

Awaab's Law Policy

Document title:	Awaab's Law Policy	
Issue date:	2025	
Version / issue number:	Final v.1.0	
Document status:	Revised	
Effective from date:	27 October 2025	
Date to be reviewed:	October 2026	
Scope of document:	Guidance for employees, contractors, and partners on preventing, identifying, and responding to emergencies including damp, mould, and condensation in Council properties, including compliance with Awaab's Law.	
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Teams affected:	All NCCHS teams involved in housing management, repairs, inspection, and resident engagement	

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1. Introduction

1.1 This policy explains how Nottingham City Council (NCC), as a landlord, complies with **Awaab's Law** and takes a zero-tolerance, prevention-first approach to hazards such as damp, mould, condensation, and other Emergency Hazards to residents' health and safety. We put residents at the heart of everything we do, ensuring that all homes are safe, warm, and decent.

1.2 This policy sets out our approach to:

- Identifying and addressing Hazards the causes of damp, mould, and condensation
- Responding to reports and carrying out repairs in line with Awaab's Law timescales
- Landlord and tenant responsibilities
- Supporting and communicating with residents
- Using data to prevent recurrence and improve housing conditions
- Handling complaints and escalation
- Coordinating with the **Emergency Repairs Procedure**, which sets out in detail how immediate risks are managed within 24 hours

1.3 The Housing Ombudsman's *Spotlight on Damp and Mould – It's Not Lifestyle* (October 2021) criticised landlords who blamed residents' lifestyles for damp and mould. This policy adopts a no-blame culture, recognising that design, construction, and maintenance failures must always be investigated first.

1.4 The death of Awaab Ishak, aged 2, in 2020 as a result of prolonged exposure to mould, led to national reform. The coroner's report (November 2022) and the Ombudsman's follow-up (February 2023) set out lessons for landlords.

1.5 In 2023, Awaab's Law was introduced as part of the Social Housing Regulation Act. It legally requires social landlords to investigate, respond to, Emergency Hazards and fix them including damp and mould within strict timescales. Nottingham City Council fully incorporates Awaab's Law into this policy, with operational details (including emergency repairs) set out in supporting procedures.

2. Scope

2.1 This policy sets out how Nottingham City Council (NCC), as a social housing landlord, will **prevent, identify, respond to, and eradicate damp, mould and condensation** across all housing stock under its management. It ensures compliance with **Awaab's Law** by embedding strict timeframes for investigation and remediation, and sets out how NCC will work to ensure that **no resident is placed at risk of harm** from these hazards.

2.2 This policy defines the **roles, responsibilities and accountabilities** of:

- Housing Service teams who deliver inspections, repairs, tenancy management and support

- Other NCC departments (e.g. Public Health, Customer Services, Complaints) whose activities directly or indirectly affect residents' homes and wellbeing
- Contractors and partner organisations who undertake repairs, maintenance, or surveys on behalf of NCC
- External agencies and professionals (e.g. health and social care providers) who may identify or refer concerns

2.3 This policy applies to:

- **Tenants** who rent their homes under an NCC tenancy agreement
- **Residents in temporary accommodation** directly managed by NCC
- **Leaseholders**, where the defect or responsibility falls within NCC's obligations under the lease
- **All NCC staff and contractors** entering residents' homes, including frontline and tenant-facing staff (ILCs, HPMs, Caretakers, Rent Account Managers, Customer Services, and Repairs Service staff), who have a duty to report visible damp and mould and escalate safeguarding concerns.
- **Partner organisations and frontline professionals** who may raise concerns, including but not limited to GPs, health visitors, midwives, schools, social workers, carers, and community support workers.

2.4 The policy also applies to **data collection, monitoring, and preventative asset management planning**. It ensures that cases are recorded, tracked, and monitored until resolved, and that data is used proactively to reduce recurrence and identify high-risk properties and residents.

2.5 This policy does **not** apply to residents placed in:

- Bed and breakfast accommodation
- Nightly-paid temporary accommodation
- Housing association managed temporary accommodation

In these cases, it is the responsibility of the managing agent or housing association to ensure the property is in a safe condition and that reports of damp and mould are addressed within legal timescales. However, where NCC becomes aware of concerns (for example, through resident complaints or professional referrals), the Council will inspect and, where appropriate, take enforcement or safeguarding action through its **Temporary Accommodation Service** or Environmental Health powers.

