Karibu Community Homes

DAMP & MOULD PERFORMANCE REPORT

Q2
2026-27

DAMP & MOULD

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1 July to 30 September 2026

Karibu Community Homes

A clear view of how damp and mould cases were managed during Quarter 2 of 2026-27.

16	14	16	100%
COMPLETED CASES including carried-forward cases	**WITHIN TARGET** 88% of completed cases	**NEW REPORTS** received during the quarter	**CATEGORY 3 & 4 CASES** completed within target

COMPLETED CASES

16 cases were completed during the quarter, including cases carried forward from previous periods. Of these, 14 were completed within target and two outside target.

Category	Total	Within target	Outside target
Cat 1	0	0	0
Cat 2	6	4	2
Cat 3 & 4	10	10	0
TOTAL	**16**	**14**	**2**

OUT-OF-TARGET REVIEW

Two Category 2 cases were completed outside the required 10-working-day timescale. Both delays were caused by access arrangements rather than contractor performance.

- EcoSafe made two unsuccessful access attempts and five telephone calls, sent emails and liaised with Karibu. Access was gained after 149 days.
- A resident requested an appointment outside the prescribed timescale. Access was gained after 19 days.
- All 10 Category 3 and 4 cases were completed within the 20-working-day target, averaging 7.2 working days.

NEW CASES

Karibu received 16 new damp and mould reports during Q2: no Category 1 emergencies, five Category 2 significant cases and 11 Category 3 and 4 cases. Volumes remained relatively low during the warmer months and are expected to rise in autumn and winter.

COMPLETED CASES AGAINST TARGET

CATEGORY 1 Emergency · 24 hours	**0 of 0**	**N/A**
CATEGORY 2 Significant · 10 days	**4 of 6**	**67%**
CATEGORIES 3 & 4 20 working days	**10 of 10**	**100%**

Q2 ASSURANCE

14 of 16 completed cases met Karibu's response targets. Both exceptions related to resident access, while all Category 3 and 4 cases were completed within target.

REPORTING NOTE: Completed cases include work carried forward from earlier periods. New cases are reports received between 1 July and 30 September 2026.

REPORT SUMMARY

Performance against Awaab's Law timescales remains positive overall. Four of the six Category 2 cases were completed within target; the two exceptions were due to access-related issues rather than contractor performance. All Category 3 and 4 cases were completed within target, with an average response time of 7.2 working days. Case volumes are expected to increase as seasonal conditions change and will continue to be closely monitored

WHAT DO DAMP AND MOULD CATEGORIES MEAN?

When you report damp or mould, we ask questions about the extent of the problem, who may be affected and whether there is an immediate risk. We then place the case in one of four categories, so the most urgent cases are dealt with first.

HOW THIS LINKS TO AWAAB'S LAW

Phase 1 has applied since 27 October 2025. It covers all emergency hazards and significant damp and mould hazards in social housing. In this guide, Category 1 is used for an emergency risk and Category 2 for a significant damp or mould risk. Awaab's Law requires emergency hazards to be investigated and made safe within 24 hours. Potential significant hazards must be investigated within 10 working days, with residents given a written summary and any required safety work completed within the legal timescales. **Phase 2 is due to apply from 30 November 2026.** Damp and mould will remain covered, and the significant-hazard requirements will extend to more housing hazards, including excess cold or heat, falls, structural collapse, fire and explosions, electrical hazards and domestic hygiene. Categories 3 and 4 are Karibu's lower-risk service categories; however, if an inspection finds an emergency or significant hazard, the case must be escalated and the Awaab's Law timescales will apply.

Category	What this means for you	Response target
Category 1 Emergency	There is an immediate and serious risk to health or safety. Examples may include extensive mould affecting vulnerable people within the property. In such instances, it is vital that the household allows Karibu's contractors access within 24 hours of reporting the hazard to Karibu or our appointed contractors. If access is granted, our appointed contractors will attend within this 24-hour period to remove the immediate hazard and make the situation safe. Further remedial works will be required thereafter.	**Within 24 hours**
Category 2 Significant	The damp or mould presents a serious concern that requires investigation but is not considered an immediate emergency. In such instances, it is vital that the household allows Karibu's contractors access within 10 days of reporting the issue to Karibu or our appointed contractors. If access is granted, our appointed contractors will attend within this 10-day period to address the immediate hazard and make the situation safe. Further remedial works may be required thereafter.	**Within 10 working days**
Category 3	The problem requires attention but does not currently present an emergency or significant health risk. This may include localised damp or mould that requires inspection, treatment, or repair before it becomes more serious. This falls within our responsive repairs routine attendance category, which means that Karibu and our appointed	**Within 20 working days**

Category	What this means for you	Response target
	contractors have up to 20 working days to attend and assess the issue.	
Category 4	The issue is assessed as lower risk or limited in extent, but it still needs to be assessed and resolved. Typically, in these cases, the mould affected area is less than one square metre. This may include early signs of damp or mould, or a smaller issue where advice, monitoring, or routine repairs may be appropriate. This falls within our responsive repairs routine attendance category, which means that Karibu and our appointed contractors have up to 20 working days to attend and assess the issue.	**Within 20 working days**

Please report damp or mould as soon as you notice it through our reporting process. We treat reports of damp and mould as a priority and encourage all residents to call Karibu on **020 8607 7777**, select **Option 2 for Repairs**, and then **Option 1** to be connected directly to our specialist contractor, **Ecosafe**.

Ecosafe will carry out an initial assessment of your damp and mould report to determine the severity of the issue and assign the appropriate category, ensuring that the necessary action is taken as quickly as possible.