



Policy Title:	Damp and Mould Policy
Owner:	Asset Manager
Date Approved:	27 th June 2024
Approved By:	Board
Next Review Date:	June 2027
Regulatory Standards:	<p><u>RS 1</u>: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p><u>RS 2</u>: The RSL is open and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders.</p> <p><u>RS 4</u>: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisations' purpose.</p> <p><u>RS 6</u>: The governing body and senior officers have the skills and knowledge they need to be effective.</p>

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SOMALI Warbixintaan waxaa, haddii la dalbado lagu heli karaa luuqaddo kale, daabacaad weyn, Farta ay dadka indhaha la' akhriyaan (Braille) iyo qaab cajaladdo maqal ah. Haddii aad doonayso inaad warbixintan ku hesho mid ka mid ah qaababkaas, fadlan kala xidhiidh Kooxda Xeerarka ee Cadder HA telefoonka 0141 945 3282 / enquiry@cadderhousing.co.uk.

Farsi یا درشت حروف با چاپ شکل به، دیگر های زبان به توانید می را مطالب این آه صورتی در. نمایید درخواست صوتی نوار روی بر و (نابینایان برای) بریل حروف دفت با لطفاً هستید فوق های شکل از یکی به مطالب این دریافت به مایل Cadder HA تلفن شماره. آنید حاصل 0141 945 3282 / enquiry@cadderhousing.co.uk.

RUSSIAN Данная информация может быть предоставлена по требованию на других языках, крупным шрифтом, шрифтом Брайля и в аудиозаписи. Если вы хотите получить данную информацию в одном из этих форматов, обратитесь в Cadder HA по телефону 0141 945 3282 / enquiry@cadderhousing.co.uk

Damp and Mould Policy

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1.0 Purpose

1.1 The aim of this policy is to ensure the Cadder Housing Association is compliant with all current legislation, and to ensure that appropriate control measures are in place to adequately manage damp and mould within our properties. In the UK it is estimated that 10-50% of homes are affected by condensation, mould or damp often caused by overcrowding, lack of appropriate heating, insulation and ventilation but also notably a lack of support and guidance from landlords. This Policy has been created to ensure that wherever possible, our tenants are not adversely affected by the causes of condensation, damp or mould and that the Association takes a pro-active approach to address, manage, monitor and report on any damp and mould issues in our tenants' homes.

2.0 Introduction

The health and safety of the Associations' tenants and other service users is a fundamental consideration when developing and implementing policies and procedures, and when carrying out maintenance and repair processes as per the duty of all social housing providers. However, in November 2022 a Coroners' report was widely published which drew attention to a Housing Association in England which had failed to act on frequent dampness and mould issues which were reported in one of their properties. This resulted in the tragic death of a young child. The Coroners' conclusion in her report was that mould in the property was the primary cause of death. The Scottish Housing Regulator acted promptly by issuing a letter to all Scottish Landlords in

December 2002 requesting that they provide advice on tenant safety, damp and mould and to consider what systems RSL's have in place to manage and prevent mould and dampness in tenant's homes. The SHR stated that landlords should have 'appropriate, proactive systems to identify and deal with any reported cases of mould and damp timeously and effectively'.

Following this the Scottish Housing Regulator, The Chartered Institute of Housing, the SFHA and the Association of Local Authority Chief Housing Officers issued a joint document in February 2023 titled 'Putting Safety First: a briefing note on damp and mould for social housing practitioners'. The note contained advice on how to prevent and treat damp and mould by ensuring that Landlords are proactive, understanding of tenants' experiences and effective in resolving issues causing damp and mould. This guidance forms the basis of this damp and mould policy, with additional elements of best practice being incorporated to allow development of a robust and effective damp and mould management procedure.

This Policy has encompassed the main requirements contained in the briefing note:

- Implementing preventative measures
- Early intervention
- Identify and tackle the root causes of damp and mould, and focus on resolving the cause
- Ensuring complaints and reports of damp and mould are dealt with appropriately and promptly
- Ensure follow up monitoring of treated damp and mould to prevent reoccurrence
- Supporting and advising tenants and encouraging tenants to report damp and mould
- Ensuring robust data management and effective record keeping arrangements are in place to identify and prioritise focus on properties susceptible to damp and mould
- Record all actions taken and ensure this data can be linked to other information about the property, the household and previous repair work
- Throughout all stages there must be clear, prompt communication with tenants, a focus on skills and professionalism and a customer focused organisational culture

3.0 Legal and regulatory requirements

3.1 This Policy complies with the following legislation, regulatory requirements and good practice guidance:

- Housing (Scotland) Act 1987
- Housing (Scotland) Act 2006
- The Building (Scotland) Regulations 2004
- Putting safety First: A briefing note on damp and mould
- Scottish Housing Quality Standards (SHQS)
- Energy Efficiency Standards in Social Housing (ESSH)
- HSAW Act 1974

4.0 Key points of the Policy

4.1 The Association is committed to:

Providing and maintaining a comfortable, warm and healthy home free from damp, condensation, mould or disrepair for our tenants.

Ensuring that tenants are treated in a fair and consistent way, and to recognise that having dampness or mould issues in a home can be distressing for our tenants. The Association will ensure that we are supportive in our approach.

