

Cheltenham Borough Council

Cabinet Housing Committee – 1 April 2026

Damp, Mould and Condensation Policy

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Claire Hughes, Director of Governance, Housing and Communities

Executive summary:

This report brings forward new Damp, Mould and Condensation Policy.

Recommendations:

The Cabinet Housing Committee recommends that Cabinet approves:

1. The Damp, Mould and Condensation Policy.
-

1 Background

1.1 Cheltenham Borough Council (CBC) provides a wide range of local services, including the provision of social housing, maintaining approximately 5,000 domestic properties, communal blocks and schemes.

1.2 As part of our service delivery and the provision of homes it is essential that the council has a robust policy framework in place which clearly sets out to our tenants what they can expect from the council as their landlord.

1.3 This report brings forward a new Damp, Mould and Condensation Policy. This policy is supplemented with a tenant summary.

2 Damp, Mould and Condensation (DMC) Policy (Appendices 5 – 7)

2.1 We are committed to maintaining our homes to a high standard and to make sure our tenants stay safe, healthy, and well in their homes. Damp and mould are issues which can have a serious impact

on the health and well-being of our tenants and cause damage to both our assets and to items stored within them.

2.2 This policy sets out our approach to dealing with damp and mould in our homes and communal areas. It covers the services we provide to tenants who rent their home under a tenancy agreement and those who occupy under a licence. Different properties, often of different ages, need to be looked after differently by CBC and by tenants. For leaseholders, we will meet the responsibilities as set out in the terms of the lease.

3 Equalities Impact Assessments

3.1 Equalities impact assessments have been completed for each policy and can be found in the appendices

4 Key risks

5.1 Key risks are set out in the risk register at Appendix 1.

Report author:

Claire Hughes, Director of Governance, Housing and Communities, claire.hughes@cheltenham.gov.uk

Appendices:

1. Risk Assessment
2. Damp, Mould and Condensation Policy
3. DMC Policy Summary for Tenants
4. DMC Policy Equality Impact Assessment

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1	The Council has a legal duty to ensure that properties it manages are safe and comply with all applicable statutory requirements. If the Council fails to adopt clear policies then this could result in ambiguity potentially putting tenants and residents at risk	Director of Governance, Housing and Communities	5	3	15	Reduce	Produce, approve and implement clear and robust policies and associated procedures.	Director of Governance, Housing and Communities	February 2026
2	If the Council does not have clear policies in place or does not comply with the provisions of the polices then there is a risk that the council could be subject to legal and/ or financial risk.	Director of Governance, Housing and Communities	5	3	15	Reduce	Produce, approve and implement clear and robust policies and associated procedures.	Director of Governance, Housing and Communities	February 2026