



## Cloch Housing Association

# Condensation, Mould and Dampness Policy

<b>Policy Name</b>	Condensation, Mould and Dampness Policy
<b>Policy Category</b>	PS
<b>Version</b>	2
<b>Policy Number</b>	125
<b>Approved by</b>	Board or H&PS Sub-Committee
<b>Responsibility of</b>	Property Services
<b>Date Adopted</b>	August 2023
<b>Last Review</b>	August 2023
<b>This Review</b>	October 2024
<b>Next Review</b>	October 2027
<b>Equalities Impact Assessment Required</b>	No
<b>Link to other policies</b>	Reactive Repairs Policy
<b>Consultation</b>	Yes – External by Scottish Housing Safety Network.
<b>Need for Procedure</b>	Yes – Managing Condensation, Mould and Dampness”

## **1.0. DEFINITION**

- 1.1 Mould spores can pose a danger to health, particularly to children, older people and people with existing skin and respiratory conditions or a weaker immune system which can also have an impact on mental wellbeing. While condensation is linked to daily activities – such as bathing, cooking and drying clothes which produce moisture, tenants should be able to complete these activities without being blamed for damp and mould developing.

### **Types of dampness**

- 1.2 Rising Damp: This is generally the build up of moisture through the building from the ground rising through the building.
- 1.3 Penetrating Damp: (including internal escapes of water) This type of dampness occurs where water penetrates the external structure or unattended internal water escapes which can cause rot, dampness and damage to the fabric of the building.
- 1.4 Condensation / Damp: Condensation occurs when moisture generated and present in a warm location comes into contact with a cold surface which then condenses into droplets of water.

## **2.0 AIMS AND OBJECTIVES**

- 2.1 This policy and accompanying procedure aims to set out the actions that Cloch Housing Association Limited (CHA) will undertake to prevent and manage any cases of damp and/or mould in our homes. Our intention is to adopt a zero-tolerance approach to damp and mould.
- 2.2 This policy is aimed at all tenants of CHA relating to any cases reported of mould, damp and/or condensation.
- 2.3 The development of this policy and procedure has been considered taking into account the publication of the “Putting Safety First” briefing paper produced by ALACHO, CIH Scotland, SFHA and the Scottish Housing Regulator.
- 2.4 This policy will help ensure that we provide safe and healthy homes for our tenants and their household and protect the fabric of our property.
- 2.5 CHA will respond promptly to any reports of dampness and mould and continue to monitor the effectiveness of both the advice we offer to tenants and any remedial work we undertake.

2.6 We will ensure that void properties are inspected to ensure that there is no mould or dampness, or where present that this is treated, removed and the cause repaired prior to the property being re-let.

2.7 By implementing this policy and management procedure for damp and mould we will ensure our tenants:

- Live in safe, well insulated and dry homes;
- Are provided with helpful advice and information on how to reduce the risk of condensation and mould developing in their homes;
- Are made aware of what to look for and how to report issues to CHA such as leaks, excess moisture, damp and mould so that we can identify and address the issue efficiently.
- Are aware of our responsibilities in relation to managing cases of reported dampness and mould in our homes; These include:
- Meeting our legal and regulatory responsibilities.
- Ensure that our management procedures track and provide reports on all reported cases including all required actions.
- When reported or identified CHA will undertake property inspections, investigations and instruct required repairs to remove the source of damp including, managing, and controlling condensation.
- Ensure that the condition of our properties are not affected or damaged as a result of damp, mould, and condensation not being managed.
- Future EESH2 / Net Zero compliance programmes will also aim to prevent mould and damp resulting from associated installation work

### **3.0 RISK MANAGEMENT**

3.1 A written and detailed Condensation, Mould, and Dampness Policy and Procedure ensures that the Association is able to provide a uniformed and professional approach in ensuring that the approach to management of these issues are compliant with our legal responsibilities and best practice.

3.2 The risk associated with a failure to comply with the management of reported cases of mould, dampness, and condensation has also been identified in our Risk Management Strategy which is in place and outlines how this risk is measured and actions which are in place to mitigate this risk.

### **4.0 LEGISLATION AND REGULATION**

4.1 The policy will comply with a wide range of legislative and regulatory requirements including:

- The Scottish Secure Tenancy Agreement.
- Health and Safety At Work Act 1974.
- Management of Health and Safety At Work Regulations 1999.
- Right to Repair (Housing Scotland Act 1987 as amended 2001 and 2010).
- Right to Compensation for Improvements (Housing Scotland Act 1987 as amended 2001 and 2010).
- Scottish Secure Tenants (Right to Repair) Regulations 2002.
- Environmental Protection Act 1990.
- The Building (Scotland) Regulations & Building Standards 2017.
- The Scottish Housing Regulatory Framework.
- The Scottish Social Housing Charter.
- Housing (Scotland) Act 1987, 2001, 2006, 2010 & 2014.
- The Equality Act 2010.
- Property Factors (Scotland) Act 2004.
- Tenements Scotland Act 2004.
- The Scottish Housing Quality Standard / EESSH (Energy Efficiency Standard for Social Housing) . The Scottish Housing Quality Standard developed by the Scottish Government requires that the homes provided by social landlords:
  - Meet the Tolerable Standard;
  - Are free from serious disrepair;
  - Are energy efficient ;
  - Have modern facilities and services; and
  - Are healthy, safe and secure.

## **5.0 GOVERNANCE**

- 5.1 CHA Board are provided with assurance that Cloch are managing, monitoring and reporting on all aspects of reported cases of mould & damp. This includes, contractor management, reports to Director of Property & Assets, quarterly reports to Housing & Property Services Sub Committee, reporting on business plan KPI's and reporting to the Scottish Housing Regulator via the ARC submission.