2.6 This policy applies in conjunction with, and should be read alongside:

- **Decants Policy** - temporary rehousing during major repairs.
- **Compensation Policy** - where belongings are damaged or service failures cause distress.
- **Complaints Policy** - escalation routes, including the Housing Ombudsman.
- **Health & Safety Policy** - duty of care for both staff and residents.
- **Safeguarding Policy** - for escalation where damp/mould poses a safeguarding risk.

- **Asset Management Strategy** - long-term investment, stock condition, and prevention.
- **Equality, Diversity & Inclusion Policy** - ensuring fair treatment, reasonable adjustments and accessible communication for all residents.
- **Vulnerability Persons Policy** - identifying and supporting residents most at risk.

3. Definitions

3.1 For the purposes of this policy and related policy documents, the following definitions apply:

- **Tenant** – any person with a tenancy agreement with Nottingham City Council (NCC) for a Council home. Tenants are entitled to have a safe, warm, and habitable home, with reports of damp and mould addressed in line with **Awaab's Law**.
- **Licensee** – any person with a license agreement with NCC for temporary accommodation. NCC will respond to reports of damp and mould in temporary accommodation managed by the Council according to the same principles and statutory timescales as tenants.
- **Leaseholder** – any person that has a property lease agreement with NCC for a Council home. The Council is responsible for defects and damp/mould remediation where lease obligations place responsibility on the landlord.
- **Council property** – any land or property owned by NCC, either freehold or leasehold, including temporary accommodation.
- **Humidity** – relative humidity (RH) is a measure of the water vapour content of air, expressed as a percentage. Excessive RH contributes to condensation, damp, and mould growth, and is monitored as part of **preventative and responsive actions**.
- **Housing Health and Safety Rating System (HHSRS)** – the statutory system used by landlords to assess property conditions and hazards, including those caused by damp and mould, ensuring homes are safe and compliant with **Awaab's Law** and other regulatory requirements.
- **Damp** – unwanted moisture in a building that may be caused by rising damp, penetrating damp, traumatic damp, or condensation.
- **Mould** – fungal growth on surfaces resulting from prolonged damp conditions, posing health risks, particularly to vulnerable residents.
- **Condensation** – moisture that forms when warm, humid air contacts cold surfaces, contributing to damp and mould if not properly managed.
- **Awaab's Law** – legislation introduced as part of the Social Housing Regulation Act 2023 requiring social landlords to investigate, respond to, and remediate

reports of damp and mould within strict timescales, empowering tenants to hold landlords accountable and enabling the Housing Ombudsman to enforce compliance.

- **Vulnerable Resident** – a resident who may be at higher risk of harm from damp and mould due to age, health conditions, disability, pregnancy, or other factors. Vulnerable residents are prioritised in inspections, repairs, and support.

4. Legal and Regulatory Context

4.1 **Housing Act 2004** – Introduces the **Housing Health and Safety Rating System (HHSRS)**, a statutory framework for assessing risks in housing, including damp and mould. Landlords must identify and remediate hazards to ensure properties are safe and free from risks to health.

4.2 **Environmental Protection Act 1990** – Enables local authorities to take action against property owners where conditions, including damp and mould, cause a statutory nuisance or harm to health.

4.3 **Homes (Fitness for Human Habitation) Act 2018** – Requires landlords to ensure rental properties are **fit for human habitation**, free from serious hazards such as damp and mould, and maintained in a safe, healthy condition throughout the tenancy.

4.4 **Landlord and Tenant Act 1985 (Section 11)** – Establishes landlords' responsibility to maintain the **structure and exterior** of dwellings and to keep installations for water, heating, drainage, and sanitation in proper working order, including addressing damp and mould issues.

4.5 **Decent Homes Standard** – A non-statutory standard requiring social housing to be in a reasonable state of repair, provide thermal comfort, and be free from damp and mould. NCC uses this standard to guide planned maintenance and capital investment.

