

Executive Committee

23rd February 2026

Repairs and Maintenance and Damp and Mould Policies

Relevant Portfolio Holder	Councillor Bill Hartnett
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Simon Parry – Assistant Director for Environmental and Housing Property Services
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Wards Affected	All
Ward Councillor(s) consulted	No
Relevant Council Priority	Community and Housing
Key Decision - No	
If you have any questions about this report, please contact the report author in advance of the meeting.	

1. RECOMMENDATIONS

The Executive Committee is asked to RECOMMEND that:-

- 1 The Repairs and Maintenance Policy which forms part of the Councils Housing Asset Management Strategy, be approved.**
- 2 The Damp and Mould Policy, which forms part of the Councils Housing Asset Management Strategy, be approved.**

2. BACKGROUND

- 2.1 The Repairs and Maintenance Policy sets out the overall approach that Redditch Borough Council will take in relation to repairs and maintenance of properties in the Councils housing stock.
- 2.2 The principles of this policy apply to all Council house tenants regardless of tenancy type. However, the full provisions of this policy only apply to customers living in social, affordable and market rented homes with secure tenancies.
- 2.3 This policy has been reviewed and updated in light of new Government guidance, the latest legislation and best practice.
 - Awaab’s Law: Guidance for social landlords and timeframes for repairs in the social rented sector.

- The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025
 - Regulator for Social Housing
(Further information can be viewed on the Gov.UK website)
- 2.4 RBC is committed to delivering a range of maintenance services that are shaped around the legitimate expectations of customers and to ensuring homes and communal facilities are safe and well maintained.
- 2.5 The death of Awaab Ishack on 21st December 2020 due to a severe respiratory condition as a result of prolonged exposure to mould in the family home, prompted a campaign for the introduction of “Awaab’s Law”.
- 2.6 Following the subsequent coroner’s report and public outcry the Government announced plans to make major changes to the law on damp and mould. “Awaab’s Law”, was introduced through the Social Housing Regulation Act 2023 which received the royal assent in July 2023. The new legislation regarding tenants affected by damp and mould requires landlords to investigate and repair reported health hazards within specified timeframes
- 2.7 In January 2025, in response to these proposed changes from the Government, RBC agreed to introduce a specialist Damp and Mould team, who are based in Housing Property Services. Since the decision was taken to introduce this team, staff have been recruited and are working for the council.
- 2.8 The next step in the process will be for the Council to formally adopt and approve a Damp and Mould Policy. As this forms part of the Housing Asset Management Strategy this needs to be reported through to Council.
- 2.9 The report addresses points relating to the Councils ageing housing stock, financial constraints and workforce and how to deliver services efficiently.

3. OPERATIONAL ISSUES

Repairs and Maintenance Policy

- 3.1 Housing Property Services are moving towards a modern approach to providing services to customers. With the implementation of new

software and new processes, the Council will ensure that there is an approach to service delivery that focuses on the needs of residents.

- 3.2 The Council will be able to offer a greater level of transparency and communication with customers as well as with colleagues across RBC.
- 3.3 Housing Property Services are aiming to incorporate a new job category "Planned Maintenance with a time scale of 60 days. This is work that falls outside of the authorities fast reactive service approach.
- 3.4 Compliance and data management will be as important as providing the service to meet legal and contractual obligations.
- 3.5 Members are being asked to approve the revised Repairs and Maintenance Policy.

Damp and Mould Policy

- 3.6 There are a variety of applications that can be employed and to different property types when tackling damp and mould. This includes a mix of applications such as mechanical, electrical and non-mechanical. No single element will fix the problem. The Damp and Mould team must assess the building to understand the root cause before they can address the problem.
- 3.5 Social housing providers are now expected to meet very strict deadlines for processing and responding to complaints about damp and mould. The time limits are set out in the main report on page 6 as a flow chart and has been taken from Government guidelines.
- 3.6 To formalise the Council's approach to managing damp and mould a Damp and Mould Policy has been developed (Appendix 2). Members are asked to approve this policy to ensure that the Council continues to comply with best practice in meeting the needs of customers.

4. FINANCIAL IMPLICATIONS

- 4.1 Not applicable within this report.

5. LEGAL IMPLICATIONS

- 5.1 The Council is subject to a range of statutory and regulatory duties relating to the repair and upkeep of its housing stock.
- 5.2 The Regulator of Social Housing provides for consumer standards which require social landlords to have an accurate, up to date and evidenced understanding of the condition of their homes. The

Regulator's tenant satisfaction measures are a core set of performance measures against which all social housing providers must publish their performance. The Council's has been updating the Executive Committee on its performance in this regard separately.

- 5.3 Under Awaab's Law landlords must act within specific timeframes, provide tenants with information, offer alternative accommodation if needed and are subject to stiffer penalties for non-compliance than in the past.

6. OTHER - IMPLICATIONS

Local Government Reorganisation

- 6.1 There are no specific implications in relation to local government reorganisation.

Relevant Council Priority

- 6.2 Community and Housing
- Ensure the Council's housing stock is clean and safe to live in.
 - Finding somewhere to live.

Climate Change Implications

- 6.3 No specific climate change implications have been identified.

Equalities and Diversity Implications

- 6.4 Awaiting feedback from the relevant team.

7. RISK MANAGEMENT

- 7.1 Without an up-to-date policy, the Council will not be compliant with the authority's operational duties and those expected by the Regulator of Social Housing. The policy will make the Council more transparent and provide for a more consistent approach to service delivery.

8. APPENDICES and BACKGROUND PAPERS

Appendix 1 - Repairs and Maintenance Policy.
Appendix 2 – Damp and Mould Policy

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9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Bill Hartnett	Dec 2025
Lead Director / Assistant Director	Simon Parry	Dec 2025
Financial Services	Kunmi Joseph	N/A
Legal Services	Nicola Cummings	Jan 14 2026
Policy Team (if equalities implications apply)	Becky Green	
Climate Change Team (if climate change implications apply)	Not Applicable	N/A