



Gardeen Housing Association Ltd
Building a Better Future

GARDEEN HOUSING ASSOCIATION

MANAGING MOULD, DAMPNESS AND CONDENSATION POLICY

Implementation	2025/26
Next Review	2026/27

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1.0 Introduction

Gardeen Housing Association aims to ensure that we provide safe and healthy homes for our tenants and their household and protect the fabric of our property.

Gardeen Housing Association will respond promptly to any reports of mould, dampness or condensation and continue to monitor the effectiveness of both the advice we offer to tenants and any remedial work we undertake.

We will ensure that void properties are inspected to ensure that there is no mould or dampness, or where present that this is treated, removed and the cause repaired prior to the property being re-let.

2.0 Definition

Mould spores can pose a danger to health, particularly to children, older people and people with existing skin and respiratory conditions or a weaker immune system which can also have an impact on mental wellbeing.

Types of dampness

Rising Damp: This is generally the build-up of moisture through the building from the ground, rising through the building.

Penetrating Damp: (including internal escapes of water). This type of dampness occurs where water penetrates the external structure or unattended internal water escapes which can cause rot, dampness and damage to the fabric of the building.

Condensation: Condensation occurs when moisture generated and present in a warm location comes into contact with a cold surface which then condenses into droplets of water.

3.0 Policy Objectives

The aim of this policy is to set out how the Association will meet its statutory duties in relation to the management of mould, dampness and condensation.

The policy sets out the key policy objectives, control measures and accountabilities for ensuring the management of mould, dampness and condensation.

4.0 Legal Duties & Statutory Guidance

The policy will comply with a wide range of legislative and regulatory requirements including:

- The Scottish Secure Tenancy Agreement;
- The Scottish Housing Regulatory Framework;
- The Scottish Social Housing Charter;

- Housing (Scotland) Act 1987, 2001, 2006, 2010 & 2014;
- Property Factors (Scotland) Act 2004;
- The Equality Act 2010;
- The Scottish Housing Quality Standard / EESSH (Energy Efficiency Standard for Social Housing);
- The Scottish Housing Quality Standard developed by the Scottish Government requires that the 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.

5.0 The Scottish Social Housing Charter

This policy statement supports Gardeen Housing Association in achieving the following relevant Charter Outcomes and Standards:

1: Equalities

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

Housing Quality & Maintenance:

4: Quality of Housing – *Social landlords manage their businesses so that:*

- *tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS) and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.*

5: Repairs, Maintenance & 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.*

13: Value for Money

- *Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.*

6.0 Scope

The policy applies to Gardeen Housing Association employees, contractors and stakeholders.

7.0 Roles and Responsibilities

It is the responsibility of the Director to make sure that there is a robust policy and procedure in place to fulfil the Association's responsibility as a landlord.

It is the responsibility of the Director to work with the Maintenance Agent and the independent Clerk of Works that the Association works with to identify types of properties at increased risk of damp and mould and determine programmes of work required to pro-actively prevent damp and mould and ensure stock condition surveys of the Association's stock are carried out on a three-yearly cycle.

It is the responsibility of the Senior Property Services Officer to ensure that policy and procedures are implemented and that team members are provided with appropriate training to carry out their duties in respect of damp and mould and provide assurance that the approach taken is being followed and is effective.

It is the responsibility of the Maintenance Officer to manage the monitoring, delivery, management, and reporting of works to resolve damp and mould issues identified.

It is the responsibility of all staff members to provide a professional and courteous service ensuring that the cause of damp, mould and condensation are fully investigated and followed up to conclusion and tenants are kept informed of timescales and progress.

8.0 Our Approach to Managing Mould, Dampness and Condensation

We commit to:

Provide and maintain a comfortable, warm and healthy home, free from damp, mould or disrepair for our tenants.

Recognise that having mould issues in a home can be distressing for our tenants and ensure that we are supportive in our approach.

Work in partnership with tenants to resolve and understand how to reduce condensation, damp and mould issues.

To support our tenants in ways to reduce damp and condensation in their home and how to make positive changes. For example, provide tenants with helpful advice and information on how to reduce the risk of condensation and mould developing in their homes.

Make sure the fabric of our homes are protected from deterioration and damage resulting from, or contributing to, damp and mould.

Undertake responsive repairs to alleviate damp as quickly and efficiently as possible to minimise damage to the fabric, fixtures and fittings of the property.

Know our stock and the types of properties and components that have a higher likelihood to suffer from damp and mould.

Minimise the number and impact of complaints. The Association does not accept liability for personal items. Any damages to the contents of a tenant's home should be claimed through tenant's contents insurance. Tenants will be encouraged to take out contents insurance at sign up and via the Association's newsletter.

Plan resources to respond to higher demand. For example, during the winter months.

Provide staff with the skills to identify and differentiate between signs of damp and condensation and understand the causes and remedies.