4.6 **Minimum Level of Energy Efficiency Standard (MEES)** – Currently under consultation, the proposed regulations will establish a legal minimum energy performance standard that social landlords must meet by 2030 for their rental properties. Enhancing energy efficiency will help prevent issues such as condensation, damp, and mould by improving heating and insulation.

4.7 **Social Housing Regulation Act 2023 & Awaab's Law** – Introduced following the tragic death of **Awaab Ishak**, this legislation requires social landlords to investigate and remediate reports of damp and mould promptly. It empowers tenants to hold landlords accountable for providing safe, habitable homes and grants the **Housing Ombudsman** powers to enforce compliance. Operational response and remediation timescales under Awaab's Law are outlined in Section 12.

4.8 **Other Relevant Legislation and Guidance** – NCC also considers:

- **Building Regulations** (ventilation, thermal efficiency, and moisture control)
- **Public Health guidance** on mould and respiratory health risks
- **Housing Ombudsman guidance** (*Spotlight on Damp and Mould – It's Not Lifestyle*, 2021)

5. Policy Statement

5.1 Nottingham City Council recognises the significant impact that damp and mould can have on the **health, wellbeing, and safety of residents**, as well as the integrity of its housing stock. Tackling damp and mould promptly and preventing its occurrence are **key priorities**. Our overarching aim is to ensure that no resident is at risk of harm from damp and mould and to eradicate it wherever possible.

5.2 The Council treats **all reports of damp and mould seriously**, understanding the potential health implications if left untreated, particularly for **vulnerable residents** such as children, older people, pregnant residents, and those with pre-existing respiratory or immune conditions. Health risks include **respiratory problems, exacerbation of chronic conditions, and impacts on mental health**.

5.3 Nottingham City Council, as landlord, will:

1. Ensure residents live in a **dry, warm, safe, and healthy environment**, free from hazards.
2. Comply with all **legislative, regulatory, and contractual obligations**, including those under **Awaab's Law**, Housing Act 2004, Landlord & Tenant Act 1985, and Homes (Fitness for Human Habitation) Act 2018.
3. Take a **prevention-first approach**, using proactive inspections, monitoring, and investment to reduce the risk of damp and mould.
4. Work collaboratively across Housing Services, Repairs, Public Health, Safeguarding, and partner organisations to **identify, assess, and address risk**, ensuring vulnerable residents are prioritised.

5.4 Repairs and Remediation

The Council will:

1. Provide **accessible reporting channels** for residents to report damp, mould, and condensation.
2. Deliver a **safe, consistent, and high-quality response** to all reports, considering health risks to residents and risks to property.
3. Take responsibility for **diagnosing and resolving damp and mould promptly**, in line with statutory obligations under **Awaab's Law**.
4. Identify the **root cause** of damp and mould to ensure appropriate remedial works and prevent recurrence.
5. Communicate **regularly, clearly, and empathetically** with residents, explaining causes, next steps, and expected timescales, without blaming lifestyle.

6. Support residents in mitigating damp and mould where **use and occupation** are contributory factors, providing practical, verbal, and written guidance, including advice on ventilation, heating, and furniture placement.

5.5 Proactive & Data-Driven Approach

The Council will:

1. Maintain **accurate, clear, and up-to-date records** for all reports, inspections, and remedial works.
2. Use **data-driven performance monitoring** to identify trends, recurring issues, and high-risk properties.
3. **Proactively inspect and assess empty homes** before tenancy starts, ensuring sufficient ventilation, heating, and resident understanding.
4. Develop a **preventative asset strategy** to address the risk of condensation, damp, and mould across the housing stock.
5. Explore and implement **technology and monitoring solutions** to prevent and detect damp and mould early.

