

Appendix 3

Damp and Mould Policy – What Tenants Need to Know

Why this matters:

Cheltenham Borough Council (CBC) wants all tenants to live in safe, healthy homes. Damp and mould can harm your health and damage your home.

Our Commitment

- We will keep homes dry, warm, and safe.
- We will act quickly to fix problems and comply with the law, including Awaab's Law, which sets strict timeframes for repairs.

What Causes Damp and Mould?

- Leaks from pipes or roofs.
- Rising damp from the ground.
- Penetrating damp from defects in walls or roofs.
- Condensation from moisture in the air meeting cold surfaces.

What We Will Do

- Investigate reports of damp and mould promptly.
- For serious hazards:
 - **Emergency hazards:** Make safe within **24 hours**.
 - **Significant hazards:** Investigate within **10 working days**, start repairs within **5 working days**, and complete them within **12 weeks**.
- Keep you informed about inspections, repairs, and timelines.
- Use specialist contractors if needed and provide alternative accommodation if your home becomes unsafe.

Your Role

- Report any damp or mould issues as soon as you notice them.
- Allow access for inspections and repairs.
- Follow advice we give to help reduce condensation (like ventilating rooms and managing moisture).

Extra Support

- We'll give advice on preventing condensation and removing mild mould.
- If you struggle to heat your home or live in overcrowded conditions, we'll work with you to find solutions and offer support.

Complaints

- If we don't meet our commitments, you can use our complaints process. We aim to resolve issues quickly and fairly.

Where to Find More Information

- Visit our website for tips on preventing damp and mould and details on how to report problems.