to ensure that the necessary level of investment is spent on our housing stock to keep it in a state of good repair, safe and compliant.

8.10.6 The specifications for these programmes will be regularly reviewed to ensure that a holistic approach to maintaining the property is achieved and that future proofing the stock from damp and mould is achieved. These will include:

- Where reasonably practicable humidistat fans will be installed as part of every kitchen and bathroom replacement to assist with ventilation.
- Loft and roof insulation and roof ventilation is to be brought up to current standard when pitched and flat roofs are replaced (currently as at the date of the roof renewal).
- New UPVC double glazed windows will have openable sashes for rapid ventilation and trickle ventilation.

- 8.10.7 The Council will continue to explore accessing additional funding opportunities such as the Social Housing Decarbonisation Fund, by submitting bids where possible.
- 8.10.8 The Council will always adopt a holistic approach to a property when undertaking any energy efficiency works recognising that poorly designed and installed energy efficiency works can contribute towards damp and mould forming. The service will work with the necessary specialists to ensure conformity to the requirements of PAS2035.

8.11 Working with residents

- 8.11.1 We are committed to working in partnership with residents to prevent, identify, and resolve damp and mould issues. Effective engagement is essential to ensure safe, healthy homes for all. All engagement with residents will be done so in accordance with the aims and practices as set out in the Tenant Engagement Strategy 2022-27. In relation to this Policy, we will have a particular focus on:

1. Raising awareness

- Residents will be provided with clear information on the causes, signs and health impacts of damp and mould.
- Education materials will be made available through leaflets, the Council website, social media, Keep Me Posted bulletins and other communication methods.

2. Reporting and communication

- We encourage residents to report damp and mould concerns promptly through accessible channels.
- We will acknowledge all reports within a set timeframe and keep residents informed throughout the investigation and resolution process.
- Any changes to our service or delivery that impact the management of damp and mould will be clearly communicated with residents.

3. Support and advice

- We will offer advice to help residents manage and prevent damp and mould in their homes. Residents will be provided with a copy of our 'Condensation, Damp and Mould: A Guide for Council Tenants', which will also be made available on our website.
- Additional support will be provided to vulnerable residents, as set out in section 8.7 of this Policy, and in accordance with our separate Vulnerable Tenant Policy.

4. Resident involvement

- Feedback from residents will be sought and used to help shape and improve service delivery, continuous improvement and outcomes.
- The Tenancy Consultative Group will be consulted on policy updates and service improvements.

5. Transparency and accountability

- We will publish data on damp and mould cases, response times, and outcomes to maintain transparency. This will form as part of our strategic and housing performance indicators.

- Residents will have access to complaints procedures if they are dissatisfied with how their case is handled.
- 8.11.2 It is imperative that there is effective communication between the Council, residents and the contractors working on the Council's behalf when it comes to damp and mould. All three stakeholders have a key role to play in the reporting, managing and mitigating damp and mould within council properties. All engagement with residents will be in accordance with the aims as set out in the Tenant Engagement Strategy 2022-27.
- 8.11.3 The Council website provides residents with a comprehensive guide about damp and mould. It is also important for residents to notify us when there is damp and / or mould present in their home. Residents can report damp and mould directly to the Housing and Property Assets team by completing our [online questionnaire](#).
- 8.11.4 Residents with damp and mould will be given a Condensation, Damp and Mould guide providing advice about damp and mould.

8.12 Training and equipment

- 8.12.1 We will ensure that all staff within the Housing Services and Property Assets teams have the required training on damp and mould suitable for their role within the service, including periodic refreshers of the Building Regulations 2010 and the Building Safety Act 2022, and basic training on the Housing Health and Safety Rating System (HHSRS) and any other required training on relevant regulations and legislation.
- 8.12.2 We will ensure that staff within the Housing Services and Property Assets teams are provided with the necessary tools and materials to be able to undertake diagnosis efficiently and effectively.
- 8.12.3 Where the Council will work with an external contractor(s) to carry out remedial works for damp and mould cases, we will share Government guidance in the expectation that the contractors will be knowledgeable about damp and mould cases, training requirements and key performance indicators.

9.0 Implementation, monitoring and review

- 9.1 We have an established procedure for managing reports of damp and mould that aligns with this Policy and complies with all relevant legal obligations. The procedure is subject to continuous monitoring and review to ensure its effectiveness, responsiveness and alignment with evolving legislation and best practice.
- 9.2 We will monitor this Policy, along with damp and mould performance through Key Performance Indicators (KPIs) and metrics, which are reviewed and reported internally on a quarterly basis to ensure accountability and continuous improvement. In addition, performance outcomes are shared with the Tenant Consultative Group and published in our Annual Report to tenants, to promote transparency and enable tenant engagement and scrutiny in service delivery.
- 9.3 This Policy will be reviewed every 2 years starting from the date it is approved and adopted for use by the Cabinet.

9.4 Minor amendments to this Policy will be made through our internal delegated approval process, ensuring timely updates without disruption to service delivery. Amendments arising from changes to operational procedures, government legislation, or regulatory requirements will be subject to formal approval by Cabinet, in accordance with the Council's governance framework.

10.0 Complaints

10.1 The Council's definition of a complaint is:

"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or a group of residents."

10.2 The Council takes complaints made about any service it provides, or Officers who work for the Council who provide that service, seriously. If a resident wishes to make a complaint about the service they have received or with an officer, they can be made:

- In writing (letter or email)
- Using our online complaint form
- Using the Council's Complaint leaflets (these are available at the Council's office reception, or they can be posted to the tenant / leaseholder)
- Via telephone; or
- In person by an appointment

10.3 All complaints received will be dealt in accordance with the Council's Complaints Policy and Procedure. More information about how to make a complaint can be found on our website: [If you are unhappy \(dover.gov.uk\)](http://If you are unhappy (dover.gov.uk)).

11.0 Equality and diversity

11.1 The Council is committed to promoting equality of opportunity and to eliminating unlawful discrimination on grounds of race, age, disability, gender, sexual orientation, religion, belief, financial status, and any other differences that can lead to discrimination or unfair treatment considering the principles of the Equality Act 2010. Please see our [Equality Policy](#) for more details.

11.2 A full Equality Impact Assessment (EIA) was conducted for this policy and in accordance with our Public Sector Equality Duty (PSED) when carrying out duties (s149 of the Equality Act 2010), and mitigations put into place where potential negative impacts to individuals with protected characteristics have been identified.

12.0 Data privacy and confidentiality

12.1 All data captured in relation to damp and mould, and any subsequent repairs that are required to remedy the situation is covered under the Council's [Housing Service Privacy Notice](#).

13.0 Version control

Approval date	2 nd February 2026
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Approved by	Cabinet
Policy owner	Property Assets
Scheduled review	February 2028

Policy controls sheet		
Date	Summary of change	Author and approver
		Author: Approver(s):

Appendix 1: Hazard Process Chart