To take account of the issues of damp and condensation when designing investment programmes, for example heating and ventilation.

To comply with all statutory and regulatory requirements and sector best practice.

9.0 Priority Categories

The following categories will be classed as **Priority One (high risk)** when managing reports of mould, dampness or condensation.

- **Children and Young People:** Babies, toddlers, and young children are at higher risk because their lungs and immune systems are still developing.
- **Older People:** Elderly residents are more vulnerable to severe health impacts.
- **People with Respiratory Conditions:** Those with cardiovascular diseases (e.g. heart failure, angina) or skin conditions like eczema that can be exacerbated by mould.
- **Pregnant Women:** Due to potential impact on themselves and their unborn babies.
- **People with Weakened Immune Systems:** Including individuals undergoing chemotherapy, those with cancer, or people taking medication that suppresses the immune system

The following categories will be classed as **Priority Two (medium risk)** when managing reports of mould, dampness or condensation.

- **Mental Health Conditions:** People suffering from conditions that may be worsened by the stress of living in poor conditions.

- Individuals with Limited Mobility: Those who are household or bedbound, making it difficult for them to leave the environment or manage the mould.
- Tenants with situational vulnerabilities such as households in fuel poverty: Those who struggle to heat their homes, which leads to increased condensation.

The following categories will be classed as **Priority Three (low risk)** when managing reports of mould, dampness or condensation.

- All other tenants who do not fit into Priority One or Priority Two categories.

10.0 Timescales

- Initial Inspection/Investigation: For Priority One and Two cases this must occur within 3 working days of being notified of a significant damp and mould hazard. For Priority Three cases this must occur within 5 working days. The inspection will be carried out by a member of staff and/or the independent Clerk of Works instructed by the Association.
- Emergency Hazard Response: If the damp and mould pose an imminent risk to health (e.g. severe respiratory issues, or severe leaks), the landlord must investigate within 24 hours and make the property safe within 24 hours. This applies for Priority One, Two or Three cases. The inspection will be carried out by a member of staff and/or the independent Clerk of Works instructed by the Association.
- Written Summary: Following an inspection by a member of staff or the independent Clerk of Works instructed by the Association, a written report of findings must be provided to the tenant within 3 working days.
- Repair Completion: Work to mitigate a significant hazard must be completed within 5 working days of the inspection for Priority One, Two and Three cases.
- Repair Completion: Work to mitigate a minor hazard must be completed within 5 working days of the inspection for Priority One cases and within 10 working days for Priority Two and Three cases.
- Preventative Works: Measures to prevent recurrence (e.g. fixing ventilation or structural issues) must start within 5 working days of the inspection for Priority One, Two or Three cases. If the repair work fits the description of a complex repair in the Association's Maintenance Policy e.g. hiring a cherry picker, the works must start within 20 working days.

- Where the tenant fails to arrange mutually suitable access arrangements with the Association, staff will write to the tenant requesting access. Staff will also try to arrange access using methods such as email, telephone, text and home visit. If access is not gained within 20 working days, the Association will arrange a date to force access and/or commence legal proceedings.

11.0 Staff Training

All staff will be provided with the following:

- Awareness training – staff will be trained to identify potential mould, dampness or condensation issues and understand the Association’s policy and procedures regarding these.
- The Association will pass cases as required to our Maintenance Consultant and/or Clerk of Works who are trained to assess the issue, including the use of PPE, identify the root cause, and respond appropriately.

12.0 Performance Monitoring

A weekly audit on cases will be carried out by the Maintenance Officer to establish compliance with associated procedures and ongoing actions are planned in accordance with those procedures.

Any staff member who receives a report of mould, dampness or condensation should arrange access for an inspection by a member of staff and/or the Association’s independent Clerk of Works at the point of contact. Staff should then pass details to the Maintenance Officer. The Maintenance Officer is responsible for updating the Association’s spreadsheet record at least on a weekly basis.

All cases will be re-inspected by the Association’s independent Clerk of Works within 6 months of when the Association deems the case ‘closed’ unless the tenant reports that the issue has re-occurred before this point.

On a quarterly basis, the Management Committee will be presented with information on damp and mould cases received in the quarter and progress against agreed key performance indicators.

This information will also be used to form a pro-active approach when prioritising future investment programmes. The Director is responsible for feeding this information into the annual budget setting process.

13.0 Tenant Responsibilities

Tenants must report any mould, dampness or condensation issues timeously.

14.0 Data Protection

The Association will treat tenant data in line with our obligations under General Data Protection Regulation (GDPR) and our own policy. Details about how tenant data will be used and the basis for processing tenant data is provided in the Association's Fair Processing Notice.

15.0 Review

The Management Committee will review its methodology for managing mould, dampness or condensation every three years or sooner if required by statutory or regulatory requirements.