5.6 Education, Training & Awareness

The Council will:

1. **Promote a working culture where all staff prioritise resident safety**, do not blame lifestyle, and understand the risks associated with damp, mould, and condensation.
2. Ensure **all front-line and tenant-facing staff** (including Independent Living Coordinators, Housing Patch Managers, Caretakers, Rent Account Managers, Customer Services, and Repairs Service staff, as well as contractors) are trained to identify signs and causes of damp, mould, and condensation, and to report or escalate issues in line with Awaab's Law requirements.
3. Provide specific training and guidance for technical staff and contractors to diagnose root causes and deliver effective solutions.
4. Increase **awareness, education, and training** for residents, council officers, councillors, and partner organisations through tailored communications and engagement.
5. Make **reasonable adjustments** for residents with disabilities or other protected characteristics, in line with the **Equality Act 2010**, ensuring communication and support are accessible to all.

6.0 Causes of Damp, Mould, and Condensation

- 6.1 **Damp** is the presence of excess moisture in a building where it should not be. The main forms of damp in buildings are **rising damp, penetrating damp, traumatic damp, and condensation**. Understanding the difference is important, as each requires different solutions and preventative measures.
- 6.2 **Rising damp** occurs when water rises from the ground through floors and walls, typically up to around one metre. Causes include blocked cavity wall voids, leaking pipes, defective guttering, and poor drainage. Older buildings are often more susceptible due to design, construction, and building defects.
- 6.3 **Penetrating damp** happens when water enters a building from the outside, for example due to leaks, bridged damp-proof courses, defective rainwater goods, flashing issues, or exposure to wind-driven rain. This usually develops over time and requires repair of building fabric defects.
- 6.4 **Traumatic damp** results from sudden or severe water intrusion, such as leaking waste or heating pipes, overflowing baths or sinks, burst pipes, or flooding. Unlike penetrating damp, traumatic damp arises quickly and may cause immediate damage.
- 6.5 **Condensation** forms when warm, moist air comes into contact with cooler surfaces, reaching the **dew point** and depositing water. Common areas include kitchens, bathrooms, north-facing walls, windows, and behind furniture blocking airflow. Left untreated, condensation can lead to damp and mould growth. Condensation is prevalent in most UK homes and is influenced by occupancy, heating, ventilation, and fuel poverty.
- 6.6 **Water vapour** is the invisible moisture present in the air that contributes to condensation when it comes into contact with cooler surfaces. Sources of water vapour in homes include people, pets, plants, cooking, washing, drying clothes indoors, and building evaporation. A modern family of four can produce around **24 pints (13.5 litres) of water vapour per day**. Monitoring humidity with a **hygrometer** can help identify areas at risk of condensation and mould formation.
- 6.7 **Mould** is a type of fungus that spreads via spores, often invisible in the air. It grows quickly on surfaces with prolonged dampness or moisture accumulation. Mould can impact **health, particularly for vulnerable residents**, and requires both removal and remediation of the underlying cause to prevent recurrence.
- 6.8 **Council Responsibilities and Prevention** – Understanding the causes above informs the Council's duties:
- Identifying and remediating defects in structure, plumbing, and ventilation.
 - Supporting residents to manage condensation and water vapour through advice, education, and provision of equipment where appropriate.

- Prioritising inspections and interventions for **vulnerable households** at higher risk of harm from damp and mould.

7.0 Reporting & Responding to Damp and Mould

7.1 Reporting

Tenants, licensees, and leaseholders can report damp, mould, and condensation via multiple channels:

- **Online:** <https://www.ncchousing.org.uk/your-home/damp-mould-and-condensation/>
- **By phone:** 0115 915 2222
- **By email:** repairs@nottinghamcity.gov.uk
- **In person:** at Council offices ([link](#))
- **Through visiting staff or external contractors**

All reports are **logged immediately**, and residents receive **confirmation of receipt** with next steps and contact information.

7.2 Risk-Based Response Times (Awaab's Law Compliance)

All reports are triaged according to risk to **resident health and property**:

Risk Level	Action	Timescales
Emergencies	Immediate health/safety risks (e.g. gas leaks, structural collapse, fire)	- Must be addressed within 24 hours of landlord becoming aware
Significant Hazards	Damp and mould - Excess cold/heat - Falls - Electrical/fire risks - Hygiene/food safety	- Investigation within 10 working days - Findings shared within 3 working days - Works begin within 5 working days or max 12 weeks
Out of Scope	Overcrowding	- Not covered under Awaab's Law implementation phases

Timescales will be monitored and enforced, ensuring compliance with statutory obligations and **Awaab's Law**. Residents will be kept informed of **progress, delays, and changes**.

