CLYDE VALLEY GROUP

Policy Name: Damp and Mould Policy

Policy Number: M14

<table>
<tr><td>Policy Owner</td><td colspan="3">Repairs and Maintenance Manager</td></tr>
<tr><td>Responsible Executive</td><td colspan="3">Director of Property and Development</td></tr>
<tr><td>Effective Date</td><td colspan="3">June 2026</td></tr>
<tr><td>Review Date</td><td colspan="3">June 2029</td></tr>
<tr><td>Approved By</td><td colspan="3">Board</td></tr>
<tr><td>Date Approved</td><td colspan="3">29 June 2026</td></tr>
<tr><td rowspan="4">EIA Status</td><td rowspan="2">Initial Screening Conducted</td><td>Yes</td><td>No</td></tr>
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<tr><td rowspan="2">Full EIA Conducted</td><td>Yes</td><td>No</td></tr>
<tr><td></td><td></td></tr>
<tr><td>Posted on Website</td><td colspan="3">Yes</td></tr>
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Contents

1. Introduction

CVG is committed to preventing and effectively managing damp and mould across all homes and buildings that it owns, manages or leases. The Group recognises the impact that damp and mould can have on residents' health, wellbeing and quality of life, as well as on the condition and long-term sustainability of its properties.

This policy sets out the Board-approved framework for ensuring that damp and mould risks are identified, assessed, addressed and monitored in a resident-focused, health-led and risk-based way. It supports compliance with statutory, regulatory and governance obligations and provides assurance that clear accountability, escalation and oversight arrangements are in place.

The Group will seek to ensure that our approach to damp and mould aligns with the current outcomes and expectations of the Scottish Housing Regulator. We recognise that legislation, guidance and standards for social landlords in relation to damp and mould continue to evolve. It is the responsibility of the Group to respond to changes and to amend policy, procedures and resources as required to ensure that new applicable standards and objectives are met.

2. Scope of the Policy

This policy applies to all premises owned, occupied, managed or leased by CVG, including social rented, market and mid-market rented homes, offices, communal areas and other buildings under the Group's control.

The policy applies to all relevant staff, contractors, residents and stakeholders involved in the identification, reporting, assessment, remediation, monitoring and prevention of damp and mould. Operational procedures, detailed process notes and service-specific guidance sit outside this policy and support its implementation.

3. Policy Aims and Objectives

The aim of this policy is to provide a robust governance framework for the prevention and management of damp and mould across CVG properties, ensuring resident safety, legal and regulatory compliance, effective risk management and clear accountability.

CVG will adopt a proactive, risk-based and resident-focused approach to damp and mould. The Group will prioritise early identification, timely investigation, proportionate remediation, effective communication, clear escalation and accurate record-keeping. The Board will receive assurance that arrangements are operating effectively and that learning is used to improve outcomes.

4. Policy Requirements

CVG will take all reports and identified risks of damp, mould and condensation seriously and will operate a resident-focused, health-led and risk-based response. The Group will ensure that damp and mould cases are recorded, assessed, prioritised, investigated, addressed and monitored through to resolution.

All communication with customers will be clear, accessible, respectful and non-judgemental. CVG will not attribute damp or mould to lifestyle or occupancy factors without first completing an appropriate investigation of relevant property-related causes.

Operational procedures will define the detailed processes, timescales, categorisation criteria, case management requirements and customer communications needed to implement this policy. These procedures will be maintained by the responsible service area and reviewed in response to legal, regulatory, operational or assurance requirements.

5. Roles and Responsibilities

CVG will maintain clear accountability for the effective governance and delivery of this policy. The Board is responsible for approving the policy and seeking assurance that damp and mould risks are being managed effectively. The Chief Executive is accountable for ensuring appropriate organisational arrangements are in place. The Director of Property and Development is responsible for strategic leadership, performance oversight and escalation. Operational managers are responsible for implementing procedures, maintaining accurate records, managing contractors and ensuring cases are progressed in line with agreed standards. Staff, contractors and customers have responsibilities to report concerns, support access and cooperate with actions required to resolve damp and mould risks.

6. Legal and Regulatory Framework

CVG will comply with all applicable legal and regulatory duties relating to damp and mould, including requirements connected to health and safety, the Repairing Standard, property condition, equality, human rights, tenant and resident safety, and Scottish Housing Regulator expectations.

This policy supports compliance with the legal and regulatory framework applicable in Scotland and is intended to ensure that CVG has appropriate arrangements in place for the prevention, identification, categorisation, investigation, remediation, escalation, communication and monitoring of damp and mould cases. In advance of any specific Scottish statutory timescales being introduced, CVG will adopt relevant Awaab's Law principles as an operational benchmark for prompt investigation, timely communication, early safety action and escalation where risks to health or safety are identified. This does not alter the legal framework in Scotland but reflects the Group's commitment to good practice and resident safety.