## **6.0 PROCEDURE**

- 6.1 This policy is aligned in conjunction with the Managing Condensation, Mould and Dampness Procedure which sets out the procedure we will follow when

damp, mould and/or condensation is reported to us. This procedure sets out how we will respond to reported cases in terms of triaging more serious cases and how we will diagnose and resolve the issues reported including timescales we will work to.

## **7.0 TRAINING**

7.1 Two types of training that will be provided for Housing Association staff:

- General awareness for non technical staff who may deal with repair requests who should be trained to identify damp and mould and understand CHA's policy and management procedure.
- Specific training will be given to technical staff dealing with reports of mould and damp. We will ensure they are competent to carry out their duties, including triaging existing cases, identifying the root causes of the issues, responding appropriately, assessing the risks and correct use of PPE and equipment.

7.2 Training records are kept by the Association, including the frequency for refresher training. This is jointly overseen by the Tenant Health and Safety Compliance Officer and Corporate Services.

## **8.0 DATA MANAGEMENT**

8.1 It is important for us to record all reported cases of damp, mould and condensation, including the issue, diagnosis, risk assessment made and remedial action taken. This information can be used to:

- Manage existing cases and track progress (especially with severe cases).
- Identify any repeat issues with specific properties and specific customers.
- Report internally and externally as required to the regulator.
- Identify common issues within our housing stock.
- Assist with resolving complaints efficiently.
- Defend civil claims.

8.2 Our in house management system will be used to record all reported cases of damp, mould and condensation. This will be supported by a spreadsheet which will be used as a central tracker to manage progress with all reported cases.

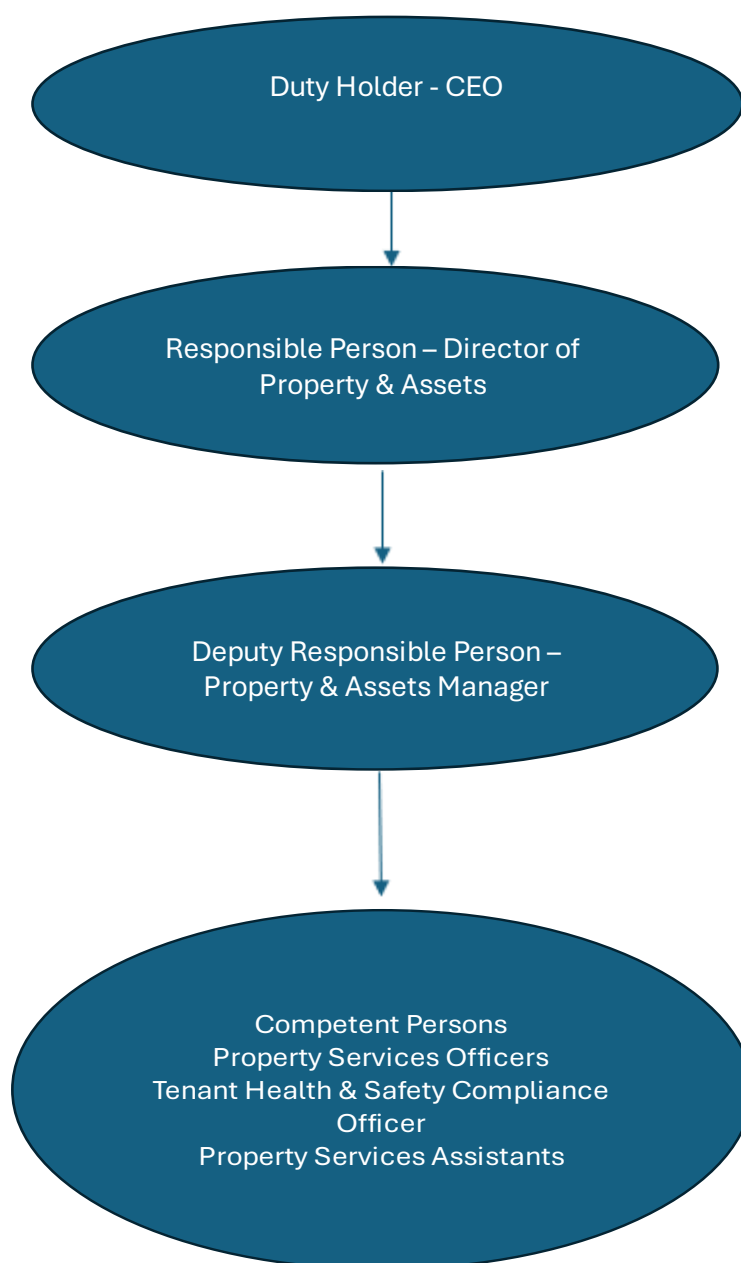
## **9.0 EQUALITIES COMMITMENT**

9.1 Cloch Housing Association Ltd is committed to tackling discrimination on the grounds of sex or marital status, racial grounds, or grounds of disability, age, sexual orientation, language, social origin, or of other personal

attributes, including beliefs or opinions, such as religious beliefs or political opinions.

- 9.2 Cloch seek to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of our work.

## 10.0 ROLES AND RESPONSIBILITIES



- 10.1 More information relating to the roles and responsibilities is detailed within the management procedure.



## **11.0 COMPLAINTS**

- 11.1 Tenants who feel that they have received an unsatisfactory level of service either from Cloch or the contractor will have their complaint handled in accordance with our existing complaints handling policy.

## **12.0 REVIEW**

- 12.1 This policy, procedure and tenant information will be reviewed after three years or should there be any changes in legislation, guidance or good practice then this policy will be reviewed sooner.