



Property

Damp, Mould, Condensation and Leaks Policy

Regulation and Legislation	This policy links to the Regulator of Social Housing Safety and Quality Standard; The Landlord and Tenant Act 1985; Homes (Fitness for human Habitation) Act 2018, The Charter for Social Housing Residents; Social Housing Regulation Act (2023); The Housing Health and Safety Rating System (England) Regulations 2005; The Decent Homes Standard; Awaab's Law (2025)
Supporting documents	Damp, Mould and Condensation Procedure; Repairs Policy; Asset Management Strategy; Complaints and Customer Care Policy; Complaints Resolution Policy; Letting of Homes Policy; Safeguarding Policy; Affordable Warmth and Energy Efficiency Policy
Scope	<p>This policy explains how Orbit will resolve issues with damp, mould, condensation and leaks reported or identified within its customers' homes and communal areas.</p> <p>It applies to all Orbit customers living in general needs and independent living homes.</p>
Reference to "Orbit" means Orbit Group which consists of Orbit Group Limited, Orbit Housing Association Limited, Orbit Homes (2020) Limited, Orbit Treasury Limited and Orbit Capital Plc.	

1. Introduction

- 1.1 Orbit is committed to maintaining good quality, safe and affordable homes that our customers love and are proud to live in. This policy ensures we meet this promise by adopting a zero-tolerance approach to damp and mould in the homes we manage; working with customers to resolve issues and ensuring they live in safe and healthy homes.
- 1.2 Leaseholders and shared owners are responsible for managing and maintaining their own property as per individual lease agreements. If the issue is in a communal area or is a structural building defect, Orbit is responsible for the repairs in line with the corresponding lease.
- 1.3 Where we are made aware that a leak in a leasehold home has directly affected other customers we will work with the leaseholder to ensure the problem is resolved and may, in exceptional circumstances, consider a temporary repair to minimise any damage.
- 1.4 This policy applies once the property is outside the defects liability period. Any issues that arise within this period will be addressed by the developer.

2. Policy statement

Our approach

- 2.1 We recognise having damp and mould in a home is distressing for our customers. To ensure our homes are protected from damage caused by leaks, condensation, damp and mould we will:
- Empower employees and customers to resolve issues together
 - Diagnose and resolve damp and mould in a timely and effective manner and carry out appropriate works to minimise damage to the structure, fixtures and fittings of the home
 - Proactively support customers to manage their homes where they are known to be susceptible to leaks, condensation, damp and mould
 - Train and equip employees to diagnose potential causes of damp, mould and condensation and leaks so they can help customers and provide solutions
 - Take action to identify homes that have, or may be at risk of developing, problems with condensation, damp and mould
 - Use appropriate technology, alongside related data about our households and homes, to help us understand the risk in relation to these issues and proactively seek to mitigate any increased risks
 - Work with qualified professionals, specialists and partners to effectively diagnose and resolve damp and mould issues, address fuel poverty concerns, and provide aftercare solutions that will benefit our customers.

Communication and support

- 2.2 Orbit will provide clear and accessible information to customers to raise awareness about the causes of condensation, damp and mould. This will include guidance describing how and when customers should contact us, what they can do to help prevent and/or manage issues through ventilation, adequate heating and controlling the build-up of moisture. Where there is mould growth, we will provide advice on how this should be treated and how we can help.
- 2.3 We will communicate clearly and regularly regarding any action we plan to take, and any action our customers are advised to take.
- 2.4 We will keep customers informed of any property inspections, diagnosis of issues and the timetabling of works, where these are required. This includes explaining what work might be needed and why. If any changes to the program of work is needed, we will keep customers informed. If work is not required, we will explain the reason why and any steps the customer should take.

Condensation management

- 2.5 We will provide information to customers that is effective in helping to avoid condensation, damp and mould in homes.

- 2.6 Where we identify damp and mould is caused by condensation (and there are no issues with the structure of the home causing the condensation), Orbit will work with customers to resolve the issue. This may include providing self-help advice on how to control moisture levels, increase ventilation or heating, or providing guidance or support for those in fuel poverty.
- 2.7 We understand that not every customer will be able to resolve issues themselves. Where required, we will provide appropriate support depending on the specific circumstances and the individual customer needs.

Additional support and safeguarding

- 2.8 Where conditions in a home, for example overcrowding or hoarding, are having an effect on the health and wellbeing of customers Orbit will provide advice and support. This may include options to move to appropriate alternative accommodation or signposting to external support agencies.
- 2.9 Where we have received a claim for disrepair that relates to damp and mould we will make sure the legal process does not delay us completing works. We will consider whether to service a notice of intent to enter and remedy on any cases involving a Category 1 or 2 hazard (under the Housing Health and Safety Rating System (HHSRS)) or where we believe there is a vulnerable person or where the hazard is harmful to the health, safety and welfare of the customer.

Reports, investigations and case management

All cases will be investigated and managed within the timeframes set out below

In an emergency situation, we will investigate and action any emergency repairs as soon as reasonably practicable and, in any event, within 24 hours.

- 2.10 Within one working day of a case being reported to Orbit the case handler will review the report and:
- check the history of the property,
 - check for current / past repairs at the property,
 - risk rate the case,
 - contact the customer to book an appointment for a mould treatment to be carried out,
 - consider whether alternative accommodation is required.
- 2.11 The contractor will carry out the mould treatment within the following timescales:
- 24 hours if the case is rated as severe or high, or
 - within 7 working days for all other cases.

If the case is classed as severe or high and the customer is not available within the 24-hour time period, an appointment will be arranged for as soon as possible.

