

# Damp, Mould, and Condensation Policy

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## 1. Our policy statement

- 1.1. At Sage Homes we strive to provide the best affordable homes with the best customer support. The energy efficiency and specification of our homes are designed to provide the best possible foundation for our customers. This is backed by the continuous pursuit of providing the best customer support, driven by empathy and the ambition to continually improve.
- 1.2. Sage is committed to providing an efficient service, that puts the customer first. To achieve this, we will manage reports of damp and mould or contributing factors such as condensation in a proactive way.
- 1.3. We recognise the underlying causes of damp, mould and excessive condensation can be complicated and the impact it can have on the lives of our customers. We take a zero-tolerance approach to any issues that may cause harm to you as our customer and act quickly to resolve them.
- 1.4. We will use our technical knowledge, property and repairs data, and relationships with residents to develop customer focused approaches to resolving issues for our residents and informing our future investment priorities.
- 1.5. We may do this through the completion of day-to-day repairs (known as responsive repairs), planned works or in some cases by providing advice and information to customers on steps they can take to help manage damp, mould and condensation in their home.
- 1.6. We will use every visit to your home either by Sage, or those delivering services on our behalf, such as repairs contractors, to identify any repair issues including the cause of the damp, mould and excessive condensation and deliver effective solutions to resolve the underlying causes and not just the symptoms of the damp, mould and condensation.
- 1.7. We take our legal and moral responsibility in managing damp, mould, and condensation in your homes very seriously and we will:
  - Make sure our homes are built to high standards at the time of construction and quickly address any problems or defects
  - Make it easy for you to report issues and actively identify causes of damp, mould, and condensation, considering your individual needs in line with our Helping You Access Our Services Policy
  - Provide an efficient and effective repairs service that treats all customers fairly and consistently, with clear communication throughout
  - Make sure our staff are properly trained, and support customers manage moisture in your home and make sure you understand how you can minimise it for your health and the maintenance of your home.
  - Work with qualified partner organisations to deal with immediate issues and develop longer-term solutions where necessary
  - Achieve ongoing compliance with all applicable legislation and follow best practice
  - Continue to invest in your homes through our planned improvement programmes

- Provide an effective complaints process when our service falls short of your expectations, giving you an opportunity to have any concerns raised and considered.
- 1.8. You can report a damp, mould or excessive condensation hazard to us in the following ways:
- [My Sage Home Portal](#) or using the [contact us](#) form on our website
  - Calling our Customer Care Team on 020 8168 0500.
- 1.9. Sage Homes provides information for you on our [Customer hub](#) to support customers help minimise the risks of damp, mould, and condensation in your day to day lives.
- 1.10. In applying this policy your individual needs including any vulnerabilities and communication requirements will be assessed to identify any additional support or reasonable adjustments in line with our Helping You Access Our Services Policy. We will actively work with other agencies to help you to access additional services:
- Our Financial Wellbeing Team can provide support and refer you to specialist agencies that may be able to offer support to help you keep your home warm and well-ventilated which are essential in managing against damp, mould and condensation hazards.
- 1.11. We use technology such as photos, videos and video-calling to allow you to easily report issues to our trained teams and obtain a quick diagnosis.
- 1.12. We always offer a home visit and face-to-face communication where this is the most effective form of contact for you.
- 1.13. We will attend to make safe emergency damp and mould hazards (including those caused by condensation) within 24 hours of being notified, in line with legal requirements and our commitment to maintaining safe and secure homes.
- 1.14. Where we are notified of a potentially significant damp, mould or excessive condensation hazard to your health and safety we will investigate within 10 working days (excluding weekends and bank holidays). We will provide a written summary of our findings within three working days of completing our investigation and if a hazard is confirmed, begin safety work within five working days of completing our investigation, ensuring that your home is made safe within a reasonable timeframe.
- 1.15. Customers are required to provide access to their home within the stated timeframes. Failure to do so may result in delays to remedial action and could impact the safety and condition of your home.
- 1.16. If we are unable to make your home safe within the required timeframes, we will provide suitable alternative accommodation at no cost to you until essential safety works are completed.
- 1.17. We use our data and technology including sensors and smart thermostats, reports of defects, and responsive repairs to target early interventions for damp, mould, and condensation and develop individual strategies with you.
- 1.18. We actively use your feedback to improve our services and how we manage reports of damp, mould, and excessive condensation.
- 1.19. We actively use feedback from customers who have experienced damp, mould, and

condensation issues to improve our services and inform policy updates, ensuring our approach addresses the real experiences and needs of our customers.

1.20. This policy has been developed in line with the following acts and standards:

- Housing Health and Safety Rating System
- Hazards in Social Housing (England) Regulations 2025 (Awaab's Law)
- Social Housing (Regulation) Act, 2023 and Consumer Standards
- Landlord and Tenant Act 1985.

## 2. The scope of this policy

- 2.1. This policy is designed to cover reports of damp, mould, and excessive condensation we receive.
- 2.2. This policy applies to all actions taken by Sage Homes or those delivering services on our behalf.
- 2.3. This policy applies to all of Sage's rented homes and rental customers.
- 2.4. This policy does not apply to your home if you are a Leaseholder or Shared Owner (as you are responsible for its maintenance), but we will address any issues within communal areas for which we are responsible, such as shared hallways and external areas. We will also advise you on how to deal with damp-related issues including raising defects with developers.

## 3. Equality and diversity

- 3.1. Sage is committed to make sure all services are accessible to all our customers. Our staff will be trained to ensure they are communicating appropriately with our customers, and they have the relevant information.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other defined within the [Equality Act 2010](#).
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read.

## 4. Delivery of this policy

- 4.1. This policy should be read alongside:
  - Emergency Accommodation, Permanent and Temporary Moves Policy
  - Helping You Access Our Services Policy
  - Management Transfer Policy
  - Repairs Policy

- Remedies Policy
- Complaints Policy.

4.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Asset Management Team and external experts to make sure our approach is in line with industry best practice and always up to date.

## 5. Review of the policy

5.1. We will review this policy at least every three years to make sure it remains relevant and accurate unless:

- Legislation/regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice
- We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

5.2. We will also consult with customers when reviewing this policy.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
1.1	Director of Assets and Operations	Strategic review and update to corporate template	Customer Scrutiny Panel	N/A	Director of Assets and Operations	Dec 25
			Leadership Team	Dec 22		
2.3	Director of Assets and Operations	Strategic review	Board	Dec 22	Director of Assets and Operations	Dec 25
2.5	Director of Assets and Operations	Awaab's Law compliance	Leadership Team	Oct 25	Director of Assets and Operations	Oct 28