

Damp and Mould Policy

Prepared by	Compliance Officer
Policy created	March 2025
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Reviewed by	Operations Sub-Committee

Corporate Fit	Internal Management Plan	✓
	Risk Register	✓
	Business Plan	✓
	Equalities Strategy	✓
	Legislation	✓

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乐意翻译

Our policies provide a framework to underpin our vision and values, to help us achieve our strategic objectives.

Our Vision

Local people, local control.

By providing quality homes and services, we will create stronger communities and a better quality of life for our customers.

Our Values

- Focused on the needs of our customers and communities.
- Supportive of our staff and Committee members.
- Responsible, efficient, and innovative.
- Open and accountable.
- Inclusive and respectful.
- Fair and trustworthy.

Strategic Direction

Consolidation and improvement: Applicable to our core business as a landlord & property manager.

Growth: Through the new build opportunities, we are taking forward.

Partnerships: Where this can help to address shared goals and increase capacity and value.

Resilience: A key priority across all parts of our business.

Strategic Objectives

Services: Deliver quality, value for money services that meet customers' needs

Homes & neighbourhoods: Provide quality homes and neighbourhoods.

Assets: Manage our assets well, by spending wisely.

Communities: Work with local partners to provide or enable services and activities that benefit local people and our communities as a whole

Our people: Offer a great workplace environment that produces a positive staff culture and highly engaged staff.

Leadership & Financial: Maintain good governance and a strong financial business plan, to ensure we have the capacity to achieve our goals.

Our Equalities and Human Rights Commitment

We understand that people perform better when they can be themselves and we are committed to making the Association an environment where employees, customers, and stakeholders can be open and supported. We promote equality, diversity, and inclusion in all our policies and procedures to ensure that everyone is treated equally and that they are treated fairly on in relation to the protected characteristics as outlined in the Equality Act 2010.

Privacy Statement

As data controller we will collect and process personal data relating to you. We will only collect personal information when we need this. The type of information we need from you will vary depending on our relationship with you. When we ask you for information, we will make it clear why we need it. We will also make it clear when you do not have to provide us with information and any consequences of not providing this. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you. Further information about this commitment can be found within our full Privacy Statements.

Policy Scope & Review

For the purpose of this policy the term Association will include all members of the Tollcross Housing Association Limited. Therefore, all employees, governing body members, volunteers, customers and other relevant stakeholders will be expected to adhere to this policy and/or procedure. All policies and procedures are reviewed every 3 years in line with best practice and current legislation. The Association reserves the right to make additions or alterations to this policy and procedure from time to time. Any timescales set out in this policy may be extended where required.

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1. Purpose

- 1.1 The aim of this policy is to ensure appropriate control measures are in place to adequately manage damp and mould within properties.
- 1.2 The procedures detailed within this section have been written to ensure that all reasonable steps have been taken to ensure that problems with damp and mould are identified and dealt with promptly.

2. Definitions

- 2.1 “Penetrating damp” is damp which results from issues with the building which leads to water ingress such as leaking pipes, cracks and blocked guttering. “Rising damp” is caused by defects in the foundation of the building. Both of these are already covered by the Tolerable Standard.
- 2.2 “Condensation damp” is caused by an excess of moisture in the air and poor ventilation. This causes water droplets to form on cold surfaces such as windows and walls. The risk of condensation forming is increased through daily living activities such as bathing, cooking and drying clothes. This type of damp can cause mould to form on the affected surfaces.

3. References

- 3.1
- Housing (Scotland) Act 1987
 - Housing (Scotland) Act 2006
 - The Building (Scotland) Regulations 2004
 - Putting Safety First: a briefing note on damp and mould for social housing practitioners

4. Scottish Housing Quality Standard

- 4.1 The Scottish Housing Quality Standard (SHQS) requires that 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. Procedures and Prevention of Damp and Mould

- 5.1 The Housing Association will develop robust internal procedures on dealing with issues of damp and mould. These procedures will cover handling of reports from tenants or members of staff of damp and mould, escalation procedures and monitoring of reports of damp and mould to ensure the issues are dealt with promptly. Procedures should outline where members of staff from different departments are required to ensure that any damp and mould is dealt with effectively
- 5.2 It is important when dealing with issues of damp and mould to have a thorough understanding of the condition of all housing stock to identify and manage issues at an early stage. As such, stock condition data will be gathered to identify where properties have a greater risk of developing issues with damp and mould.
- 5.3 This information can be gathered by including damp and mould checks as part of any annual property inspection programmes, at the void stage of properties and checking neighbouring properties for damp and mould when problems have developed in a nearby home with similar characteristics.

- 5.4 Where damp or mould is identified in void properties, any issues should be treated before reletting the property.
- 5.5 Void checklists will include checking extractor fans and ventilation systems to ensure they are working properly. Any defects will be noted and repaired in line with the Housing Association's repair and maintenance policies.
- 5.6 Other preventative measures, such as gutter cleaning, will be included in planned maintenance programmes.

