

CLYDESDALE HOUSING ASSOCIATION LIMITED

Policy: Damp Mould and Condensation (DMC) Policy

Date: 26th August 2026

Lead Officer: Depute Chief Executive

Review Date: August 2029

Applicable Regulatory Standards:

Standard 1

The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.

Guidance

- 1.1 The RSL's governance policies and arrangements set out the respective roles, responsibilities and accountabilities of governing body members and senior officers, and the governing body exercises overall responsibility and control of the strategic leadership of the RSL.
- 1.2 The governing body ensures the RSL complies with its constitution and its legal obligations. Its constitution adheres to these Standards, and the constitutional requirements set out below.
- 1.3 All governing body members accept collective responsibility for their decisions.
- 1.4 All governing body members and senior officers understand their respective roles, and working relationships are constructive, professional, and effective.
- 1.5 Each governing body member always acts in the best interests of the RSL and its tenants and service users and does not place any personal or other interest ahead of their primary duty to the RSL.

The Scottish Social Housing Charter relevant indicators

4: Quality of housing

Social landlords manage their businesses so that:

- tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when allocated; are always clean and tidy and in a good state of repair; and meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020

5: Repairs & Maintenance

Social landlords manage their business so that:

- tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done

The following Business Plan themes are relative to this policy:

- Quality of Homes
- Our People

Clydesdale Housing Association will provide this policy on request at no cost, in large print, in Braille, in audio or other non-written format, and in a variety of languages.



1. Introduction

- 1.1 The Association recognises that damp, mould and condensation (DMC) present a significant risk to the health, safety and wellbeing of our customers who live in our homes, owners, colleagues working across the wider estate, contractors and members of the public who visit our properties if they are not managed effectively. DMC can adversely affect the condition of our homes, contribute to ill health, reduce the quality of the living environment, and pose significant financial, regulatory and reputational risks to our organisation.
- 1.2 As a Housing Association, we are an employer and a responsible social landlord, and we acknowledge our legal and moral obligations to prevent, identify and effectively manage the risks associated with DMC. The Association has a general legal duty to ensure, so far as reasonably practicable, the health, safety and wellbeing of employees and others who are affected by our work activities and who live in or visit our properties. We are committed to ensuring that reports of DMC are responded to promptly, investigated thoroughly, and resolved effectively.
- 1.3 The aim of this policy and the supporting DMC Procedure, is to proactively manage the potential risks and promptly diagnose and prevent issues which may arise from damp and mould in our properties, including communal areas; committing to meeting the needs of our customers and providing homes that are safe, warm, and dry.
- 1.4 We will establish appropriate processes, guidance, and knowledge to ensure our properties are well maintained, and free of damp and mould that could risk the health and safety of customers living in our properties

2. Policy Scope

- 2.1 This policy applies to all domestic and communal (residential and non-residential) parts of buildings owned and managed by the Association in relation to the prevention, identification, assessment and management of DMC. Where we are not the freeholder of any properties within our management control, responsibilities for managing DMC will be clearly defined within the relevant management agreement.
- 2.2 Where properties are managed by the Association on behalf of property owners, statutory and contractual responsibilities for the management of DMC will be detailed within the relevant management arrangements.
- 2.3 This policy relates to all staff (including the Management Committee) and all departments within the Association. This policy applies to all work streams across the Association that influence the prevention, assessment and management of DMC within relevant properties.

3. Definitions

- 3.1 Rising Damp: The movement of moisture from the ground rising through the structure of the building through capillary action.
- 3.2 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.

3.3 Condensation: Condensation occurs when moisture held in warm air meets 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
- humidity
- overcrowding of items/persons

4. Legal Framework

4.1 The Association will comply with all relevant legislation and regulatory requirements relating to the management of DMC. Set out below is the principal applicable legislation:

4.2 **The Health and Safety at Work Act 1974; General Duty on Employers** is the primary Health and Safety legislation, which imposes a general duty on employers to ensure the health, safety, and welfare of their employees at work, so far as reasonably practical. This statutory duty is also applicable to “others” who may be affected by the employer’s undertakings (i.e., work activity), such as contractors, tenants, neighbours, owners, visitors, and members of the wider general public who reside or visit our domestic properties. We therefore have a general duty to ensure their health and safety.

4.3 **The Management of Health and Safety at Work Regulations 1999** section 3, sets out the duty for every employer to make a suitable and sufficient risk assessment of the risks to health and safety of all of their employees whilst at work and other people not in their employment. – This would be anyone residing in, or visiting the building for example tenants, residents, visitors, contractors, or members of the public.

4.4 In addition to the overarching health and safety duties, there are several other pieces of legislation, regulatory standards, and guidance with which the Association should comply, specifically in this instance, in relation to the management of DMC within homes they provide for rent. These include:

- Investigation and Commencement of Repair (Scotland) Regulations 2026
- Environmental Protection Act 1990
- Housing (Scotland) Act 1987 (as amended)
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006 (including the Repairing Standard)
- Housing (Scotland) Act 2014
- Equality Act 2010
- Property Factors (Scotland) Act 2011
- Tenements (Scotland) Act 2004
- Control of Substances Hazardous to Health Regulations 2002
- Building (Scotland) Regulations
- The Scottish Secure Tenants (Right to Repair) Regulations 2002
- Scottish Social Housing Charter
- Scottish Housing Quality Standard (SHQS)
- Tolerable Standard
- Energy Efficiency Standard for Social Housing (EESH)

- Putting Safety First – A Briefing Note on Damp and Mould for Social Housing Practitioners

