

# DAMPNESS & MOULD POLICY

PM/SEPTEMBER.2023/REF:P98



0141 551 8131



0141 550 2060



admin@milnbank.org.uk



www.milnbank.org.uk

A registered Scottish Charity No.SCO39891 Registered: Scottish Housing Regulator.  
Registration No. HCB 161 SC Registered: Financial Conduct Authority - 1818 R(S).  
Registered under the Co-operative and Community Benefit Societies Act 2014.



## **1.0 AIMS & OBJECTIVES**

- 1.1 This policy aims to set out the actions that Milnbank Housing Association (MHA) will undertake to prevent and manage any damp and/or mould cases in our homes. Our intention is to adopt a zero-tolerance approach to damp and mould.
- 1.2 The development of this policy considered the publication of the “Putting Safety First” briefing paper produced by ALACHO, CIH Scotland, SFHA and the Scottish Housing Regulator.
- 1.2 This policy will help ensure that MHA provides safe and healthy homes for our tenants and their households and protect the fabric of our property.
- 1.3 MHA will respond promptly to any reports of dampness and mould and continue to monitor the effectiveness of the advice we offer to tenants and any remedial work we undertake.
- 1.4 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.
- 1.5 By implementing this policy and management procedure for damp and mould we will ensure our tenants:
  - Live in safe, well insulated, and dry homes.
  - Are provided with helpful advice and information on how to reduce the risk of condensation and mould developing in their homes.
  - Are aware of our responsibilities in relation to managing cases of reported dampness and mould in our homes; These include:
    - Meeting our legal and regulatory responsibilities.
    - Ensure that our management procedures track and provide reports on all reported cases including all required actions.
    - When reported or identified MHA will undertake property inspections, investigations and instruct required repairs to remove the source of damp including, managing, and controlling condensation.
    - Ensure that the condition of our properties is not affected or damaged because of damp, mould, and condensation not being managed.
    - Future EESH2/Net Zero compliance programmes will also aim to prevent mould and damp resulting from associated installation works.

## **2.0 LEGISLATION AND REGULATION**

2.1 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.
- The Equality Act 2010.
- Property Factors (Scotland) Act 2004.
- Tenements Scotland Act 2004.

▪ 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.

## **3.0. DEFINITION**

3.1 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. While condensation is linked to daily activities (e.g., bathing, cooking and drying clothes) which produce moisture, tenants should be able to complete these activities without being blamed for damp and mould developing.

### **Types of dampness**

3.2 Rising Damp: This is generally the buildup of moisture through the building from the ground rising through the building.

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

3.4 Condensation / Damp: Condensation occurs when moisture generated and present in a warm location meets a cold surface which then condenses into droplets of water.

## **4.0 PROCEDURE**

4.1 The process including timescales for staff to deal effectively with reported cases is set out in our internal procedures.

## **5.0 TRAINING**

5.1 Two types of training that will be provided for MHA staff:

- General awareness – raising for staff who may enter tenants' homes or deal with repair requests who should be trained to identify damp and mould and understand MHA's policy and management procedure.
- Specific training for technical staff dealing with mould and damp, who should be trained and appropriately equipped to assess the issue, including the use of PPE, identify the root cause, and respond appropriately.

## **6.0 DATA MANAGEMENT**

6.1 All reported cases, including storing all relevant information, should be recorded along with all actions taken by staff to also provide reports to the SHR as required, quarterly reports will be provided to the MHA Services Committee.

6.2 This information will be stored within our In-house CRM system.

## **7.0 EQUALITIES COMMITMENT**

7.1 MHA seeks to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of our work.

## **8.0 POLICY REVIEW**

8.1 Given that this is a new policy where new guidance or legislation may be provided, this policy, procedure and tenant information will be reviewed after 12 months by the Services Sub-Committee, and then every three years or as required.

