

POLICY NUMBER:	PropDMP1	DATE REVIEWED BY BOARD:	
DEPARTMENT:	Property Services	DATE OF NEXT REVIEW:	27th October 2026
AUTHOR	Head of Property Services	DATE CREATED	19TH June 2025

1. Purpose and context

1.1 As a social housing provider Squared is responsible for maintaining the properties it owns and manages them in line with housing regulations, legislation and good practice guidance. This policy incorporates Awaabs Law, phase 1 of which comes into force on 27th October 2025. This means that from 27th October 2025, social housing providers must address damp and mould hazards, that pose a risk of harm, within set timescales.

The key objective of this policy is to keep customers safe and well, to ensure that Squared employees, partners and contractors are clear on our legal duty to respond to reports of damp and mould, and in doing so provide assurance that Squared are meeting their legal and regulatory requirements, in resolving damp and mould hazards that present a significant risk of harm to our customers..

2. Scope of this policy

2.1 This policy applies to all Squared employees, customers, contractors and any person who works on, visits, or uses our premises. The policy outlines the obligations placed upon Squared to maintain a safe environment for our customers and employees.

3. Legal & Regulatory

3.1 This policy sets out how Squared will comply with the legal requirements set out below:

- Social Housing (Regulation) Act 2023 including **Awaabs Law**
- Housing Act 1985
- Landlord and Tenant Act 1985 Section 10 – Repairs and Maintenance
- Defective Premises Act 1972
- The Homes (Fitness for Human Habitation) Act 2018
- Housing Act 2004 – Housing Health and Safety Rating System

- Decent Homes Standard
- Environmental Protection Act 1990

4. Roles and Responsibilities

- 4.1 Squared is responsible for the maintenance, repair and replacement of the structure and common parts of its owned stock, as set out in section 11 of the Landlord and Tenant Act 1985 and outlined in the tenancy agreement.
- 4.2 The Head of Property Services has strategic responsibility to ensure the effective management of damp and mould and that compliance with Awaabs Law is achieved.
- 4.3 Customers must adhere to the conditions in their tenancy agreement, in particular, clauses relating to the condition of the property, reporting repairs and allowing access.
- 4.4 Homes Team must report cases to Property Services and support with gaining entry where access to a property has not been achieved.
- 4.5 Front line team members must report damp and mould issues to Property Services.
- 4.6 Contractors and third parties must report cases directly to Squared.

5. How will we meet our obligations

- 5.1 Reports of damp and mould can be made by customers via the customer portal, by telephone call, email or in writing. Employees and contractors can report cases to Property Services by email, telephone call or in writing.
- 5.2 All reports of damp and mould will initially be categorised by Property Services as either a potential '**emergency hazard**', '**significant hazard**', or '**out of scope**'.
- 5.3 A potential emergency hazard will be investigated and made safe action taken within **24 hours**.
- 5.4 If Property Services are unable to resolve the emergency hazard and make the property safe within **24 hours**, suitable alternative accommodation will be provided in line with our decant policy.
- 5.5 A written summary of the investigation, conclusion, next steps and anticipated timeline for repairs, together with a schedule of works will be provided to the customer within **3 working days** on the investigation being concluded.
- 5.6 If a hazard is identified through the survey, that poses a **significant hazard** and imminent risk of harm to the health and safety of an individual, (in identifying a hazard, all vulnerabilities of the resident and their household will be taken into consideration), and investigation will take place within **10 working days**.
- 5.7 A written summary of the investigation and conclusion will be provided to the customer within **3 working days** of the investigation conclusion.
- 5.8 Further work will be started as soon as reasonably practicable and **within 12 weeks**.

5.9 If Property Services is unable to make the property safe, alternative accommodation will be provided until the significant hazard is resolved.

5.10 If prevalent damp and mould is impacting the customers' ability to breathe, emergency repairs will be actioned as soon as practicable and within **24 hours**.

