

## Mould, Damp and Condensation

### Policy

Policy Implementation Checklist:	
Policy Guardian:	Technical Services Manager
Policy Author:	Director of Property Services
Date Approved Policy Working Group:	MC
Date of Final Approval by LHA Management Committee:	24/06/25
Date effective from:	25/06/25
Due for review:	June 2028
Policy linkages:	<ol style="list-style-type: none"> <li>1. Repairs &amp; Maintenance</li> <li>2. Void Management</li> <li>3. Complaints</li> <li>4. Customer Care Standards</li> <li>5. Asset Management Strategy</li> </ol>

**TO FINALISE THE CONTENTS PAGE AFTER CREATING THE POLICY - (click in contents page box below – click update table)**

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## 1 Overview

The aim of this policy is to proactively manage the potential risks and promptly diagnose and help prevent issues which may arise from damp and mould in Linthouse Housing Association (LHA) properties, committing to meeting the needs of Linthouse tenants and providing homes that are safe, secure and habitable.

Through this policy, the association will establish appropriate processes, guidance, and knowledge to ensure all LHA tenanted properties are well maintained and to mitigate risk of the health and safety of our tenants living in homes owned by the association.

This policy also sets out how LHA will support our tenants to minimise the risk of damp and mould occurring and report it where there is evidence of its presence, this will also ensure that LHA meets its contractual, regulatory and statutory obligations as a social landlord.

## 2 Scope

This policy explains how LHA will control, manage, and help eliminate damp in our tenants' homes, and will cover:

- Identifying the different types of **Damp**: rising, penetrating, and condensation dampness, including internal leaks.
- Identifying the responsibilities of LHA and our tenants in dealing with damp, mould and condensation.
- Offering guidance, advice, and assistance throughout the process to all tenants living in our properties.
- Data gathering and reporting, identifying proactive methods in mitigating risk of dampness.

The policy should be read in conjunction with LHA's Repairs & Maintenance Policy.

## **2.1 Definitions**

- Rising Damp - The movement of moisture from the ground rising through the structure of the building through capillary action.
- Penetrating Damp (including internal leaks) - Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure.
- Condensation Damp - Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets. The conditions that may increase the risk of condensation are:
  - Lack of ventilation within the property.
  - Inadequate heating of home.
  - Inadequate loft insulation.
  - High humidity
  - Overcrowding
  - Hoarding
  - Over furnished

## **3 Objectives & Implementation**

### **3.1 Objectives**

LHA will:

- Comply with statutory, regulatory and contractual requirements and good practice.
- Undertake investigations and implement all reasonable repair solutions and improvements to eliminate damp including, managing, and controlling condensation where possible.
- Ensure that the fabric of our properties are protected from deterioration and damage resulting from damp, mould and condensation.
- We will respond to all reports of damp and condensation and aim to complete any repair works / measures in line with our Repairs & Maintenance Policy adhering with all targets where reasonably practicable:

- These actions will be taken and aligned with the severity and urgency of the problem, the complexity of the solution and the repair works / actions required to remedy the issues reported.
  - Where LHA need to extend any action beyond the agreed timescales within our Repairs & Maintenance policy. This will be determined by the complexity of the solution, availability of both the tenant and the expert contractor. The tenant will be kept informed of each step until completion.
- We will make reasonable attempts to access the property to inspect and carry out the works.
  - We will carry out a follow up visit to each completed case within **12** weeks (or sooner) of any damp and mould repair/works being carried out to determine if the works have been successful. Information will be recorded on our housing management database system, then the case will be closed if no further works are required.
  - Ensure that tenants are treated with respect and empathy.
  - Always communicate effectively in relation to the delivery of our repairs service and provide a range of options for tenants to report repairs.
  - Ensure that tenants have access to and are provided with comprehensive advice and guidance on managing and controlling damp and condensation.
  - Ensure budgets are used effectively and efficiently to deal with damp, mould and condensation problems.
  - Review any new data quality and insight measures to help assist with informing us of the possible risks to our properties.

### **3.2 Relevant Legislation and Regulations**

The policy should be considered as an essential document to fulfilment of our duties under the Housing (Scotland) Act 2001 including provision of housing services in line with the Scottish Social Housing Charter and compliance with the standards set out in the Scottish Housing Regulator's Regulatory Framework, inclusive of:

- The Tolerable Standard,
- The Scottish Housing Quality Standard (SHQS) EESSH/ SHNZS (Energy Efficiency Standard for Social Housing/ Social Housing Net Zero Standard)

- The Scottish Social Housing Charter.

In addition, the policy fulfils our legislative duties contained within:

- Housing (Scotland) Act 2001
- The Equality Act 2010
- Right to Repair

This policy takes account of legal, regulatory, and best practice requirements, including (but not limited to):

- The Equality Act 2010
- Human Rights Act 1998
- The Housing (Scotland) Act 2001
- The Scottish Social Housing Charter
- Section 5.3 of the Regulatory Standards of Governance and Financial Management

### **3.3 Implementation**

#### **3.3.1 LHA Responsibilities:**

- Identify any underlying causes of damp, mould and condensation including building deficiencies
- Carry out remedial repairs and actions in accordance with this policy and our Repairs Policy
- Undertake property inspections when required for when a repair is reported relating to suspected damp, mould and condensation.
- Aim to diagnose the cause of damp, mould and condensation correctly and deliver effective solutions based on the ethos of dealing with the cause of the issue, not just the symptom.
- Inform the customer of the findings of any investigations following a property visit. This will include identifying the possible causes of damp, mould and condensation 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.

