

Damp and Mould Policy

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1. Purpose

- 1.1. The aim of this policy is to proactively manage the potential risks arising 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. Through this policy, we will establish appropriate processes, guidance, and knowledge to ensure all our properties are well maintained and free of damp and mould that could risk the health and safety of customers living in homes or buildings owned or managed by the Clyde Valley Group.
- 1.3. This policy is to ensure we assist our customers, supporting them to provide remedial work for damp and mould and improve the homes they live in, this will also ensure that the Clyde Valley Group meets its legal, contractual, regulatory, and statutory obligations.

2. Objectives

- 2.1. The key policy objectives contained in this policy will ensure that Clyde Valley Group:
 - Ensure that customers are treated in a fair and consistent way. Considering all circumstances, so where we provide advice, that advice is suitable and assists our customers' needs.
 - Focus on working in partnership with customers ensuring that a safe and healthy internal environment is provided.
 - Always communicate effectively to our customers in relation to the delivery of our responsive repairs service and enable them to communicate effectively with us.
 - Undertake effective investigations and implement all reasonable repair solutions and improvements to eliminate damp including, managing, and controlling condensation.
 - Ensure that customers have access to and are provided with comprehensive advice and guidance on managing and controlling damp and condensation.
 - Comply with statutory, regulatory, and contractual requirements and good practice.
 - Ensure budgets are used effectively and efficiently to deal with damp, mould, and condensation problems.
 - Implement new data quality and insight measures to assist with informing us of the possible risks to our properties so that we can undertake proactive measures to eliminate damp, mould, and condensation before it becomes a problem for our customers.
 - Ensure that the fabric of our properties is protected from deterioration and damage resulting from damp, mould, and condensation.
 - Respond to all reports of damp and condensation and complete any repair works/measures in line with the Repairs and Maintenance Policy, complying with all legislation. This will be dependent on the severity and urgency of the problem, the complexity of the solution and the repair works/actions required.
 - We will make reasonable attempts to access the property to inspect and carry out the works. All logged repairs must have evidence of at least three attempts to contact the customer. Written communication must then be provided to the customer asking them to contact us to organise a new repair and record each attempt on our customer database.
 - We will follow up each completed repair within six months of any damp and mould repair work being carried out.

3. References

- The Scottish Housing Regulator Performance Standards.

- The Scottish Housing Quality Standard / EESSH (Energy Efficiency Standard for Social Housing)
- The Scottish Social Housing Charter
- Housing (Scotland) Act 1987
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2014
- Disability Discrimination Act 2005
- The Equality Act 2010
- The Environmental Health Protection Act 1990
- Property Factors (Scotland) Act 2004
- Tenements Scotland Act 2004
- Procurement Regulations
- Right To Repair

4. Definitions

4.1. Rising Damp

The movement of moisture from the ground rising through the structure of the building through capillary action.

4.2. Penetrating Damp

The result of water infiltration through an external wall and into the property. This occurs either due to water entering through a defect in the building and/or when external brick or stone walls have degraded to the point where they become porous and allow water ingress to pass through the external wall into the property.

4.3. Condensation

Water which collects as droplets on a cold surface when humid air is in contact with it.

The conditions that may increase the risk of condensation are:

- Lack of ventilation within the property.
- Inadequate heating
- High humidity
- Overcrowding

5. Roles and Responsibilities

5.1. People Directorate

All housing professionals should understand the significance of damp and mould issues and training should be provided for all staff. The following training will be applicable:

- General awareness-raising training for all staff: 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 organisation's policies and processes for responding to it.

- Specific, technical training for staff dealing with damp and mould: staff who will respond to reports of damp and mould must be trained and appropriately equipped to assess the issue including use of PPE), identify the root cause, and respond appropriately.

5.2. **Contact Centre**

Record and categorise any customer interaction due to damp and mould to allow management reports to be ran.

Promote and provide general advice and guidance on how to control damp and condensation.

5.3. **Repairs Team**

- Investigate to determine the cause of damp and condensation and carry out remedial repairs and actions in accordance with our repairs policy.
- Diagnose the cause of damp correctly and deliver effective solutions based on the ethos of dealing with the cause of the damp not just the symptom and wherever possible fixing first time.
- Promote and provide general advice and guidance on how to control damp and condensation.
- Undertake a property inspection when a repair is reported relating to suspected Damp, Mould & Condensation.
- Inform the customer of the findings of the investigations following a property visit. This will include identifying the possible causes of damp, recommending effective solutions and all necessary remedial works / actions / enhancements and the estimated timescales to complete the works /measures; keeping the customer updated throughout the process from inception to completion.
- Ensure that only competent contractors will be employed to carry out any works and that the customer's possessions are adequately protected during the works.
- Responsible for maintaining customers' homes to avoid penetrating and rising damp and for carrying out remedial action if these problems occur.
- Undertake reasonable improvement works required to assist in the management and control of condensation dampness.
- Make good internal surfaces following any repairs work carried out ensuring that surfaces are prepared to a condition ready for the customer to redecorate. Where there is need to decorate following remedial work carried out by the Clyde Valley Group, a decoration voucher to cover the cost of the materials needed to make good the decoration will be provided to the customer.
- Consideration will be given to customers and their specific individual or family circumstances, with a view to aiding which may include painting of finished surfaces. The nature of the decoration will be at the discretion of the Repairs and Maintenance Manager.

5.4. **Asset Team**

Proactively collect damp and mould data during stock condition surveys and ensure where practicable that all customer's homes meet or exceed the energy efficient standards as prescribed within the Scottish Housing Quality Standard.

5.5. Customer Service Team

Where internal conditions within a home, for example, overcrowding and excessive hoarding of personal belongs are influencing health and wellbeing of the occupants or are preventing inspections or repairs works being carried out, provide support and assistance to review the customer's options that may include moving to more appropriate or alternative suitable accommodation or providing temporary accommodation in line with the CVHA Decant policy.

Promote and provide general advice and guidance on how to control damp and condensation and that each new tenancy startup packs contains relevant advice.

6. Tenant Responsibilities

6.1. Immediately report any evidence of rising and penetrating damp (see definitions) and faulty equipment that will affect the management of humidity and moisture in the home (faulty extract fan, unable to open windows, heating system failure etc.)

6.2. Help reduce the conditions that lead to condensation dampness by:

- Keeping the presence of moisture to a minimum e.g., covering pans when cooking, drying laundry outside (where possible), where it is safe to do so, keeping the kitchen or bathroom door closed when cooking or bathing.
- Adequately heating rooms – ideally at 18°C.
- Keeping the house well-ventilated e.g., opening windows during cooking / bathing, turning on and ensuring that the extractor fan or ventilation system installed in their home is regularly cleaned and working, keeping trickle vents in windows open, and allowing air to circulate around furniture.

6.3. Follow all advice and guidance issued by us on managing humidity and moisture in the home which can lead to condensation. This information can be found on the Clyde Valley Group website.

6.4. If all reasonable efforts have been made to manage and control the presence of condensation and mould, and this has not been successful contact us immediately.

6.5. Allow access for inspections and for the carrying out of all remedial works. If following an inspection by a surveyor, the outcome shows that all reasonable measures are in place for the customer to adequately control condensation and mould, further advice and support will be given to the customer.

7. Review

7.1. This Policy will be reviewed every 3 years. Consideration will be given to any changes in legislation, good practice, or operational changes, which may affect the content of this policy.

Policy Change History

Version No:	Substantive Change	Author of Change	Approval	Date	Website
1.0	New policy created	R Pollock	Board	28/08/23	Y
1.1	Policy no. allocated	A Cavinue		05/09/23	Y