Encouraging communication from tenants if they have concerns relating to damp and mould in their homes, and ensuring that tenants have a clear, simple method of reporting relevant issues and that they receive a prompt, professional response.

Conducting effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp and mould including managing and controlling condensation.

Working in partnership with tenants to resolve and understand how to reduce condensation, damp and mould issues and retain a Damp and Mould Register with inspection details, action plans, surveys and outcomes. We will also use our in-house Management software (SDM) to record and link information and data relating to damp and mould issues.

Ensuring that the fabric of our homes is protected from deterioration and damage resulting in or contributing to damp and mould issues.

Conducting 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.

Enhancing the understanding of the Association's housing stock and the archetype of properties and components from Stock Condition Survey data which have a higher likelihood to suffer from damp and mould.

Planning resources to respond to anticipated higher demand of enquiries and inspections and work in partnership with specialist companies for the provision of survey reports, including making use of new technology such as linked environmental sensors that can be installed within reported problematic damp and mould homes enabling online monitoring to better understand cause and provide information for resolving the issue.

Providing front-line staff with the skills, specialist training and testing equipment to identify and differentiate between signs of damp, condensation and mould and to understand the causes and any remedial action required.

To considering the issues of damp, condensation and mould when designing investment programmes, for example heating, ventilation and insulation.

Servicing/replacing extract fans when carrying out 5-yearly Electrical Installation Condition Report programme (EICR's), and installing humidity-controlled extract fans where necessary.

Providing information leaflets to customers and providing damp, mould and condensation damp advice on our website and newsletters.

5.0 Data collection and analysis

5.1 A Damp and Mould Register has been created within the Association's Maintenance server (Policies and Service Area/Maintenance/Maintenance Server/LANDLORD COMPLIANCE MANAGEMENT/Condensation, damp and mould). This provides a source of information from all internal departmental areas so that evidence-based data is available to assess and allow planned works to be prioritised. The Register will also be used to record information from other sources, such as:

- Reactive repairs SDM module (repairs that have been recorded as damp and/or mould)
- Stock condition survey data
- Energy Performance Certificates (EPC's)
- Specialist survey data commissioned by the Association
- Tenants' records and reporting historical damp and mould issues
- Information collected during repairs inspections, Housing Services tenant visits, void property inspections, information provided by others working on behalf of the Association (contractors, surveyors, health and support workers etc.) and feedback gathered from resident satisfaction surveys.

On a monthly basis, the Asset Manager will extract data from the Register to establish which properties require further investigation/ investment. This data will be used to review the types of properties, Location and reports from tenants where damp and mould issues are more prevalent or have historical issues.

As a result of this systems driven analysis, a proactive approach can be implemented which will determine actions required and prioritising future Investment programmes.

6.0 Proactive work

6.1 Where priorities are established from the Damp and Mould Register, the Property Services team will co-ordinate a range of planned works to help reduce the risk of damp and mould occurrences in the future. This may include works such as:

- Improved insulation both internal and external
- Service/upgrade existing extract fans or replacement with humidistat moisture-controlled fans where necessary
- Upgrade/replacement of gas boilers and/or heating systems
- Installation of linked environmental sensors, e.g. AICO Homelink.

7.0 Reactive work

7.1 When a tenant reports an issue of damp and/or mould, the Property Services Officer will arrange an inspection of the property. During the inspection and survey, the Property Officer will ensure that all appropriate diagnosis is taken to identify the source of the problem before raising an appropriate works order. They must update the Register with first contact information any actions taken thereafter.

The Property Officer will ensure that the tenant is kept up to date throughout the process, and all contact received or made with the tenant will be updated in the Register.

On completion of any works, the Property Officer will check to ensure that all works are completed to a high standard and feedback is obtained from the tenant and a satisfaction survey is carried out. This information will be recorded in the comments section of the Register.

Follow up action (6 weeks after works are completed) - The Property Officer will receive a report of all damp and mould works completed within a 6-week period from the Asset Manager. The Property Officer will contact tenants to ask if the remedial works have continued to be successful and if yes, the Register will be updated accordingly. If the

works have been unsuccessful this will be recorded in the Register and a further inspection carried out to ascertain why the remedial work failed and carry out additional works if required to bring the issue to a satisfactory conclusion. This information will be added to the Register.

Follow up action (6 months after works are completed) - The Property Officer will receive a report of all damp and mould works completed within a 6-month period from the Asset Manager. Thereafter, the Property Officer will follow the same process as detailed in the previous paragraph.

8.0 Training

8.1 All front-line staff should be provided with damp and mould training on how to deal with complaints or reports of damp or mould to ensure that the issue is properly dealt with in a timeous manner.

All staff, particularly those who may enter tenant's homes or respond to repair requests, should be trained to identify damp and mould and understand the organisation's policy for responding to these issues.

Staff who are likely to respond to reports of damp and mould must be trained (specialist training if required) to assess issues (including safe use of PPE), identify the cause of damp and respond appropriately.

9.0 Complaints

9.1 If a tenant is not satisfied with the service they have received as part of our Damp and Mould Policy they can complain to the Association. A copy of our Complaints Procedure is available from our office or can be downloaded from our website.

10.0 Review

10.1 This Policy will be reviewed by Board every three years, or when required by any changes in legislation.