

Damp, Mould and Condensation: Response Process

Key: ■ Report received | ■ Assess / investigate | ■ Action / closure | ■ Urgent / escalation

Stage	Action / decision	Route / timescale
1. Report & triage	■ Resident reports damp, mould or condensation. MHA will contact the resident, request photos, discuss likely causes and advise on the next steps.	Open the case and determine whether the cause is obvious.
2. Cause identified?	If obvious, raise a repair under the Repairs Policy. If not obvious, arrange a surveyor visit.	Surveyors visit within 10 working days where required.
3. Investigation	■ Investigate potential hazards and decide whether further diagnosis is needed, including monitoring or intrusive works.	Potential hazards investigated within 10 working days under Awaab's Law.
4. Findings	Issue written findings and confirm whether a significant hazard exists.	Written findings are issued within 3 working days to the Tenant.
5. Hazard response	If no significant hazard: provide advice and close where appropriate. If a significant hazard, assess whether there is an emergency risk. Job order raised for either emergency or non-emergency works to be carried out.	Emergency risk: make safe / repair within 24 hours. Non-emergency significant hazard: Raise a job order to treat and cure damp or mould.
6. Works & support	■ Complete repairs in a reasonable timeframe. If condensation is identified, provide resident support, advice and ventilation guidance.	Record actions and resident advice on the case file.
7. Escalation	■ For severe or recurring cases, complete risk assessment and consider additional interventions. For multiple reports, escalate for the Head of Property and Director review.	Escalate promptly where risk, recurrence or wider pattern is identified.
8. Follow-up & closure	■ Complete follow-up visit and confirm whether the root cause has been resolved.	Follow up after 6 weeks. If resolved, close the case; if not, return to investigation / further action.