

A Summary of the Damp, Mould and Condensation Policy



Introduction

Castle Point Borough Council ("the Council") have designed a Damp, Mould and Condensation Policy with the safety of our tenants at the core. The Council has a zero tolerance policy to damp, mould and condensation in our homes.

A safety first approach

When a tenant reports damp, mould and condensation in their home we will take it seriously and within 24 hrs the Council will contact them and ask some questions to help us assess the risk to the household.

The Council have employed a specialist damp mould and condensation contractor who will visit within 5 working days for high-risk cases, and within 14 days for all other cases.

The contractor will complete a risk assessment at the time they visit – this includes any concerns around the health and wellbeing of the household, as well as the type and extent of any damp found. The contractor will produce a report and share this with the Council, who in turn will share this with its tenant.

The Council has instructed the contractor to remove the immediate risk by treating the symptoms. Once the home is safe the Council will complete the work needed to fix the damp, mould and condensation, within an agreed timescale.

- 14 days to start an investigation after receiving a report of a hazard
- Once diagnosed: 7 days to take action to fix a hazard
- Once diagnosed: 24 hours to fix an emergency hazard

Tenants should report any damp, mould and condensation by:

T: 01268 882200

E: dampandmould@castlepoint.gov.uk

What about leaseholders?

Leaseholders are responsible for their own home as per the Lease Agreement. If the issue is in a communal area or is a structural building defect, the Council is responsible for the repairs in line with the lease.

Leaseholders should report any damp and mould in communal areas by:

T: 01268 882200

E: dampandmould@castlepoint.gov.uk

A copy of the full Damp Mould and Condensation Policy can be found [here](#).