5. Roles and Responsibilities

- 5.1 The **Management Committee**, in approving this policy, acknowledges that it accepts full responsibility for ensuring the organisation complies with its legal obligations in terms of managing the risks associated with DMC.
- 5.2 The **Chief Executive** has overarching responsibility for health and safety across the Association. They will appoint other officers as required to assist in carrying out the association's duties.
- 5.3 The **Depute Chief Executive** will support the Chief Executive to ensure there are suitable resources in place to deliver suitable and sufficient DMC management arrangements to meet legislation and policy compliance requirements.
- 5.4 The **Depute Chief Executive Officer** is responsible for the overall oversight and management of all DMC work streams. They are accountable for ensuring appropriate governance, resources, staffing arrangements; contractor management, and operational processes are in place to support effective case management, timely interventions, and resolution of underlying causes.
- 5.5 The **Technical Services Officer(s)** are responsible for the day-to-day management of individual DMC cases. This includes initial tenant contact, ongoing communication, pre-inspections, diagnosing issues, instructing, and coordinating remedial works; undertaking post-inspections and ensuring cases are managed through to resolution. They are responsible for maintaining accurate case records, ensuring actions and outcomes are appropriately documented, and providing relevant information for monitoring, reporting, and assurance purposes.
- 5.6 **Tenant Responsibilities** - Tenants have an important role in supporting the effective management and resolution of DMC cases. Tenants are responsible for reporting any signs of DMC promptly, providing access for inspections, surveys and remedial works, and engaging with the landlord throughout the case management process

6. Our Approach to Managing Dampness, Mould & Condensation

- 6.1 We will provide and maintain a comfortable, warm, and healthy home, free from damp, mould or disrepair for our customers.
- 6.2 We will be proactive in asking tenants if they have any issues with damp, mould or condensation within their home via our Customer Feedback portal.
- 6.3 We will recognise that having mould issues in the home can be distressing for our customers and ensure we are supportive in our approach. We will work in partnership with residents to resolve and understand how to reduce condensation, damp, and mould issues.
- 6.4 We will ensure the fabric of our homes is protected from deterioration and damage resulting from, or contributing to, damp and mould.

- 6.5 We will ensure that repairs to alleviate damp are carried out as quickly and efficiently as possible to minimise damage to the fabric, fixtures, and fittings of the property.
- 6.6 We will continue to monitor our properties through our stock survey and inspections programme to determine properties and components that have a higher likelihood of suffering from damp and mould.
- 6.7 We will plan resources to respond to higher demand. For example, during the winter months.
- 6.8 We will provide staff with the skills to identify and differentiate between signs of damp and condensation and understand the causes and remedies.
- 6.9 We will promote and provide general advice and guidance on how to minimise damp and condensation, particularly when there are no apparent causes relating to design or construction.
- 6.10 Ensure that all employees have an awareness of this policy and receive adequate training to enable them to report issues of damp mould & condensation and to support our customers
- 6.11 We will develop a robust procedure for the management of DMC within our properties, in line with current guidance and regulatory requirements.
- 6.12 We will learn from past cases and improve processes where needed
- 6.13 Throughout all stages there will be clear and prompt communication with tenants
- 6.14 We will comply with all statutory and regulatory requirements and sector best practice.

7. Governance and Oversight

- 7.1 The Association will have suitable and sufficient levels of oversight, governance, and assurance in place to ensure that we fulfil all legal obligations relating to the management of all DMC cases and to assure ourselves that we comply with this Policy and the supporting procedure. The current levels of Governance and Assurance we have in place are:

- Management Committee
- Audit & Risk Sub-Committee
- Internal & External Audit
- SMT – The Senior Management Team
- Technical Services Team

8. Performance and Assurance

- 8.1 The Tenant Safety Scorecard will be produced on a quarterly basis to ensure compliance can be monitored against the minimum agreed Key Performance Indicators (KPI's). These will be detailed in the Damp Mould and Condensation Procedure. Performance information will be provided on the following basis:
- 8.2 Quarterly performance information is provided to the Management Committee,

including relevant DMC KPIs and their performance compared with previous quarters.

- 8.3 An end of year performance report summarising KPI performance compared with target) is reported to the Management Committee at the end of the year. The reports provide an in-depth review of tenant safety and areas of key focus.

9. Training and Competency

- 9.1 The Depute Chief Executive will ensure that all colleagues with responsibilities under this policy receive appropriate training to ensure that they are competent to fulfil their duties.
- 9.2 Training will be provided in accordance with the Associations training needs analysis for all staff with specific duties in relation to the management of DMC.
- 9.3 The Depute Chief Executive will be responsible for assessing and delivering the training needs analysis across the business and will consider the types of training required across different roles.
- 9.4 Contractors are required to be demonstrably competent and suitably qualified to carry out the roles and responsibilities placed on them and must undertake regular auditing and updated training to ensure suitability continues.

10. Data Integrity and Record Keeping

- 10.1 All DMC cases will be recorded and managed through Homemaster to ensure a consistent approach to case tracking, monitoring, and reporting.
- 10.2 Accurate and comprehensive records will be maintained throughout the lifecycle of each case. This will include details of tenant contact, initial reports, inspections, assessments, diagnosis, communication with tenants, remedial works instructed and completed, post-inspections, follow-up checks, and confirmation that the case has been resolved.
- 10.3 Records must provide a clear audit trail demonstrating the actions taken, decisions made, timescales achieved, and outcomes delivered for each case. Information held within Homemaster will be used to support operational monitoring, performance reporting, continuous improvement and statutory or regulatory reporting requirements, including the Annual Return of the Charter (ARC).

11. Review Period

- 11.1 This policy will be reviewed every three years, or sooner if there are any legislation or changes in best practice, to ensure the Association complies with up-to-date legislation and guidance.