Emergencies must be addressed within 24 hours of NCC becoming aware. The step-by-step process for managing emergencies is set out in the **Emergency Repairs Procedure**, which should be read alongside this policy.”

7.3 Communication with Residents

- Residents will be informed **verbally, by phone, text, or email**, and in writing where appropriate, of:
 - Receipt of report
 - Scheduled inspections
 - Identified root cause
 - Proposed remedial works and expected completion times
- Updates will be provided **promptly** if complications or delays occur.
- All communications are **documented** for transparency and accountability.

7.4 Diagnosis & Root Cause Assessment

The Council follows a **structured approach** to identify the cause of damp, mould, or condensation:

1. **Design and construction** – including ventilation, heating, and building materials
 2. **Building defects** – such as leaks, damaged gutters, or faulty plumbing
 3. **Use and Occupation – Environmental and Behavioural Factors**
Recognise that furniture placement, heating use, ventilation habits, and other lifestyle-related elements may contribute to internal environmental conditions. These should be approached through a no-blame, supportive culture that prioritises resident education, tailored engagement, and collaborative problem-solving. The focus is on enabling informed choices and improving outcomes without attributing fault.
- **Council staff, surveyors, and contractors** must review design/construction and defects **before considering use and occupation**.
 - Where use or occupation contributes, residents will receive **advice, guidance, and support**, including leaflets, verbal instructions, and interpreter/translation services where needed.
 - **Equipment support**, such as humidifiers or ventilation solutions, may be offered to mitigate condensation.

7.5 Vulnerable Households

- **Households with children, elderly residents, pregnant residents**, or those with **pre-existing health conditions are prioritised**.
- Fuel poverty, overcrowding, and other socio-economic factors are considered when planning interventions and providing guidance.

7.6 Overcrowding

- Overcrowded households are at higher risk of damp, mould, and condensation.
- Residents will receive guidance on **ventilation and moisture management**.
- Housing officers will provide support or advice on **rehousing options** if necessary.

7.7 Environmental Conditions

- Recommended **indoor temperature**: 18–21°C (slightly higher for infants, elderly, or those with health conditions)
- Recommended **humidity**: 45–65%
- Excessive heating or poor ventilation can worsen condensation and mould growth and is **detrimental to energy efficiency and the environment**.

7.8 Monitoring & Documentation

- All reports, inspections, communications, and remedial works are **recorded in the Council system**.
- Inspection checklists, survey findings, and root cause assessments are **shared with residents** to ensure transparency.
- Cases are **monitored until resolved**, with follow-up inspections where necessary.
- This ensures **compliance with Awaab's Law** and enables tenants to hold the Council accountable if timescales or remedies are not met.

8.0 Landlord responsibilities

8.1 Legal Obligation

Section 11 of the Landlord and Tenant Act 1985 places an obligation on Nottingham City Council, as landlord, to maintain the **structure and exterior** of its properties. This includes all installations for the provision of water, heating, drainage, sanitary appliances, gas, and electricity.

8.2 Tenancy and Lease Compliance

As set out in tenancy agreements and leases, Nottingham City Council is committed to meeting its **legal obligations** to keep the structure and exterior of buildings in good repair, including roof tiles, gutters, drains, and pipes.

8.3 Installations and Utilities

The Council must keep in repair and proper working order all installations for water, gas, and electricity, including basins, sinks, baths, toilets, water tanks and pipes, gas pipes, boilers, electrical wiring, radiators, and any other installations for space heating or water heating.

This duty applies only to installations that have been formally provided or approved by the Council. Where residents have installed solid fuel appliances

(e.g. log burners) without permission, these are not covered under the Council's repair obligations.

The Council will assess any unauthorised installations on a case-by-case basis, considering safety, ventilation, and fire risk. Where such appliances pose a hazard or breach tenancy conditions, appropriate action will be taken, which may include removal or enforcement under tenancy and housing safety provisions.

