

DAMP AND MOULD POLICY

****NEW****

POLICY NO.69

Date of Implementation	August 2026
Date of Next Review	August 2029
Regulatory Standards of Governance and Financial Management	Regulatory Standard 1: <i>The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</i> Guidance: 1.3 Regulatory Standard 2: <i>The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</i> Guidance: 2.4 Regulatory Standard 3: <i>The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.</i> Guidance: 3.1

1. INTRODUCTION

- 1.1 Glen Housing Association is committed to ensuring that all homes are safe, warm and healthy places to live. This policy sets out how we will prevent, identify and respond to damp, mould and condensation, ensuring that issues are addressed quickly, effectively and in line with legal requirements.
- 1.2 The Association recognises that excessive mould and damp can be a serious issue which can affect the health and wellbeing of its tenants. We will ensure that we have appropriate and proactive systems in place to record cases of mould and damp, identify causes and take action to deal with issues effectively.

The Damp and Mould Policy should be read in conjunction with the Association's Repairs Policy, Right to Repair Policy, Asset Management Strategy and associated procedures.

2. LEGAL REQUIREMENTS

- 2.1 The Association as a landlord, is under a general obligation to keep its properties wind and watertight and generally fit for human habitation including being substantially free from damp, rising damp and penetrating damp.

It is also bound by a number of specific legal requirements, including the Right to Repair which governs both the need to repair and the execution of the work.

The Association will undertake to comply with the relevant legislation, together with all other legal requirements including but not limited to, compliance with:

- Housing (Scotland) Acts 1987, 2006 & 2025
- The Scottish Housing Quality Standard (SHQS)
- The Building (Scotland) Regulations 2004
- Social Housing (Regulation) Act 2023?
- Investigation and Commencement of Repair (Scotland) Regulations 2026 (commonly referred to as Awaab's Law)

- 2.2 We will continuously monitor legislative developments and regulatory guidance and update this policy as necessary to maintain compliance.

2.3 Scottish Social Housing Charter

The Scottish Government introduced the Scottish Social Housing Charter (The Charter) in April 2012, which supports their long-term goal of creating a safer and stronger Scotland, and improving the quality and value of services provided by Registered Social Landlords.

The Charter clearly defines the standards and outcomes that all social landlords should strive for when carrying out their housing activities, as well as assisting tenants and other stakeholders in holding landlords accountable.

There are 16 Standards and Outcomes in the Charter that are reported on as part of the Annual Return on the Charter (ARC). In implementing this, the Association specifically aims to achieve the following Charter Outcomes:

1: Equalities

Social landlords perform all aspects of their housing services so that:

- *every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.*

2: Communication

Social landlords manage their businesses so that:

- *tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.*

3: Participation

Social landlords manage their businesses so that:

- *tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.*

4: Quality of housing

Social landlords manage their businesses so that:

- *tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH).*

5: Repairs, maintenance and improvements

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. OUR COMMITMENT

3.1 Glen Housing Association (*hereafter known as The Association*) will: -

- Respond promptly and proportionately to all reports of damp and mould
- Work in partnership with our tenants and their household to offer support, not blame
- Identify root causes of damp and mould issues and not make assumptions, based on lifestyle
- Prioritise health, safety and wellbeing, particularly for vulnerable households
- Continuously improve through feedback, monitoring and evaluation

4. DEFINITIONS

4.1 Damp and mould can arise from different causes: -

- Rising damp – moisture from the ground due to structural issues
- Penetrating damp – water entering through building defects (e.g. roofs, walls, gutters)
- Condensation – moisture in the air settling on cold surfaces due to ventilation or heating imbalance.
- Traumatic damp – caused by a sudden and severe event, i.e. major leaks and floods

5. ROLES AND RESPONSIBILITIES

5.1 The Association will:

- Investigate all reports of damp and mould
- Carry out inspections and necessary repairs
- Maintain accurate records of all cases
- Provide advice, guidance and support
- Take action to carry out repairs within a reasonable timescale
- Monitor performance and improve services

5.2 Tenants or members of their household will be expected to:

- Report damp, mould or condensation early
- Allow access for inspections and repairs
- Engage with advice and support offered

6. TIMESCALES AND PRIORITIES

6.1 All cases will be assessed taking into consideration, any tenant vulnerabilities and/or risk to health and safety.

6.2 The Association will operate the following response timescales, after an initial determination:

- Inspect within 10 working days of initial report of damp and mould, If practical, initial treatment will take place during the inspection to minimise any risk to tenants
- Following inspection, the tenant will be informed of findings and next steps within 3 working days.
- Repairs will be started within 5 days of the inspection and completed within 20 working days from commencement, unless there are exceptional circumstances.
- Temporary measures may be used where immediate health risks are identified such as the use of a dehumidifier.
- In extreme cases tenants may be decanted from the property to allow work to be completed.
- Where a tenant has not provided access following a report of damp or mould, legal action may be taken to force access. The above timescales will be paused whilst legal action is ongoing.

7. TRAINING

Staff and contractors will receive training to:

- Identify damp and mould issues.
- Assess the severity and associated risks of damp and mould, including risks to tenant health, safety and wellbeing.
- Understand and apply the Association's policies and procedures on damp and mould.
- Communicate effectively with tenants and their household.
- Record and manage cases accurately

8. RECORD KEEPING AND DATA MANAGEMENT

Effective record keeping is essential. The Association will maintain a robust recording and reporting system in relation to cases of Damp and Mould.

All reports will be recorded on our Housing Management System as a Damp & Mould Case, and following inspection, will be classified in line with the Scottish Housing Regulator's reporting requirements.

Quarterly reports will be presented to the Board through the tenant safety section of the quarterly Repairs Report, detailing the number of cases reported, the classification of cases and the average time to resolve. Annual figures are reported to the Scottish Housing Regulator through our Annual Return on the Charter (ARC).

Case data will be reviewed in order to monitor performance, identify any trends or common issues and to help improve performance and service delivery.

9. COMPLAINTS

As per our Complaints Handling Procedure, Glen Housing Association is committed to providing high-quality customer services. However, if anyone does wish to raise a complaint, this can be done so in person at any of our offices, by telephone, in writing, by email or using our complaints form on www.glenhousing.co.uk

10. OUR COMMITMENT TO EQUALITY & DIVERSITY

Glen Housing Association is committed to promoting fair and equal treatment for all and is opposed to any form of unlawful discrimination. We operate an Equality & Diversity Policy which informs all aspects of our business and ensures we adhere to the Equality Act 2010.

In line with our commitment and upon request, the Association can make this Policy available, free of charge, in a variety of alternative formats including large print, audio, Braille and community languages.

11. GENERAL DATA PROTECTION REGULATIONS

The Association will treat all personal data in line with its obligations under the current data protection regulations and its own Privacy Policy. Information regarding how personal data will be used and the basis for processing it is provided in the our Fair Processing Notice.

12. REVIEW

This Policy will be reviewed on a three yearly basis unless there is a requirement to review earlier in response to new legislation/policy guidance. Reviews will consider changes to legislation, regulations, performance standards and good practice.