

Cheltenham Borough Council

Cabinet - 14 April 2026

Damp and Mould Policy

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Claire Hughes, Director of Governance, Housing and Communities

Ward(s) affected:

N/A

Key Decision: No

Executive summary:

The report brings forward the revised Damp and Mould Policy following the points raised during the Cabinet Housing Committee on the 21 January 2026. The policy was reviewed again by the Cabinet Housing Committee on the 1 April 2026 and was recommended to Cabinet for approval.

Recommendations: That Cabinet:

- 1. approves the Damp and Mould Policy**
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1. Implications

1.1 Financial, Property and Asset implications

CBC is committed to maintaining its homes to a high standard and to make sure our residents 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 residents and

cause damage to both our assets and to items stores within them.

The Damp and Mould Policy sets out the approach to dealing with damp and mould in CBC homes and communal areas.

There are no direct financial implications arising from the revised Damp and Mould Policy. Any existing expenditure arising will be met through established budgets. However, where new expenditure is identified, this will require an additional budget request.

Signed off by: Jon Coldridge, HRA Accountant

j.coldridge@cheltenham.gov.uk

1.2 Legal implications

The legal implications and the legislative framework governing the implementation of the Policy are set out in the Policy document at Appendix iii.

Signed off by: Alison McKane, Interim Deputy Monitoring Officer

alison.mckane@cheltenham.gov.uk

1.3 Environmental and climate change implications

The associated remedial works to prevent damp and mould could be energy intensive and therefore contribute towards an increase in greenhouse gas emissions. Effective management requires avoiding a 'shallow retrofit', for example focusing on single measures to improve heat retention, which may appear to be effective in the short term but ultimately be less beneficial and more costly. A 'whole house' or 'deep retrofit' approach is preferred, that considers air tightness, ventilation, and efficient heating systems, to make sure the house performs as one system and achieves the best possible outcomes.

Signed off by: Maizy McCann, Climate Change Officer,

Maizy.mccann@cheltenham.gov.uk

1.4 Corporate Plan Priorities

This report contributes to the following Corporate Plan Priorities:

- Quality homes, safe and strong communities

1.5 Equality, Diversity and Inclusion Implications

An Equality Impact Assessment has been completed for the Damp and Mould Policy

and can be found at Appendix 2.

2 Background

2.1 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.

2.2 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.

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

3 Reasons for recommendations

3.1 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.

3.2 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

4 Alternative options considered

4.1 No alternatives are available; a policy is required to outline the approach CBC will adopt in relation the requirements set out under Awaab's Law.

5 Consultation and feedback

5.1 Consultation has been carried out through the Compliance Monitoring Group and also with the leasehold team. Revisions have been made accordingly.

6 Key risks

6.1 Key risks are set out in the risk register.

Report author:

Gemma Rowberry, Head of Regulatory Compliance

Appendices:

- i. Risk Assessment
- ii. Equality Impact Assessment
- iii. Damp and Mould Policy Summary for Tenants
- iv. Damp and Mould Policy

Background information:

N/A

Appendix 2: Equality Impact Assessment (Screening)

1. Identify the policy, project, function or service change

a. Person responsible for this Equality Impact Assessment

| | |
|--|--------------------------------|
| Officer responsible: Claire Hughes | Service Area: Housing Services |
| Title: Director of Governance, Housing and Communities | Date of assessment: 06/01/2026 |
| Signature: <i>Claire Hughes</i> | |

b. Is this a policy, function, strategy, service change or project?

Policy

If other, please specify:

c. Name of the policy, function, strategy, service change or project

Damp and Mould

Is this new or existing?

New or proposed

Please specify reason for change or development of policy, function, strategy, service change or project

The policy has been developed to demonstrate how the Council will deal with issues of damp and mould within its housing stock

d. What are the aims, objectives and intended outcomes and who is likely to benefit from it?

Aims: The aim of this policy is to ensure that the Council's process for dealing with issues of damp and mould within its housing stock is clearly set out.

Objectives: The policy will:

- Set out how the council will deal with issues of damp and mould within its housing stock

Outcomes: Tenants and staff will be aware of the processes followed by the council to deal with issues of damp and mould within its housing stock

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| Benefits: | <p>This policy should offer assurance to tenants that the council is meeting its legal obligations in dealing with damp and mould.</p> <p>Employees of the Council can utilise this policy to ensure correct processes are utilised.</p> |
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| e. What are the expected impacts? | |
| Are there any aspects, including how it is delivered or accessed, that could have an impact on the lives of people, including employees and customers. | No |
| Do you expect the impacts to be positive or negative? | No impact expected |
| Please provide an explanation for your answer: | |
| This policy is equally applicable to all tenants. | |

If your answer to question e identified potential positive or negative impacts, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.

| | |
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| f. Identify next steps as appropriate | |
| Stage Two required | No |