

## Damp and Mould Policy and Procedure

(Ref: PS/24 )

**Purpose of Policy:** The policy sets out the role and responsibilities that the Association has when dealing with incidences of damp and mould in properties.

Policy Monitoring Details	
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<b>Status:</b>	Group Policy
<b>Date Approved by Board:</b>	25 October 2023
<b>Updated:</b>	
<b>Planned Review Date:</b>	October 2028
<b>Regulatory Outcomes being achieved:</b>	<b>Standard</b>
<b>Relevance to Association Values</b>	Committed <b>Agile</b> we are able to respond quickly and take appropriate action People-Focussed <b>Professional</b> we comply with all regulatory and legislative requirements
<b>Tenant Consultation Required:</b>	No

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## **1. Introduction**

**1.1** It is estimated that, in the UK, between 10 – 50% of homes are affected by condensation and damp conditions. These conditions are often prevalent in Social Housing and low income communities. Condensation and dampness can be caused by overcrowding, lack of appropriate heating, ventilation and insulation; our tenants can experience a substantially higher proportion of damp and mould than the national average.

The Health and Safety of the Association's tenants and residents is fundamental when developing policies and procedures to ensure that our customers have warm, safe and healthy homes to live in as a basic right.

This policy sets out how the Association will respond to incidences of damp and mould to ensure that our tenants are not adversely affected by it.

## **2. Legislation and Statutory/Regulatory Requirements**

- Housing Scotland Act (2014)
  - Scottish Housing Quality Standard (SHQS)
    - Meet the tolerable standard
    - Be free from serious disrepair
    - Be energy efficient
    - Have modern facilities and services
    - Be healthy, safe and secure
  - Energy Efficiency Standards in Social Housing (ESSH)
  - Climate Change (Scotland) Act 2019
  - Scottish Housing Regulator Regulatory Standards, in particular
    - RS1 The Board leads and directs the RSL to achieve good outcomes for its tenants and other service users
    - RS 2 The Association is open and accountable for what it does, understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is in the sustainable achievement of these priorities
- Scottish Social Housing Charter – Standard 5 Social landlords manage their businesses 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

## **3. Principles and objectives**

The Damp and Mould Policy aims to ensure that the Association is compliant with all current legislation and investigates any damp and mould issues that arise to ensure the health and safety of tenants. This policy has been created to ensure that whenever possible, tenants are not adversely affected by the causes of condensation, damp or mould and that the Association takes a pro-active approach to tackle, manage and report on the causes of the above.

#### **4. Aim**

The Association will provide and maintain a comfortable, warm and healthy home, free from damp, condensation mould , or disrepair and where possible exceed the regulations set out in the Scottish Housing Quality Standards (SHQS).

The Association will undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate, damp, mould including managing and controlling condensation.

The Association will ensure that the fabric of our homes is protected from deterioration and damage resulting from, or contributing to, damp and mould issues.

The Association will ensure that tenants are treated in a fair, consistent and supportive way, and recognise that having a dampness or mould issues in your home can be distressing.

#### **5. Roles and responsibilities**

##### **Board of Management**

The Board of Management is responsible for providing leadership and direction on Health & Safety matters. A six monthly report will be presented to the Board as part of the Tenant and Resident Safety Strategy monitoring, to appraise on the condition of the Association's properties as pertaining to Health & Safety.

##### **Chief Executive Officer**

The CEO will hold ultimate responsibility for the development and implementation of the Damp and Mould Policy.

##### **Property Services Director**

The Property Services Director holds delegated responsibility for the Implementation, management and control of the policy and to coordinate and deliver compliance through operational procedures.

##### **Staff**

All persons employed by MEHA to provide front line services must be aware of the Damp and Mould Policy and Procedures. They should know who is responsible for ensuring that any reports of incidents of condensation, damp or mould are investigated and addressed appropriately. All works should be carried out in such a way that ensures the health and safety of the tenants, and with minimum disturbance to tenants.

#### **6. Our Approach to Managing Damp and Mould**

We will :

- work in partnership with tenants to resolve and understand how to reduce condensation, damp and mould issues and support our them to make positive changes.

- retain a register of properties affected with action plans. The key statistics from the Damp and Mould register will be reported to the Board on an 6 monthly basis.
- seek to visit a tenant's home within 7 days of a report of mould. Where this is not possible for the tenant we will arrange a visit to their home as soon as possible thereafter.
- undertake responsive repairs to alleviate damp and mould issues as quickly and efficiently as possible to minimise damage to the fabric, fixtures and fittings of the property.
- enhance our knowledge and the understanding of the Association's housing stock and the type of properties and component which have a higher likelihood to suffer from damp and mould – improving profiling and recording.
- plan our staff, contractor and consultancy resources to respond to the volume of enquiries and required inspections.
- work in partnership with specialist companies for the provision of specialist survey reports and make use of new technology such as linked environmental sensors to better understand causes and solutions.
- train and develop staff and provide with skills and testing equipment to identify and differentiate between signs of damp, condensation and mould and understand the causes and remedial actions.
- consider the issues of damp, condensation and mould when developing investment programmes eg heating, ventilation and insulation comply with all statutory and regulatory requirements and sector best practice.

All cases of damp and mould will be investigated and categorised:

**Category 1** extensive mould with underlying issue causing significant risk of serious detriment to the property. This will require more than one appointment, or a more structural fix, following the treatment of the mould. and / or follow up repairs, after the initial treatment of the mould.

**Category 2** requires a fungicidal washdown and decoration of a larger physical area or small scale remedial works and /or some redecoration which will require a longer appointment to complete

**Category 3** requires advice only and signposting

## 7. Procedures

The Damp and Mould Procedures associated with this Policy will include, as a minimum:

- Survey the property, following a prescribed format, checking for water leaks, water penetration, sources of moisture, humidity levels and any hazards. and confirmation that the property is fit for human habitation
- Check type and size of damp patches and locations of instances in one room aor multiple rooms

- Check heating method and the operational performance of the system ensuring the property has ability for adequate heat delivery
- Check ventilation is adequate for airborne moisture including checks of windows, trickle vents, any ventilation grilles and mechanical fan units.
- Check method of drying clothing- internal or drying green.
- Check if any known medical conditions affecting health of residents in the property and if Medical evidence required
- Consideration of the individuals residing in the property and normal daily living routines
- Consider normal cleaning pattern for the property
- Any previous case history
- Any repair treatment to date
- Record of all correspondence

And will go on to consider the prescribed treatment / fix ;

1. Eradicate water penetration
2. Improve ventilation
3. Improve insulation
4. Assistance with cleaning / mould removal
5. Schedule of work and Timeframe for response / fix
6. Property fabric remediation / removal of embedded mould
7. Follow up / reinspection time frame
8. Advisory conversation with tenant / purge ventilation
9. Signpost to energy support agency
10. Any compensation due

## **8. Publicising this policy**

This policy will be made available to all staff and Board members, and will be published on the Association's web site and notified to contractors, agents and consultants. Alternative formats and languages will be available on request.

## **9. Other relevant or related policies**

- Tenant and Resident Safety Strategy
- Property Re-Let Standard

## 10. Definitions

**Damp** – excess moisture, liquid or vapour, such as rain from leaks, humid air and condensation,

**Condensation** – water vapour turning to moisture beads on surfaces of cooler temperature

**Mould** – a fungi and organism, requiring 5 – 35 degree temperature