

DAMP & MOULD

SPOTTING THE PROBLEM: WE WILL

comply with Awaab's Law from October 2025 and regularly put **information about damp, mould and condensation** in your newsletters, on your noticeboard and on our website

encourage you to **check for damp and mould** and report any you find to us
make **reporting damp and mould** clear, straightforward and easy.

TACKLING THE PROBLEM: WE WILL

BHA will complete a triage for any new report of damp or mould to assess your and your households needs

Any suspected emergency damp and mould case will be inspected and made safe within 24 hours. If the property cannot be made safe within 24 hours, alternative accommodation will be offered

Suspected "Significant" risks will be investigated within 10 days of the issue being brought to our attention.

remove the **mould**.

Once the inspection has been completed, you will receive a summary report within 3 days explaining what the inspection found and what we are going to do to fix the issue.

We aim to start all remedial works within 5 days of the inspection but some more complicated/larger jobs may take longer to arrange. These will start within 12 weeks.

log new cases on our **damp and mould register** or update any case **already on the register**
repair the **underlying cause**

AFTER THE REPAIR WORKS: WE WILL

if needed, give you a **dehumidifier** and make sure the extra cost to you of running the dehumidifier is paid back

carry out a further inspection to **check the issue is fixed** and the damp and mould has not reappeared

investigate further **if damp and mould reappears** and start the process again

monitor each case over the **following 6 months**

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ABOUT THIS SERVICE

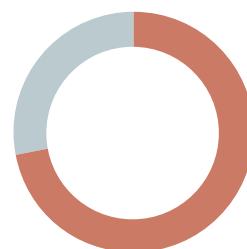
Any damp or mould that builds up in your home is a health risk so must be reported to our repairs team. We will need to investigate it so that we can find a solution.

PREVENTING DAMP AND MOULD

If the **cost of heating your home** adequately is a problem for you, we will check you are claiming all benefits you qualify for and any grants that might help cover your heating costs.

You agree your home is well maintained

72%



2025 ACUITY SURVEY

PREVENTING DAMP & MOULD: WE ASK YOU

to make sure your home is **kept warm** and **well ventilated**

to **open the bathroom window** after showering

to **cover cooking pans**

to **switch on extractor fans** in the bathroom or kitchen when you are showering or cooking

if you use a **tumble dryer** to have it properly vented so the hot moist air it generates goes outside the building

to **use a dehumidifier** if and when needed

if you have a **mechanical ventilation system** to keep it switched on

to wipe down **condensation** from windows and cills

to **report damp and mould to us without delay**

to **let us into your home** to inspect any damp and mould and identify the causes.

If you think we are not meeting our service standards please tell us.