- Ensure that competent contractors will be employed to carry out any works.
- Undertake reasonable improvement works to assist in the management and control of condensation. This may include and where practicable; upgrade ventilation system, to improve indoor air movement.
- Make good internal surfaces following any repairs work carried out ensuring that surfaces are prepared to a condition which is ready for the tenant to redecorate.
- Promote and provide general advice and guidance on how to minimise damp, mould and condensation, particularly when there are no apparent causes relating to design or construction.
- Ensure that employees have an awareness of the policy and receive information on good practice to help them to report issues of damp, mould and condensation to help support tenants.
- Ensure technical staff receive adequate training in the diagnosis and management of damp, condensation and mould issues.

LHA will always consider first whether the source of damp, mould and condensation is a design, construction or maintenance issue which we can eliminate through work to the home. Where this is not the case, additional support and advice will be provided to the tenant on managing and controlling the occurrences of condensation damp.

### **3.3.2 Tenant Responsibilities:**

Tenants have a responsibility within the tenancy agreement to immediately report any repairs which includes where there is evidence of rising and penetrating damp 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.).

#### **Once a repair has been reported, the tenant is responsible for:**

- Allowing access for pre and post inspections and for the carrying out of all remedial works.
- Following the advice and support offered should the outcome show that all reasonable measures are in place for the tenant to adequately control condensation and mould in their home.

- The tenancy agreement recommends that the tenant arranges adequate household contents insurance for the home that they occupy.
- If you are considering making any changes within your home, you must seek advice and permission from LHA in accordance with your tenancy agreement, to ensure that the proposed alteration would not contribute to the accumulation of damp, mould or condensation, as well as ensuring alterations comply with building regulations.

### **Practical Tips to Help Manage Condensation Dampness in Homes:**

- Keeping the presence of moisture to a minimum e.g., drying laundry outside (where possible) and keeping the bathroom door closed when bathing.
- Keeping pots and pans covered whilst cooking
- Adequately heating rooms.
- Keeping the house well-ventilated e.g., opening windows every day and 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, whilst not installing curtains/blinds too close to the trickle vents that would then prevent adequate air flow from the vents into the home.
- Keeping furniture away from walls (recommend at least 6 inches gap) to allow fresh air to circulate around furniture.

Follow the above guidance to help manage excessive humidity and moisture in the home, which could lead to condensation. This information can also be found on the Linthouse Housing Association website.

### **3.4 Support for Tenants**

Where internal conditions within a home (for example overcrowding and excessive hoarding of personal belongings), are influencing the health and wellbeing of the occupants or are preventing inspections or repair work being carried out. Our Housing and Community Empowerment Team (H&CET) will provide support and assistance, taking into account the customers' individual circumstances to allow the situation to be resolved as far as reasonably practicable.



The H&CET have access to internal and external services including Welfare Benefits and Energy Advice to whom referrals can be made where a customer is struggling to pay energy bills or where there are other issues preventing the situation being successfully resolved.

#### **4 Monitoring & Reporting**

In addition to the annual submission of performance against the Annual Return on the Charter (ARC) to the Scottish Housing Regulator, the Management Board will review Key Performance Indicators and targets on an annual basis and outcomes will be monitored within quarterly performance figures.

#### **5 Feedback and Complaints**

Linthouse Housing Association strives to always provide an excellent tenant service and welcomes feedback and comments from our tenants. We will seek feedback via our website, e-mail, in writing and verbally to learn from service users' experiences, using them to shape and develop our service.

We operate a Complaints Policy that is open and transparent, should any tenant or service user feel the need to make a complaint against an individual or the organisation, the complaints policy and procedure will be implemented. All complaints will be recorded and dealt with under Complaints Policy and Procedures, which meet the requirements of the Scottish Public Services Ombudsman.

#### **6 Policy Review**

This policy will be reviewed every 3 years or earlier if deemed necessary due to legislative, best practice or other changes.

## 7 Equalities Impact Assessment

<b>Mould, Damp and Condensation Policy</b>	
What is the purpose of this policy?	To define how LHA handle the policy topic for our tenants
Protected characteristic groups affected by this policy:	All
Who is the target audience of this policy?	LHA tenants
List any existing documentation used to complete this assessment:	Repairs & Maintenance Policy
Has any consultation taken place with protected characteristics groups identified?	None
What is the likely impact?	Medium
Have you, or will you, put the policy into practice? Who is responsible for delivery of the policy?	Property Services Team
How does this policy fit into our wider or related policy initiatives?	Helps meet our objectives of providing warm safe and modern homes
Do you have a set budget for this work?	Within Reactive maintenance budget

## 8 Version Control

Version Number	Name	Author	Notes
1.0	Initial Draft	Bryan McMahon	