8.4 Decent Homes Standard Compliance

The Council ensures properties meet the **Decent Homes Standard**, providing a reasonable state of repair and thermal comfort. Work to achieve this generally forms part of the **Capital Programme**. Projected compliance, and any forthcoming amendments, will be incorporated into the **Council's Asset Management Strategy**.

8.5 Damp, Mould, and Condensation Remediation

The Council will:

- Investigate and determine the **root causes** of damp, mould, and condensation.
- Carry out **remedial repairs and actions** in accordance with tenancy agreements.
- Share **inspection and survey findings** with residents, providing translation or interpreter support where needed.
- For **recurring or complex cases**, specialist surveys will be undertaken, and cases will remain open until fully resolved.

8.6 Resident Safety and Environment

The Council will endeavour to deliver **repairs and maintenance** within budget, responding to resident needs and offering choice where possible. The aim is to ensure homes are **warm, safe, and healthy**, striving to eliminate risks from damp and mould, and eradicating them where possible.

8.7 Social Housing Regulation Compliance

Under the **Social Housing (Regulation) Act 2023** and the Homes Standard, the Council must deliver a **cost-effective, risk-based repairs service** for homes and communal areas, balancing planned and responsive repairs. Where budget pressures exist, **priorities will be assessed according to risk**, ensuring resources are directed to the most urgent and vulnerable cases.

8.8 Awaab's Law Implementation

Nottingham City Council will comply with **Awaab's Law requirements**, ensuring:

- All damp and mould reports are responded to **within statutory timescales**.
- Risk to residents, particularly vulnerable households, is **assessed immediately**.
- Residents are **kept informed** of progress, delays, and planned remedial works.

- Cases are **monitored until fully resolved**, with transparency and accountability in line with statutory obligations.

9.0 Timescales for Inspection and Completion

9.1 Risk-Based Triage

All reports of damp, mould, or condensation will be triaged according to the risk to resident health, safety, and property. Emergency cases are treated as the highest priority and must be addressed within 24 hours in line with Awaab's Law. The operational detail for emergency responses is set out in the separate Emergency Repairs Procedure. Other cases will be prioritised as high, moderate, or low risk.

9.2 Statutory Time Limits

Under the Social Housing (Regulation) Act 2023 and Awaab's Law, the Council is required to investigate and complete works within defined statutory timescales. Proposed amendments to the Landlord & Tenant Act 1985 will further formalise these timeframes. NCC will ensure both routine and emergency repairs comply with these statutory obligations.

9.3 Resident Communication

Residents will be informed of the estimated or actual timescale for:

- Next steps in investigation
- Inspection visits
- Completion of remedial works

Updates will be provided promptly if timescales change or delays occur.

9.4 Delays and Monitoring

Where works are delayed, the reasons and revised timescales will be clearly communicated to residents. Tenants are encouraged to remain engaged in monitoring and re-reporting if symptoms persist. If damp or mould continues after remedial works, residents should contact the Housing Services Customer Service Centre (0115 915 2222) to request a follow-up inspection.

9.5 Complex Cases

Some cases may require a step-by-step approach to identify the root cause and fully resolve the issue. For example:

- Drying out may take longer than one month
- Multiple remedial works may be needed sequentially
- Continuous monitoring may be required until the property is fully safe and free from damp or mould

The Council will ensure all actions are recorded, monitored, and communicated to residents throughout the process.

10.0 Supporting Tenants

10.1 Condensation and Damp Management

Where damp and mould are identified as resulting from condensation, Nottingham City Council will **support residents to address contributory factors** that may exacerbate the issue. This includes:

- Improving **ventilation** and airflow
- Providing **advice on controlling moisture levels**
- Supporting residents with **heating management** where appropriate

The Council recognises that residents experiencing **fuel poverty** or other financial pressures may face additional challenges in controlling moisture levels. Information and guidance on available financial support is provided at: [Energy Bills Advice](#).

10.2 Tailored Support

Nottingham City Council acknowledges that **not every resident will be able to resolve condensation and mould independently**. Support will be tailored to residents' individual circumstances, which may include:

- **Practical guidance** on home ventilation and moisture control
- **Provision of equipment**, such as humidifiers or additional ventilation aids where appropriate
- **Advice and advocacy** for residents with additional vulnerabilities or complex living situations

The Council will ensure that support is **accessible, equitable, and responsive**, taking into account residents' **health, age, disability, and household circumstances**.