5.11 Clear records will be kept, of all attempts to comply with Awaabs Law, including records of all correspondence with the customer, contractors and squared employees.

5.12 We will work with our customers to agree a suitable time to visit the property. If we are unable to access the property within the agreed timeslot we will leave a notice stating that an attempt was made with contact details. Contact will be made with the customer to offer an alternative slot. If after 3 attempts we are unable to gain access, we will liaise with Homes team for support in gaining access.

6. Record keeping

6.1 Records of every inspection, photographs, work schedules and all communications, including evidence of all attempts to gain access will be recorded and will be saved against the relevant property on our housing management system.

7. Quality Assurance

7.1 Post inspection of works will be completed and recorded. Follow up contact will be made 12 weeks after completion of any works.

8. Training

8.1 Training on this policy and the procedures that go along with it will be provided. Training will be via briefings, team meetings, workshops, together with external training providers.

9. Compliance and Monitoring

9.1 Statutory Compliance

Performance will be monitored in line with the statutory timeframes set out in the table below. The Head of Property Services will report statutory compliance at monthly Leadership Team meetings and via a quarterly Board report.

9.2

KPI	Action	Timeframes to complete
D	Emergency Hazard Investigation	24 hours
A	Emergency Hazard Make Safe	24 hours
B	Significant Hazard Investigation	10 working days
C	Make Safe Significant Hazard or begin further works	5 working days
F	Written summary of the Investigation and conclusion	3 working days

G	Follow up contact	6 weeks after any works completed
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9.3 Operational KPI's The measures below will also be reported at monthly Leadership Meetings and via a quarterly Board report.

- Number of reports of damp and mould by month, quarterly and year to date
- Number of reports of damp and mould that were categorised as Out of Scope of Awaab's Law (no damp and mould present)/Emergency Hazard/Significant Hazard
- Percentage of satisfactory and unsatisfactory follow up cases
- Number of jobs and inspection raised by month, quarter and year to date
- Average cost of remedial works

Any non-compliance will be investigated and the necessary action will be taken, including disciplinary action in the case of a member of staff and contractor removed from carrying out damp and mould works.

10. Customer Engagement

10.1 As part of the implementation of this policy we will seek feedback from customers on the operation of the policy.

11. Monitoring and Review

11. 1 This policy will be reviewed by the Head of Property Services annually, earlier if there is a change to the legislation.

12. Other Relevant Policies

This policy should be read in conjunction with the following

- 12.1 Tenancy Agreement
- 12.2 Private Rented Sector Lease
- 12.3 HMO Lease
- 12.4 Repairs and Maintenance Policy
- 12.5 Decant Policy

13. External links

- 13.1 [Damp and mould - Housing Ombudsman](#)
- 13.2 [Housing Act 1985](#)
- 13.3 [Homes \(Fitness for Human Habitation\) Act 2018](#)
- 13.4 [Landlord and Tenant Act 1985](#)
- 13.5 [The Housing Health and Safety Rating System \(HHSRS\) - House of Commons Library](#)
- 13.6 [A decent home: definition and guidance - GOV.UK](#)
- 13.7 [Social Housing \(Regulation\) Act 2023](#)

EQUALITY IMPACT ASSESSMENT FORM

Name: *[Name of the policy developer/reviewer]*

Date of completion: *[Date]*

Name of policy: *[Name of the Policy]*

Policy number: *[Policy number]*

Description and aim of the policy: *[This should be in line with section 1 of the policy]*

ACTUAL OR POTENTIAL IMPACTS ON GROUPS, COMMUNITIES AND NEIGHBOURHOODS, IDENTIFIED FROM THIS POLICY				
Groups, communities or neighborhoods affected	What is the impact?	Is the impact positive or negative?	Mitigating action required (if impact is negative)	Monitoring of actions
Race & ethnicity				
Disability				
Gender				
Sexual Orientation				
Gender Reassignment				

Age				
Religion				
Pregnancy and Maternity				
Marriage and Civil Partnerships				