



Damp, Mould & Housing Hazards (Awaab's Law) Policy

Policy Number 04

Policy Update: July 2026

Next Review Date: November 2027

Signed: Head of Housing & Property Services

*Policy to be read in conjunction with LRHS Health & Safety Policy

To note this policy number was formerly Damp & Mould Policy

1. Policy Statement

Littlehampton & Rustington Housing Society Ltd (LRHS) is committed to providing safe, warm, healthy and well-maintained homes for all tenants.

We operate a zero-tolerance approach to hazards that could adversely affect the health, safety or wellbeing of our tenants. We will investigate all reports promptly, communicate openly with tenants and complete remedial works within statutory timescales wherever required.

This policy reflects LRHS's obligations under the Social Housing (Regulation) Act 2023 and the phased implementation of Awaab's Law. It also supports compliance with the Homes (Fitness for Human Habitation) Act 2018, the Housing Health and Safety Rating System (HHSRS), the Regulator of Social Housing's Consumer Standards and guidance issued by the Housing Ombudsman.

2. Purpose

The purpose of this policy is to:

- ensure LRHS provides homes that are safe and fit for human habitation;
- establish a consistent approach for managing prescribed housing hazards;
- comply with all relevant legal and regulatory requirements;
- ensure tenants receive a responsive, fair and empathetic service;
- minimise risks to tenants and protect LRHS properties from deterioration

3. Scope

This policy applies to all homes owned or managed by LRHS.

The policy covers reports relating to:

- damp and mould;
- electrical hazards;
- fire and explosion hazards;
- excess cold;
- excess heat;
- structural collapse and falling elements;
- domestic hygiene hazards, including pest infestations;
- any additional hazards prescribed under future phases of Awaab's Law.

4. Legal and Regulatory Framework

LRHS will comply with all relevant legislation, including:

- Social Housing (Regulation) Act 2023

- Awaab's Law (as implemented through secondary legislation)
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Environmental Protection Act 1990
- Housing Act 2004
- Housing Health and Safety Rating System (HHSRS)
- Regulator of Social Housing Consumer Standards
- Housing Ombudsman Complaint Handling Code and relevant Spotlight Reports.

5. LRHS Responsibilities

LRHS will:

- maintain homes in a safe condition;
- investigate all reported hazards promptly;
- identify the root cause of defects rather than simply treating symptoms;
- communicate regularly with tenants throughout the investigation and repair process;
- prioritise vulnerable tenants where appropriate;
- maintain accurate records of inspections, decisions and works completed;
- use competent contractors and qualified surveyors where specialist advice is required;
- review recurring issues and take preventative action.

6. Types of Housing Hazards

Damp and Mould

LRHS will investigate all reports of damp, condensation and mould and undertake repairs to remove the underlying cause wherever possible.

Electrical Hazards

Examples include:

- exposed wiring;
- damaged sockets or switches;
- defective consumer units;
- overheating electrical installations.

Appropriate electrical contractors will investigate and undertake remedial works.

Fire Hazards

Including:

- defective fire doors;
- defective fire detection systems;
- blocked escape routes;
- fire compartmentation defects.

Excess Cold

Including:

- failed heating systems;
- inadequate insulation;
- defective windows or doors contributing to unsafe temperatures.

Excess Heat

Including:

- inadequate ventilation;
- overheating within the home;
- failure of mechanical ventilation systems where provided.

Structural Hazards

Including:

- unstable ceilings;
- loose roof coverings;
- falling masonry;
- structural movement.

Domestic Hygiene

Including:

- pest infestations;
- vermin;
- infestations affecting the health and wellbeing of occupants.

7. Reporting Housing Hazards

Tenants may report hazards by telephone, email, in writing or in person.

All reports will be logged immediately.

Each report will be risk assessed, taking account of:

- severity of the hazard;
- health risks;
- age of occupants;
- disability or medical conditions;
- vulnerability;
- previous reports.

8. Response Times

Where required by legislation, LRHS will:

- investigate emergency hazards within 24 hours;
- undertake emergency safety works as soon as reasonably practicable;
- investigate significant hazards within 10 working days;
- provide a written summary of findings within 3 working days of completing the investigation;
- commence relevant safety works within 5 working days where required;
- begin supplementary preventative works within statutory timescales;
- provide suitable temporary accommodation where legislation requires this.

9. Communication with Tenants

LRHS will ensure tenants are kept informed throughout the process.

Communication will normally include:

- acknowledgement of the report;
- appointment confirmation;
- investigation findings;
- proposed works;
- expected completion dates;
- follow-up following completion.

10. Tenant Responsibilities

Tenants are expected to:

- report hazards promptly;
- provide access for inspections and repairs;

- report worsening conditions immediately;
- follow reasonable advice provided by LRHS;
- avoid causing damage through neglect or misuse.

Nothing within this policy removes LRHS's legal repairing obligations.

11. Preventative Maintenance

LRHS will operate a Planned Preventative Maintenance Programme which includes statutory inspections and planned replacement programmes where appropriate.

This includes (where applicable):

- electrical inspections;
- fire safety systems;
- heating installations;
- ventilation systems;
- roofs and rainwater goods;
- pest management;
- communal areas;
- building fabric inspections.

Information gathered through inspections will be used to identify trends and reduce recurring hazards.

12. Training

LRHS will ensure relevant employees and contractors receive appropriate training to:

- identify housing hazards;
- understand Awaab's Law requirements;
- investigate reports appropriately;
- maintain accurate records;
- communicate effectively with tenants;
- recognise vulnerabilities and safeguarding concerns.

Training will be reviewed regularly.

13. Aftercare

Following completion of works, LRHS will:

- confirm that repairs have been completed satisfactorily;

- undertake post-inspections where appropriate;
- contact tenants to ensure hazards have not reoccurred;
- monitor repeat cases.

14. Complaints

Any tenant dissatisfied with the service provided may submit a complaint using the LRHS Complaints Policy.

Where internal procedures have been exhausted, tenants may refer their complaint to the Housing Ombudsman.

15. Equality and Diversity

LRHS is committed to providing services fairly and without discrimination.

Reasonable adjustments will be made where required, and vulnerabilities will be considered when prioritising inspections, repairs and communication.

Appendix A – Prescribed Housing Hazards

Hazard	Examples
Damp & Mould	Condensation, leaks, penetrating damp
Electrical	Unsafe wiring, damaged sockets
Fire	Fire doors, alarms, escape routes
Excess Cold	Heating failure, insulation defects
Excess Heat	Poor ventilation, overheating
Structural	Falling masonry, unstable ceilings, roof defects
Domestic Hygiene	Pest infestations, vermin

Policy Review

This policy will be reviewed every two years or sooner if legislation, statutory guidance or regulatory expectations change.