

Pathways

Damp, Mould and Condensation Policy



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Scope

This policy applies to:

- All shared ownership properties owned or managed by Citra Pathways Limited (Pathways)
- Common areas within the buildings where these properties are located
- Any other properties in which Pathways holds a legal interest.

Policy statement

Pathways is committed to providing high-quality, safe, and healthy homes for our customers, as part of our wider aim to create sustainable neighbourhoods and communities.

For shared ownership customers who hold a lease for a house, responsibility for maintaining the property, lies with the shared owner, with certain exceptions outlined in the lease or covered under the building warranty and/or the Initial Repairs Period. Please refer to your lease and our Repairs Policy for more information.

Responsibility for managing damp, mould, or excessive condensation, in the most part, rests with the shared owner, however there are circumstances when this may be caused by a defect in the property. In these circumstances, Pathways will support customers to raise this with the developer. Ideally issues should be raised during the defects liability period but, should issues arise after this time, you should still raise these with us as soon as you notice them.

Damp, mould, or excessive condensation occurring in common areas of a building i.e. blocks of flats, such as stairways or hallways, will be investigated by Pathways. Any repairs or maintenance required to resolve these issues will be carried out in accordance with Pathways' obligations.

This policy must be read alongside a customer's shared ownership lease, which sets out both Pathways' responsibilities and the responsibilities of the shared owner, as well as both parties' rights and obligations.

If there is any conflict between this policy and the terms of your lease, the lease will take precedence. Please refer to your lease first to confirm which parts of this policy apply to your property.

Pathways recognises that the causes of damp, mould, and excessive condensation can be complex and

understands the impact these issues may have on customers. We will:

- Work collaboratively with customers to resolve issues in line with respective responsibilities
- Provide guidance and resources on our website to help minimise damp, mould, and condensation, and to manage related issues within your home
- Offer support for newly built homes within the defects period, including raising defects with developers where appropriate
- Respond to complaints in accordance with our Complaints Policy.

Policy aims and objectives

In adopting and implementing this policy our objectives are:

- Minimise the occurrence of damp, condensation and mould
- Ensure customers feel supported by us in having issues resolved
- Appropriate action is taken to resolve issues
- Achieve strong customer satisfaction in our response to these issues
- Adherence to all relevant legislation and regulatory standards.

Communication

We will be clear about responsibilities between, Pathways, the customer and the developer.

Our parameters for opening and closing cases will be clearly stated and we will maintain regular and ongoing communication with customers. This ensures that Pathways and the customer both have the most up to date information.

We will also engage with customers to understand their views and to shape how we manage cases going forward.

Intervention

Pathways will provide guidance on how to deal with damp related issues including raising defects with developers, as appropriate.

Reporting

Pathways is committed to making access to its services as simple as possible. Customers can report damp related issues by any of the ways set out below:

- Via FixFlo - lloydsliving.fixflo.com
- By email hellopathways@lloydsliving.co.uk
- By phone 0345 030 6546
- In writing to Customer Service Pathways, c/o Lloyds Living, X+Why, 100 Embankment, Cathedral Approach, Salford, M3 7FB
- Online via our [website](#).

Definitions

Damp refers to the presence of unwanted moisture in a building's structure, such as walls, floors, or ceilings. It often occurs due to water ingress from leaks, rising groundwater, or poor ventilation. Damp can lead to structural damage and create conditions for mould growth.

Mould is a type of fungus that grows in damp, humid environments. It appears as black, green, or white patches on surfaces like walls, ceilings, or furniture. Mould releases spores that can affect indoor air quality and pose health risks, especially for people with allergies or respiratory issues.

Condensation happens when warm, moist air meets a cold surface, causing water droplets to form.

Excessive condensation means this process occurs frequently or in large amounts, often due to poor ventilation, high humidity, or inadequate heating. Over time, it can lead to dampness and mould growth.

Related legislation and regulation:

This policy aims to meet the requirements of the Regulator of Social Housing regulatory standards.

This policy is informed by relevant legislation (not exhaustive) including the Housing Act 1988, Landlord and Tenant Act 1985 and Homes (Fitness for Human Habitation) Act 2018.

Related policies:

Separate policies set out our approaches to:

- Repairs
- Complaints
- Customer Service.

Responsibilities

For some new-build shared ownership homes, Pathways may be responsible for certain external and structural repairs for the duration of the Initial Repair Period as defined in your lease. This is usually up to 10 years from the date of the lease or until you reach 100% ownership, whichever comes first. Please refer to your lease for full details of responsibilities or contact us for more information.

Service standards

We will take prompt action to address customer concerns relating to damp, condensation or mould. Action will be taken in line with our Repairs Policy.

Customer feedback and complaints

Customer complaints about damp related issues will be handled in line with our complaints policy.

Complaints will be monitored and used, individually and in aggregate, to refine and improve our services and performance.

Monitoring and compliance

We will monitor the delivery of our service and report to operational staff, senior leadership team, the Pathways Board, and our customers. Key performance indicators will be used to monitor and report performance, as well as complaints and compliments received. This allows us to be accountable for our service delivery, identify any trends which require intervention, and focus on delivery of the objectives stated above.

We will report against the Tenant Satisfaction Measures prescribed by the Regulator of Social Housing, as well as indicators developed for internal use by staff in conjunction with customers.

Performance indicators will be reported to the Pathways Board and customers on our website.

Policy control and review schedule

This policy will be reviewed every three years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation/regulatory requirements. This process ensures the policy's continuing suitability, adequacy, and effectiveness.

The Pathways Chief Strategy Officer has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the Pathways Board.

Current version	Date approved	Date for review	Document owner
1.1	16.12.2025	By 16.12.2028	Craig Luttman

For more information, please visit:

www.lloydsliving.co.uk/pathways

This policy relates to Pathways only.

Citra Pathways Limited is a Private Limited Company. Registered in England and Wales No. 15662072.

It is a for-profit registered provider of social housing and registered with the Regulator of Social Housing (No. 5221).

Citra Pathways Limited registered office: X+Why, 100 Embankment, Cathedral Approach, Salford, M3 7FB.

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