6. Treating Damp and Mould and Ongoing Management

- 6.1 Procedures should be aimed at tackling the root cause of damp and mould in addition to treating the effects of it.
- 6.2 To be sure efforts to treat damp and mould have been effective, initial treatments must be supplemented by a follow up visit to check whether the problem has truly been resolved. This should take place at least six weeks after the initial treatment, although any issues reported by tenants in the meantime should be responded to promptly.
- 6.3 Ongoing monitoring procedures will be developed to prevent mould and damp reoccurring. As such, the installation of indoor air quality monitoring units or smart sensors to track humidity and CO2 levels where damp and mould have been reported to be an ongoing issue may be considered.

7. Reporting and Complaints Procedure

- 7.1 Reports of damp and mould should be taken seriously and not treated as a lifestyle problem caused by the tenant. When responding to damp and mould cases, staff should consider the personal characteristics of tenants and whether anybody would have an increased risk to their health from living with damp and mould. Young children, older and disabled people, and people with lung conditions, compromised immune systems and certain other health problems are at increased risk of illnesses resulting from damp and mould.
- 7.2 Complaints processes must be easy for tenants to understand, access and use. Tenants should be aware of how they can make a complaint and what steps they can take if they are not happy with the result of a complaint.
- 7.3 The Housing Association will implement a procedure to review complaints, assess what went wrong, and as a result make changes where needed to policies, procedures, and staff behaviour in order to ensure they continually improve their performance.

8. Training

- 8.1 All staff should be provided with training on how to effectively deal with complaints of damp and mould to ensure the issue is properly dealt with in a timeous manner.
- 8.2 All staff, particularly those who may enter tenants' homes or respond to repair requests, should be trained to identify damp and mould and understand the Housing Association's policies and processes for responding to it.
- 8.3 Staff who are likely to respond to reports of damp and mould must be trained and appropriately equipped to assess the issue (including safe use of PPE), identify the root cause, and respond appropriately.

9. Tenant Communication and Information

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- 9.1 The Housing Association will provide tenants with information about everyday activities such as: cooking, leaving clothes to dry in rooms and on radiators and taking hot showers that can cause condensation which can lead to dampness and the growth of mould.
- 9.2 The Housing Association will encourage tenants to report concerns around damp and mould as soon as they notice a problem arising.
- 9.3 The Housing Association will provide tenants with information on the risks of living with mould and damp, how to identify and report these issues, what steps the landlord will take to address the problem and expected timescales for completion of remedial works.
- 9.4 Tenants will also be provided with information on complaints procedures, for if they are not satisfied with the Housing Association's response, and details for the Scottish Public Services Ombudsman.
- 9.5 Tenant information should be clear, easy to understand and accessible for all tenants. This may require a range of communication methods such as email, text, leaflets and tenant newsletters.
- 10. Data Management**
- 10.1 An effective response to damp and mould cases, particularly where the problem is complex or persistent, will require knowledge of the property, the resident and historic repairs work. As such, all relevant information about properties and tenants must be recorded along with all actions taken by staff and concerns raised by tenants or third parties
- 10.2 All targets set for repairs and maintenance work, including responses to damp and mould, must be designed with effective end goals in mind. For damp and mould, a key focus of targets should be whether the issue reoccurred after the initial treatment. This requires a robust data management system to be developed to ensure all necessary documentation is appropriately stored.
- 10.3 Good data management is critical to effectively dealing with complaints. The Housing Association should be able to evidence the actions taken, including steps to check whether treatments were successful, and how long it took to respond to requests and complaints.

Appendix 1 – Equality & Human Rights Impact Assessment

Policy	Damp and Mould		
EIA Completed by	Joe Wilson, Technical Director	EIA Date	31 March 2025
1. Aims, objectives, and purpose of the policy / proposal			
The aim of this policy is to ensure appropriate control measures are in place to adequately manage damp and mould within properties.			
2. Who is intended to benefit from the policy / proposal?			
Tenants, staff and contractors.			
3. What outcomes are wanted from this policy / proposal?			
The procedures detailed within this section are to ensure that all reasonable steps have been taken to ensure that problems with damp and mould are identified and dealt with promptly.			
4. Which protected characteristics could be affected by proposal?	<input type="checkbox"/> Age	<input type="checkbox"/> Gender reassignment	<input type="checkbox"/> Religion or belief
	<input type="checkbox"/> Disability	<input type="checkbox"/> Marriage & civil partnership	<input type="checkbox"/> Sex
	<input type="checkbox"/> Race	<input type="checkbox"/> Pregnancy and maternity	<input type="checkbox"/> Sexual orientation
5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.			
Although the protected characteristics are not relevant, when responding to damp and mould cases, staff should consider the personal characteristics of tenants and whether anybody would have an increased risk to their health from living with damp and mould. Young children, older and disabled people, and people with lung conditions, compromised immune systems and certain other health problems are at increased risk of illnesses resulting from damp and mould.			
6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4			
7. What actions are required to address the impacts arising from this assessment? (This might include; collecting data, putting monitoring in place, specific actions to mitigate negative impacts).			
8. Consider the impact and actions to be considered for the following Human Right articles:			
Article 6: Right to a fair trial			
Everyone should be given the opportunity to participate effectively in any hearing of their case and present their side.			
Impact: N/A	Actions: N/A		
Article 8: Right to respect for private life, family life & the home			
Everyone has the right to access and live in their home without intrusion or interference.			
Impact: N/A	Actions: N/A		
Article 14: Prohibition of discrimination			
Everyone has equal access to the other rights contained in the Human Rights Act.			
Impact: N/A	Actions: N/A		