

CLYDESDALE HOUSING ASSOCIATION LIMITED

Policy: Damp, Mould & Condensation Management Policy

Date: 26th April 2023

Lead Officer: Technical Services Manager

Review Date: 28th April 2026

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

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. Purpose

- 1.1 The aim of this policy 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.
- 1.2 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. Legislative/Statutory Requirements/Guidance

- Housing (Scotland) Act 2014
- The Scottish Housing Regulator Performance Standards.
- SHQS (The Scottish Housing Quality Standard)
- EESSH (Energy Efficiency Standard for Social Housing)
- The Scottish Social Housing Charter
- Housing (Scotland) Act 2014
- Scottish Housing Quality Standard (SHQS)
- Energy Efficiency Standards in Social Housing (EESSH)
- Putting Safety First (a briefing note on damp & mould for housing practitioners)

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. Our Approach to Managing Dampness, Mould & Condensation

- 4.1 We will provide and maintain a comfortable, warm and healthy home, free from damp, mould or disrepair for our customers.
- 4.2 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

- 4.3 We will recognise that having mould issues in the home can be distressing for our customers and ensure we are supportive in our approach.
- 4.4 We will work in partnership with residents to resolve and understand how to reduce condensation, damp and mould issues.
- 4.5 We will ensure the fabric of our homes is protected from deterioration and damage resulting from, or contributing to, damp and mould.
- 4.6 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.
- 4.7 We will continue to monitor our properties through our stock survey and inspections programme in order to determine properties and components that have a higher likelihood to suffer from damp and mould.
- 4.8 We will plan resources to respond to higher demand. For example, during the winter months.
- 4.9 We will provide staff with the skills to identify and differentiate between signs of damp and condensation and understand the causes and remedies.
- 4.10 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
- 4.11 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
- 4.12 We will comply with all statutory and regulatory requirements and sector best practice.
- 4.13 We will develop a robust procedure for the management of damp, mould & condensation within our properties, in line with current guidance and regulatory requirements.

5. Review Period

We will review this policy every three years or sooner if required by statutory, regulatory or best practice requirements.