



Havering

LONDON BOROUGH

Addressing Damp and Mould



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Awaab's Law

Awaab's Law comes into force on 31st October 2025

Awaab's Law is a piece of legislation passed in the UK, named after Awaab Ishak, a 2 year old boy who tragically died in December 2020 due to prolonged exposure to mould in his family's social housing.

Awaab's Law mandates that social housing in England must address damp and mould hazards, particularly those posing significant risks to tenants within fixed time scales.

Awaab's Law requires landlords to demonstrate compliance by investigating, inspecting and sending a summary to the resident explaining when works will begin.

Awaab's Law requires social housing landlords to show reasonable and documented steps taken, and at least three attempts must be made to gain access to the property.



Awaab's Law Timescales



Havering's Compliance

Havering will raise an emergency 10 day priority mould treatment

Havering will provide additional support through a Damp MOT treatment process for up to 4 months

The surveyor will attend the property and ensure it is free from penetrating or rising damp. They will also provide lifestyle and condensation advice to the resident.

Havering will raise a pre-inspection for the area surveyor to attend within 14 calendar days

Letters will be automatically generated and sent to the resident providing key information required by Awaab's Law.

The surveyor will raise any required remedial works using specialist damp and mould SOR Codes which are tracked through the Housing Management System

Havering's Damp and Mould Policy

A new Damp and Mould policy was approved by Cabinet on 11th June 2025.

The revised policy sets out how the Council will deal with Dampness and Mould and clarifies the Council's commitment to supporting residents' health and wellbeing, through addressing any detected presence of damp and mould in its properties.

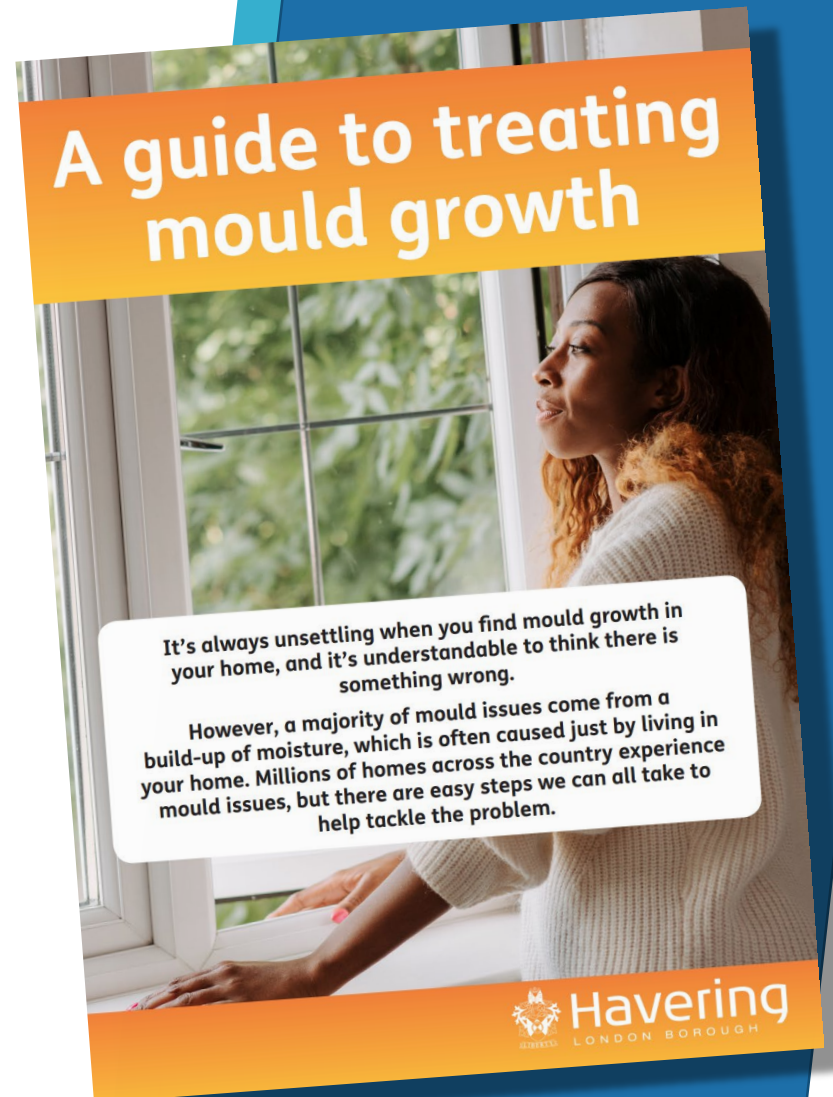
The new damp and Mould Policy is based on the proposed Awaab's Law, the Housing Act 2004 and the Decent Homes Standard and sets out to clarify the Council's commitment to supporting residents' health and wellbeing, through addressing any detected presence of damp and mould in its properties.