11.0 Tenant Responsibilities

11.1 General Responsibilities

Tenancy agreements require tenants to "use the premises in a tenant-like manner." This includes, but is not limited to, the following responsibilities:

- **Taking good care of the home**, including fixtures, fittings, and internal finishes
- **Carrying out daily maintenance tasks** such as unblocking sinks and baths, easing door and window hinges, replacing plugs and chains, and repairing minor plaster cracks and internal decorations
- **Avoiding actions that directly cause deterioration** of the building, installations, or facilities provided by the Council
- **Undertaking or arranging minor repairs** that fall outside the Council's statutory obligations, including repairs to door furniture, toilet seats, electrical plugs, fuses, and light bulbs (excluding wall sockets)
- **Ensuring any work undertaken complies with current regulations**, is carried out by qualified and insured professionals, and has the necessary

permissions (e.g. planning or building control approval). Tenants must provide copies of all applications, approvals, and safety certificates to the Council and allow post-work inspections

- **Reporting repairs for which the Council is responsible**—such as blocked drains, water leaks, structural defects, and issues with water, gas, electricity, or fire appliances—as soon as they are identified. These should be reported to the Repairs Contact Centre on **0115 915 2222**
- **Reporting any damage or faults that could cause injury or further deterioration** immediately to the Council
- **Avoiding unauthorised alterations**. Where such alterations are discovered, tenants will be required to remove them and repair any resulting damage. Remedial works carried out by the Council will be recharged to the tenant, including reasonable administration costs and VAT

11.2 Specific Responsibilities for Damp, Mould, and Condensation

Tenants should:

- Keep the home **clean and free from excess moisture**
- Take steps to **reduce condensation**, such as ventilating rooms during cooking or bathing
- Ensure the property is **properly ventilated**
- Heat the property appropriately; the Council will **signpost support** for tenants experiencing financial hardship or fuel poverty
- Keep furniture **away from walls** to allow airflow
- **Report signs of damp or mould promptly** to the Council

11.3 Access for Inspections and Repairs

Tenants must allow access for inspections and repairs when given **reasonable written notice (24–48 hours)**, in line with their tenancy agreement. In emergencies, such as **flood, fire, or gas safety issues**, the Council can enter the property without 24 hours' notice to carry out urgent works.

11.4 Escalation if Access is Denied

If Nottingham City Council is **unable to gain access**, and the integrity of the property or the **health and safety of residents** is at risk, appropriate action will be taken. This may include, but is not limited to:

- Obtaining a **legal injunction** to gain access
- Arranging **emergency inspections or interventions** to safeguard residents and property

11.5 Information on Responsibilities

Further guidance on **tenant and landlord responsibilities for repairs** is available on our website: [Nottingham City Council Housing Services](#).

12.0 Rehousing for Essential Repairs

12.1 Alternative Accommodation

For **complex cases**, or where **intrusive building work** is required and/or there is a **serious health risk** to the resident or any member of their household, Nottingham City Council will consider **moving residents to alternative**

accommodation. This will be carried out in line with the Council's **Decants Policy**.

12.2 Resident Circumstances and Property Checks

The **individual circumstances of the resident** will be fully considered before any move. **Appropriate checks** will be carried out at the property to ensure it is **safe and suitable** for the resident to return once works are completed.

12.3 Compensation for Service Failures

In line with the **Compensation Policy**, residents will be **compensated where service failures have occurred**. This includes:

- Damage to furniture or personal belongings
- Distress or inconvenience caused by the issue

Each case will be assessed **individually**, taking into account the **specific needs and circumstances** of the tenant and their household.

13.0 Data Driven Performance Improvement

13.1 Using Data to Drive Change

Nottingham City Council uses data to **drive positive change, monitor performance, and inform service improvement**. This includes:

- Repairs visits and completions
- Disrepair cases and follow-ups
- Asset and property data linked to damp and mould reports, which inform **works programming and investment priorities**
- Financial data to ensure **efficient use of resources**

13.2 Proactive Measures and Asset Planning

The Council takes a **proactive approach** to prevent damp, mould, and condensation. This includes **asset management planning, technology deployment, and monitoring systems** to identify and mitigate risks before they escalate.