- 2.12 A technical surveyor will contact the customer to carry out a property inspection within 10 working days of the case being reported. This will include:
- checking repairs (current and past)
 - reviewing any previous damp, mould and condensation inspection reports
 - checking any neighbouring properties, where necessary

- raising work orders for any repairs required
 - consider whether alternative accommodation is required.
- 2.13 The case handler will send the findings of the technical surveyors report to the customer within three working days.
- 2.14 If the investigation finds that a hazard presents a significant risk of harm to the health or safety of a customer, we will, within 5 working days of the investigation concluding, make the property safe (using temporary measures if necessary) and begin any further required works.
- 2.14 Orbit's contractor will carry out any works required within:
- 28 days – for routine repairs, or
 - 60 days – for major works
- 2.15 The case handler will carry out a progress review every 15 working days to:
- check that appointments have been booked and work completed
 - work with the contractor and technical surveyor to resolve any issues
 - raise orders for any additional work that have been identified
 - keep the customer updated on progress and check that work has been completed to a satisfactory standard
- 2.16 The technical surveyor will carry out post inspections for all cases rated as severe or high.

After care

- 2.17 Once work is completed the case handler will contact the customer to ensure they are happy with the repairs, and the issues have been resolved.
- 2.18 The case will then move into a three-month after-care period and will only be closed if no further issues arise during this time. Where issues have not been resolved a further inspection will be arranged.

Access

- 2.19 Our tenancy and lease agreements require customers to allow Orbit and our contractors access to their home to carry out inspections and/or work at the agreed appointment time. If we are unable to gain access, and the safety of the property and/or the safety of customers or those in the vicinity of the property is compromised, and access is refused, we may need to act in line with our Access Policy.
- 2.20 Where the vulnerabilities of customers mean we are unable to complete treatment to damp and mould our Neighbourhood and Communities team, Safeguarding team or other relevant partner organisations will provide support to the customer and allow the work to proceed.

Alternative accommodation

- 2.21 Where more intrusive building work is required and/or there is a risk to the health and safety of the customer or a member of their household, we may require customers to move out of

their home on a temporary basis. Orbit will consider the individual circumstances of the household, including any vulnerabilities, and will arrange suitable alternative accommodation in line with our Decant Policy. All appropriate checks will be carried out once the work is complete and before the customer returns home.

Customer responsibilities

- 2.22 Customers play a vital role in helping us to keep homes safe. We will ask our customers to:
- take reasonable steps to manage condensation in their homes.
 - follow Orbit advice and guidance to manage and control the return of damp and condensation
 - let us know where all reasonable efforts have been made to manage and control condensation and mould and this has not been successful
 - report damp and mould issues to us as soon as they become visible
 - report any necessary repairs to their home that may affect the control of damp and condensation – e.g. windows that won't open, lack of heating, leaks
 - allow access for inspections and access to carry out remedial works
 - ensure any installed monitoring equipment is kept plugged in and is not interfered with.

Empty homes and mutual exchanges

- 2.23 When a property becomes empty or is subject to a mutual exchange Orbit will, prior to re-letting, identify and remedy any leaks or other issues likely to cause condensation, damp and mould. Surveys to establish the presence of any damp and mould will be carried out and mould washing applied where necessary.

Data and technology

- 2.24 Orbit will use data obtained in relation to damp and mould to inform how we can take more proactive measures to prevent future issues e.g. energy efficiency upgrades and other improvement works.
- 2.25 We will use stock condition surveys to identify recurring problems and prioritize interventions based on risk.
- 2.26 We will take action to identify homes that have, or may be at risk of developing, problems with condensation, damp and mould. We will use appropriate technology in our properties, alongside related data about our households and homes to help us understand the risk profile in relation to these issues and proactively seek to mitigate any increased risks

Employee training

- 2.27 Orbit will ensure employees are trained to properly diagnose and respond to reports of damp and mould, as well as understanding the causes and remedies and the effects that damp, and mould can have on the health of our customers.

This will include raising awareness of properties and components that are likely to suffer from damp and mould and to identify where issues may arise in similar properties.

3. Data retention

- 3.1 All data relating to the treatment and resolution of damp, mould, condensation and leaks will remain on the customer account for the duration of the tenancy and on the property record as long as the property remains in Orbit ownership. Documents and information will be retained in accordance with Orbit's data retention schedule and legal obligations.

4. Roles and responsibilities

- 4.1 The Director of Property and Place is accountable for the delivery and monitoring of the policy.
- 4.2 The Head of Responsive Repairs is responsible for the delivery and monitoring of the service.
- 4.3 The Technical team is responsible for day-to-day case management and keeping the customer updated.
- 4.4 The Repairs team is responsible for day-to-day inspections, raising and managing works.

5. Performance controls and business risk

- 5.1 Performance against timescales and key performance indicators will be monitored and reported monthly to the Customer and Property Leadership team and Executive team including:
- Number of new cases
 - Number of open cases
 - Number of inspections raised and completed
 - Average time to complete inspections
 - Cases that remain open after three months
 - Customer satisfaction
- 5.2 Orbit will carry out a fundamental review of this policy every three years subject to legal, regulatory changes or in accordance with the agreed Policy Review programme.

6. Essential information

- 6.1 All Orbit policies and procedures are developed in line with our approach to the following, data protection statement, equality diversity and inclusion (EDI) approach, complaints and customer care policy and our regulatory and legal obligations to ensure we deliver services in a lawful manner and treat people equally and fairly. Orbit's privacy policy can be accessed on our website www.orbitcustomerhub.org.uk/publications/policies/

EA	Equality Analysis was completed in March 2022 and reviewed and revised in Oct 2025 and is available to view.
DPIA	A DPIA will be completed against the supporting procedures when implemented.
Consultation	Internal: Property Repairs
	External: The policy was presented to engaged customers for comment and feedback on 19/09/2025
Applies to	

Document control

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