The Policy confirms the Council's commitment to comply with the current legislation and explains the circumstances in which we will manage the treatment of damp and mould.

Guidance for Residents

There is guidance both on the internet and in hard copy format, which explains to residents some of the causes of mould growth and also how this can be treated in their properties.

The guidance also explains what to do if there are persistent mould problems along with details on how to report an issue and the process once an issue has been reported.



Havering's Letter

Awaab's Law requires social housing landlords to provide a written summary of:

- When the investigation was conducted
- Who carried out the investigation, including job titles
- If any follow up works will be carried out, including what they will be
- Timeframes of when the hazard will be addressed

Havering will automatically populate a letter to the residents with:

- The date the resident reported damp and mould
- The date of the initial mould wash
- The name of the surveyor attending
- The date of the surveyors inspection
- MOT Job reference number
- What the resident can expect from their inspection
- Additional support and advice

Train for Now, Develop for the Future, Inspire a new Generation

Dear Resident,
Address

Date:

Your damp and mould report

Havering Council, working in partnership with our repairs contractor Mears, are writing to you to confirm we have received your damp and mould report **Dated**.

We take reports from our residents about damp and mould very seriously. We know this can be stressful and we want everyone to feel safe and comfortable in their homes.

We can confirm we have scheduled an initial mould wash for **Enter Date** as well as a survey, to be carried out by a Havering Council Surveyor **Enter Surveyor Name** on **Enter Date**. Please keep this information safe.

What will the surveyor need to do during their visit?

Our surveyor will attend the property to check for any defective elements to the building and ensure the building is free from both rising and penetrative damp. This would include visually checking:

- All plumbing installations
- The roof, guttering, and outside of the building
- The ventilation of the property, identifying any leaks or signs of condensation.

Additional support and advice

We cannot always cure condensation when it is linked to a historic building deficiency that might be embedded within the original design. These deficiencies can make certain homes more susceptible and prone to surface based condensation.

However, the surveying team will provide guidance on how to heat and ventilate the property, as well as offering advice on how to best maintain a suitable living environment to prevent damp and mould growth.

Prevention is always better (and faster) when it comes to damp and mould control. Whilst the Council will take all reasonable steps to rectify any problems, many helpful tips on how to control and combat damp and mould are given in the Council's booklet entitled 'A guide to treating mould growth' www.havering.gov.uk/dampandmould there is a QR code for this link at the end of the letter too.

Mears Limited

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Excellence, CEME
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London

Havering Managing Performance

- Specialist damp and Mould SOR codes have been set up within OpenHousing to allow for tracking and monitoring purposes.
- The new SOR Codes will allow Havering to demonstrate compliance against key requirements within Awaab's Law.
- The specialist SOR Codes will be formulated into a damp and mould KPI report which will allow for robust monitoring and scrutiny.
- Havering are looking into introducing the new reporting process by August 2025, two months ahead of Awaab's Law commencement date.



Havering's MOT Approach

The damp and mould issue within Havering is a complex matter with many contributing factors.

- The Havering housing stock consists of older buildings which often come with low thermal efficiency.
- Low thermal efficiency can create surface areas that are more prone to condensation. If left untreated, condensation allows mould to occur.
- Housing pressures and overcrowding with larger families residing within smaller dwellings allows for excess moisture production.
- Cost of living pressures prevent residents from heating their homes effectively.
- Complex residents require additional support and strains already stretched services.



