

Service Standard for Damp, Mould and Condensation

Why this matters

Damp and mould in homes can be unpleasant and can seriously affect your health. They can make respiratory illnesses, asthma, allergies, and mental health issues worse. Children are particularly at risk.

While the Service Standard applies primarily to Hillingdon Council Tenants, it also applies to our leaseholders where it concerns the building fabric and/or shared areas in leasehold dwellings / buildings in council ownership. This will be a standard Damp, Mould and Condensation response as “Awaab’s Law” (Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025) will not apply.

Leaseholders in Hillingdon have different obligations and should refer to their lease. The council’s website also offers further advice for leaseholders, including information on buildings insurance and alterations, as well as a leaseholder’s information booklet. The council remains responsible for structural repairs, including rising or penetrating damp. Leaseholders who sublet take on additional responsibilities as landlords.

For hazards covered under Awaab’s Law:

- Within 24 hours emergency hazards will be investigated and made safe. This applies to all emergency hazards not just those relating to damp and mould.
- Significant damp and mould hazards within your council home must be investigated within 10 working days of being reported and must be made safe within 5 working days of the investigation being finished.
- The council must provide a written summary of what they found and how they will make your council home safe within 3 working days after the investigation is finished.
- If more work is needed to stop the hazard coming back, the council must start the work or make plans for the work to begin within 5 working days of the investigation being finished. All work must begin within 12 weeks at the latest.
- If your council home cannot be made safe in time, the council will provide somewhere else to stay for free while the works are done to make the home safe to return to.
- Council tenants must be kept up to date throughout the process and given advice on how to stay safe while repairs are being made.

Our Promise to You

We will:

- Prioritise Damp, Mould and Condensation issues by acting early and investing in prevention and repairs
- Provide an efficient and cost-effective service
- Offer aftercare support to help prevent problems returning
- Meet all legal requirements for emergency and significant hazards¹
- Consider your personal circumstances and vulnerabilities² when assessing risks and prioritising action

What you can expect from us

Emergency hazards

- We will investigate and make the home safe³ within 24 hours.

Significant damp and mould hazards

- We will investigate within 10 working days of you reporting the issues
- We will make the home safe within 5 working days of completing the investigation
- We will send a written summary⁴ directly to the tenant as a formal written communication of what we found and what we will do to make the property safe within 3 working days after completion of the investigation

Further repairs

- If more work is needed, we will commence the work or make plans for the work to begin within 5 working days of the investigation being finished.
- All work will begin within 12 weeks at the latest.

If your home cannot be made safe in time

- We will provide temporary accommodation free of charge until it is safe for you to return.

¹ [Awaab's Law: Guidance for social landlords - Timeframes for repairs in the social rented sector - GOV.UK](#)

² There is no statutory definition of "vulnerable" under Awaab's Law, but vulnerability is interpreted through the requirement to factor in individual tenant characteristics such as age, disability, health conditions, pregnancy, and other factors that increase susceptibility to harm.

³ Hazard must be **neutralised so it no longer poses a risk to health or safety**, even if full remedial or preventative works will take longer.

⁴ A report under Awaab's Law must briefly set out what was inspected, what hazards were found, what immediate and longer-term repairs are needed, any follow-up investigations, timescales for actions, and how the tenant can get in touch.

Keeping you informed

- We will keep you updated throughout and give advice on how to stay safe while repairs are being made.

How to report Damp, Mould and Condensation

- Call 01895 556600. At the first options menu say “repair” and at the second option menu say “online”.
- For appointment queries that you cannot resolve through the council’s website, call 01895 556600 and at the options menu say “appointment”.

What we ask from you

- Follow [our guidance](#), if safe to do so, to reduce condensation
- Check your home regularly for signs of mould and remove small areas promptly. Mould commonly appears around windows, in room corners, and behind furniture placed close to walls.
- Report signs of damp straight away, including faults that make condensation worse such as broken extractor fans, windows that do not open, or heating faults. Most non-emergency repairs can be reported online via www.hillingdon.gov.uk/requestrepair. For gas heating faults, call 01895 556600 and at the options menu say “heating”.
- Provide reasonable access for inspections and repairs
- Take responsibility for redecorating after repairs unless the damage was caused by another issue, in which case we will repair any damaged plaster and apply a mist coat of paint.

How we monitor our standards

- Monitor performance against required timescales
- Review satisfaction survey results and act on your feedback
- Publish our performance in our Annual Report
- Review performance with senior managers and resident groups
- Use your feedback to improve services

Accessibility

If you need this information in another language or format, please let us know.

If you’re not satisfied

You can call us on 01895 556600. At the options menu say “appointment”. We will aim to resolve your issue or put you in contact with a Team Leader or Contract Manager who can help you.

We realise that sometimes things can go wrong. If they do, we want to hear from you so we can put them right and learn from what has happened.

You can make a complaint through our website: www.hillingdon.gov.uk/complaints.

You can also submit a complaint by:

- Sending a letter to Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW
- Calling us on 01895 277800
- Visiting Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW or speaking to one of our staff members

If you're still not satisfied, you can contact the Housing Ombudsman by visiting www.housing-ombudsman.org.uk