The Scottish Housing Regulator's requirements are also central to this policy. The Group must have assurance and evidence that it is meeting its legal obligations in relation to housing services, equality and human rights, and tenant and resident safety. Damp and mould management forms part of these wider landlord responsibilities and must be supported by robust governance, effective operational controls, clear escalation routes and reliable records.

The Group will maintain systems, records and assurance arrangements capable of demonstrating compliance with relevant legislation, regulatory requirements, the Scottish Social Housing Charter, Annual Return on the Charter requirements and the Annual Assurance Statement. Potential tenant and resident safety matters will be escalated and considered for regulatory notification in line with the Group's governance arrangements.

7. Communication and Awareness

CVG recognises that effective communication and awareness are essential to early reporting, timely access, effective case management and resident confidence. Information will be clear, accessible, non-judgemental and appropriate to the needs of the customer.

This policy will be published on the Group's website and made available in accessible formats on request. Staff, contractors and relevant stakeholders will receive communication and awareness activity appropriate to their role and responsibilities.

Customers will be provided with information on how to report damp and mould, what to expect once a report is made, how access will be managed, what support may be available and how concerns can be escalated if they are dissatisfied with the service received.

8. Risk Management

CVG will manage risks arising from damp and mould in accordance with its Risk Management Policy, ensuring that risks are identified, assessed, recorded, controlled, escalated and reviewed in a consistent and proportionate manner. Risk management activity under this policy will support the resident-focused, health-led and risk-based approach set out and will consider both individual case risk and wider organisational risk.

The Group will take a proactive and systematic approach to damp and mould risk management. This will include the assessment of risks to health and safety, safe occupation, property condition, compliance, service delivery and reputation; the categorisation and escalation of high-risk cases; the identification of trends, systemic issues and recurring failures; and the use of assurance activity, performance data, complaints, incidents and case learning to inform prevention and continuous improvement. Where damp and mould risks meet the Group's escalation thresholds or indicate a potential tenant and resident safety matter, they will be escalated and managed through the appropriate operational, governance and corporate risk arrangements.

9. Improvement, Monitoring and Review

This policy will be reviewed at least every three years, or sooner where required by changes in legislation, regulation, guidance, case law, good practice, business need or learning arising from damp and mould cases. Reviews will take account of performance information, assurance findings, complaints, customer feedback, audit outcomes and relevant regulatory developments.

CVG will maintain performance monitoring, internal assurance and reporting arrangements to provide senior management and Board oversight of damp and mould risks, trends, case outcomes, complaints, contractor performance, audit findings and improvement actions. Key performance measures will be defined through operational procedures and reported through the Group's governance framework.

10. Key References and Supporting Documents

Supporting documents include related policies, procedures, standards and operational guidance that inform compliance and implementation. This policy should be read in conjunction with CVG's:

- Asset Management Plan
- Damp and Mould Procedure
- Repairs and Maintenance Policy
- Void Management Policy
- Health and Safety Policy
- Risk Management Policy
- Procurement Strategy and Procurement Policy
- Customer Engagement Strategy
- Access and Gaining Entry Procedure
- Complaints Policy
- Rechargeable Repairs Policy
- Equity, Diversity and Inclusion Policy
- Data Protection and Privacy Policy or Privacy Notice

These documents support a joined-up approach to identifying, assessing, escalating, resolving and preventing damp and mould, and to managing associated health, safety, customer service, compliance and regulatory risks.

Key references include applicable legislation, regulatory requirements, guidance and recognised standards relevant to damp and mould management:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2014
- Building (Scotland) Regulations 2004
- Equality Act 2010
- Human Rights Act 1998
- Scottish Housing Regulator Regulatory Framework and Annual Assurance Statement requirements
- Annual Return on the Charter requirements relating to damp and mould
- Scottish Social Housing Charter

These references and supporting documents inform the Group's legal duties, regulatory obligations and good practice approach to damp and mould and help ensure that policy implementation is evidence-based, consistent and capable of providing assurance on resident safety, compliance and service performance.

11. Data Protection

CVG will process personal data in accordance with current data protection legislation, the Group's Privacy Policy and relevant Privacy Notices. Information collected and used in relation to damp and mould will be limited to what is necessary for case management, support, compliance, assurance and reporting purposes.

12. Equity, Diversity and Inclusion

At CVG we value people and their diversity and strive to be inclusive. We respect others, regardless of personal differences and we listen to people to understand their needs and tailor our services accordingly. We will strive to promote equal access to our service for all members of the community and provide fair and equal treatment, promoting human rights in line with our Equity, Diversity and Inclusion Policy.

13. Approval and Review History

This section should include any version control, what changes were made to the document and when these were approved and by whom.

Version	Date of Change	Author of Change	Changes	Approve by	Date Approved
1.0	01/06/2026	J Hands/ N Macholla	Full review and new format and content applied	Board	29/06/26