Havering's MOT Approach

- Havering have therefore introduced the Damp and Mould MOT approach to help support residents over the cold winter periods when some of Havering's property archetypes are prone to condensation based mould.
- This provides mould treatments once a month for 4 months with a surveyors inspection which can determine and raise any required or additional remedial works.
- Some types of properties are more prone to the build up of condensation due, in part to their type of construction. These include:



Concrete balconies with no thermal breaks allowing the internal walls to suffer low thermal performance



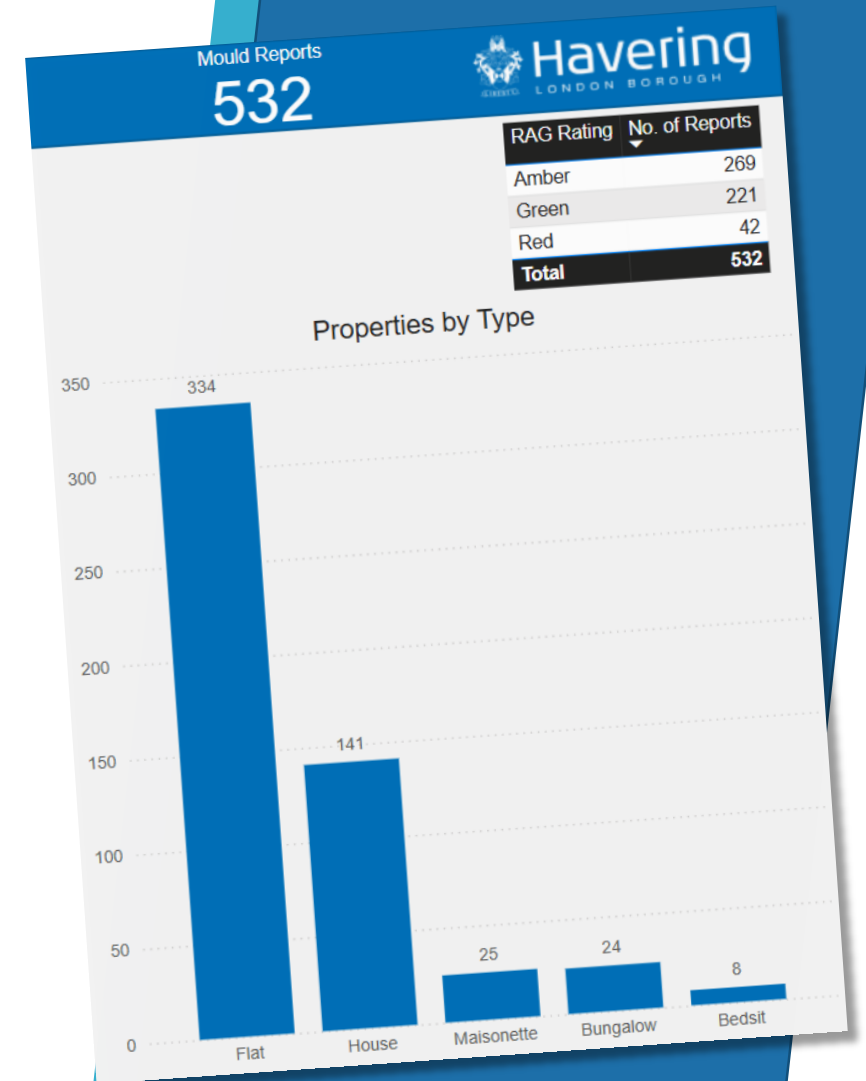
Complete concrete structure with low thermal performance that transfers to the internal walls and ceilings



Concrete details around windows and doors with no thermal breaks, allowing the internal walls to suffer low thermal performance

Retro-Fit Finding Solutions

- Havering are actively collecting and using data to highlight areas that are more prone to condensation based mould.
- This includes short-term and longer-term environmental monitoring, and thermal imaging surveys at scale.
- Here is an example of a Power BI report recently undertaken which shows that flats significantly outnumber other property types in reporting damp and mould.
- This is to be expected as flats are the largest property type within the Council's stock, but the data is identifying particular building archetypes which have greater susceptibility due to their construction.
- Designs are being produced for several of these to prioritise retrofit improvements.



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