



Damp and Mould Policy

Policy Name		Damp and Mould	
Policy Ref		AM	
Review Date		July 2023	
Purpose		CONSIDER & APPROVE	
Next Review Date		July 2026	
Committee		Service Delivery Committee	
Author		Kevin Lynch	
Internal Policy		To be published	X

Scottish Social Housing Charter	Outcomes
This policy has been developed with reference to The Scottish Social Housing Charter	1 Equalities, 7,8 and 9 Housing Options, 10 Access to Social Housing, 11 Tenancy sustainment

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Department	Asset Management

Approval Date by Committee	9 th August 2023
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Notes New policy created July 2023
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Damp and Mould Policy

1. Introduction

1.1 The aim of this policy is to proactively manage the potential risks arising from damp and mould in our properties including communal areas, by committing to meeting the needs of our tenants by providing homes that are safe, warm, and dry.

1.2 Through this policy, we will establish appropriate processes, guidance, and knowledge to ensure that all of our properties are well maintained and free of damp, mould and condensation that could risk the health and safety of tenants living in homes owned by Angus Housing Association.

1.3 This policy has been written to ensure that, wherever possible, tenants are not adversely affected by the causes of damp and mould and drives forward pro-active action to tackle/manage the causes of damp and mould. The policy will also ensure that Angus Housing Association meets its legal, contractual, regulatory, and statutory obligations.

2. Policy Aims and Objectives

Angus Housing Association acknowledges the impact that damp and mould can have on the health and wellbeing of tenants and this policy underlines our commitment to tackling damp and mould and details the processes we will adopt.

This policy explains how we will control, manage, and eliminate damp.

What this policy will cover:

- Identifying the types of damp: rising, penetrating and condensation dampness, including internal leaks.
- Identifying the responsibilities for Angus Housing Association and our tenants in dealing with damp and condensation.
- Offering guidance, advice, and assistance throughout the process to all tenants living in our properties.
- Data gathering and reporting, identifying proactive methods in mitigating risk of all dampness.

3. PRINCIPLES

Angus Housing Association will:

- Ensure that tenants are treated in a fair and consistent way by taking into account tenants' specific circumstances and that any advice given is suitable for each individual tenants needs.
- Focus on working in partnership with tenants ensuring that a safe and healthy living environment is provided.
- Communicate effectively to our tenants at all times in relation to the delivery of our responsive repairs service and enable them to communicate effectively with us.
- Carry out thorough investigations and implement solutions and improvements to eliminate damp including, managing, and controlling condensation.
- Ensure that tenants are provided with advice and guidance on managing and controlling damp and condensation.
- Comply with statutory, regulatory, and contractual requirements and good practice.
- Ensure budgets are used effectively and efficiently to deal with damp, mould, and condensation problems.
- Implement new data quality and insight measures to assist with informing us of the possible risks to our properties so that we can undertake proactive measures to eliminate damp, mould, and condensation before it becomes a problem for our tenants.
- Ensure that the fabric of our properties is protected from deterioration and damage resulting from damp, mould, and condensation.

- Respond to all reports of damp and condensation and complete any necessary works, in line with our Responsive Repairs Policy and complying with all legislation.
- Post inspect all major damp and mould repair work being carried out to ensure the issue is resolved.

4. DEFINITIONS

4.1 Rising Damp

- The movement of moisture from the ground rising through the structure of the building through capillary action.

4.2 Penetrating Damp (including internal leaks)

- Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure.

4.3 Condensation Damp

- Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets.

The conditions that may increase the risk of condensation are:

- Lack of ventilation within the property
- Inadequate heating
- Inadequate loft insulation
- High levels of humidity
- Overcrowding

5. LEGISLATIVE FRAMEWORK

- The Scottish Housing Regulator Performance Standards.
- The Scottish Housing Quality Standard / EESSH (Energy Efficiency Standard for Social Housing)
- The Scottish Social Housing Charter
- Housing (Scotland) Act 1987
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2014
- Disability Discrimination Act 2005
- The Equality Act 2010
- The Environmental Health Protection Act 1990
- Property Factors (Scotland) Act 2004
- Tenements Scotland Act 2004
- Procurement (Scotland) Regulations 2016

6. RESPONSIBILITIES

6.1 Our Responsibilities

- Angus Housing Association will undertake a property inspection when a repair is reported relating to suspected Damp, Mould & Condensation.
- Diagnose the cause and carry out remedial works where required.
- Inform the tenant of the findings of the investigations following a property visit. This will include identifying the possible causes of damp, recommending effective solutions and all necessary remedial works / actions / enhancements and the estimated timescales to complete the works /measures; keeping the tenant updated throughout the process from inception to completion.
- Ensure that only competent contractors will be employed to carry out any works and that the tenant's possessions are adequately protected during the works.
- Promote and provide general advice and guidance on how to control damp and condensation.
Introduce a reporting framework to enhance our tenant and property information and provide information on properties with recurring damp issues which may help inform future investment programmes.
- Ensure that all relevant colleagues receive training and have an understanding of damp, mould and condensation.
- In some cases, remedial work may not be necessary requiring additional support and advice to be provided to the tenant on managing and controlling the occurrences of condensation damp. This support will be provided by our Asset Management Team and Energy Advisor.
- If it is unsafe for the occupants to remain in the property while the works are carried out, alternative accommodation arrangements will be made.

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6.2 Tenant Responsibilities

- Immediately report any evidence of damp, mould or condensation and faulty equipment that will affect the management of humidity and moisture in the home (faulty extract fan, unable to open windows, no heating, etc.)
- Help reduce the conditions that lead to condensation dampness by:
Keeping the presence of moisture to a minimum e.g., covering pans when cooking, drying laundry outside (where possible), where it is safe to do so, keeping the kitchen door closed when cooking or bathroom door closed when bathing/showering.
- Adequately heating rooms – ideally at 18°C.
- Keep the property well ventilated e.g., opening windows during cooking / bathing, ensure that extractor fans or ventilation systems are in good working order and regularly cleaned, keep trickle vents in windows open at all times.
- Follow all advice and guidance issued by us on managing humidity and moisture in the home which can lead to condensation.
- Ensure all reasonable efforts have been made to manage and control the presence of condensation and mould.
- Allow access for inspections and for the carrying out of all remedial works.
- As per the Scottish Secure Tenancy agreement, it is the tenant's responsibility to arrange suitable household contents insurance for the home that they occupy.

7. MONITORING and REPORTING

Actions taken and impact, as a result of this policy and procedures, will be reported to the Association, via the Director of Asset Management.

8. LINKED POLICIES

- Responsive Repairs Policy
- Health and Safety Policy
- Planned Maintenance and Improvement Policy
- Complaints Handling Procedure
- Customer Care Policy
- Equality and Diversity Policy