13.3 Risk-Based, Data-Driven Approach

Data from **stock condition surveys, customer feedback, and repairs reports** is used to ensure a **risk-based approach** to managing condensation, damp, and mould. This enables the Council to:

- Identify reoccurring problems
- Detect multiple cases linked to property type, construction, defects, use and occupation, or combinations thereof

13.4 Targeted Preventative Work

Where trends and causes are identified, the Council will **target preventative remedial work**. Priorities are **risk-based** and inform the **capital works programme**, for example:

- Installing double glazing
- Roof replacement
- Upgrading ventilation systems

13.5 Technology and Monitoring

As part of a **holistic approach**, the Council will explore and deploy technology to monitor properties, including:

- Fans and ventilation units
- Indoor temperature and humidity
- Carbon monoxide and carbon dioxide levels
- Air quality and occupancy patterns
- Draught detection and thermal efficiency

13.6 HHSRS Assessments

The Council undertakes **Housing Health and Safety Rating System (HHSRS) assessments** as part of its stock condition surveys. This helps to **inform investment priorities, preventative works, and ongoing monitoring**.

14.0 Complaints

14.1 Making a Complaint

If a tenant is not satisfied with the way a report of damp and mould has been handled or resolved, they can make a complaint in line with Nottingham City Council's **Complaints Policy**: [Complaints Policy PDF](#)

14.2 Ways to Submit a Complaint

Complaints can be submitted in the following ways:

- **By email:** feedback@nottinghamcity.gov.uk
- **By phone:** 0115 915 7333
- **Via social media:** [Facebook](#) or [X](#)
- **In writing:** Nottingham City Council Housing Services, Customer Relations Team, Loxley House, Station Street, Nottingham, NG2 3NG
- **Through the website:** [Contact Form](#)

14.3 Escalation to the Housing Ombudsman

Tenants can escalate complaints to the **Housing Ombudsman** if they remain dissatisfied. The Ombudsman provides **free impartial advice** at any stage, including before making a complaint or during the Council's complaints process.

14.4 Reporting and Accountability under Awaab's Law

The Council recognises that under **Awaab's Law**, complaints relating to damp and mould are treated seriously. **Data on complaints, outcomes, and timescales** will be monitored to ensure compliance with statutory obligations and continuous improvement of services.

15.0 Monitoring and Review

15.1 This policy will be reviewed annually to ensure compliance with relevant legislation, including the requirements of *Awaab's Law*. Reviews will also take place sooner if there are significant changes in legislation, regulation, government guidance, or recognised good practice.

Reviews will cover both this *Awaab's Law* Policy and the Emergency Repairs Procedure to ensure they remain aligned, legally compliant, and operationally effective

15.2 The policy will be implemented through supporting procedures, staff training, and communications. All staff will be responsible for delivering the policy within their roles, ensuring that reports of damp and mould are identified, acted upon, and resolved within the timescales required by law.

We will ensure that:

- Compliance with this policy, and with *Awaab's Law*, will be monitored through **annual audits** of case records by the relevant team manager.
- Findings from the annual review will be reported to **Senior Management** and the **Executive Housing Oversight Board (EHOB)** to provide assurance, highlight areas for improvement, and agree any necessary changes.
- All cases involving damp and mould will be reviewed regularly until the issue is fully resolved, with vulnerable households prioritised and tracked to ensure safety and well-being.
- Where necessary, updates will be shared with the Building Safety Team to ensure wider health and safety risks (e.g., evacuation plans or building-wide remediation) are addressed.
- Staff will be trained and briefed on how this policy works in conjunction with the Emergency Repairs Procedure, ensuring that all reports, whether urgent or routine, are acted on within *Awaab's Law* timescales

15.3 Minor amendments to the policy may be approved through delegated authority. Significant changes resulting from legislative updates (including future revisions to *Awaab's Law*), operational processes, or Council strategy will follow the organisation's internal governance process and will be subject to consultation before implementation.