Community Counts
Milnbank
Housing Association
53 Ballindalloch Drive, Glasgow G31 3DQ

TO:	Management Committee
PREPARED BY:	Mark Smith (Director of Asset Management)
SUBJECT:	Dampness & Mould Policy
DATE OF MEETING:	14 October 2025

DAMPNESS & MOULD POLICY

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0141 551 8131 0141 550 2060 admin@milnbank.org.uk www.milnbank.org.uk

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DAMPNESS AND MOULD POLICY

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1. MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2. MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3. LEGAL & REGULATORY COMPLIANCE

The Management Committee leads and directs MHA to ensure good outcomes for its tenants and other service users. The Scottish Housing Regulator's Regulatory Framework Financial & Regulatory, Standard 4 states that the governing body should base its decisions on good quality information & mitigates risks to the organisation's purpose. MHA adheres to all relevant legal employment requirements associated with this policy.

4. POLICY INTRODUCTION

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.

The aim of this policy is to ensure appropriate control measures are in place to adequately manage damp and mould within properties.

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.

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.

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.

The procedures detailed within this section have been written to ensure that all reasonable steps have been taken to ensure that problems with damp and mould are identified and dealt with promptly. By implementing this policy and management procedure for damp and mould we will ensure our tenants:

- 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.
- Ensure that the condition of our properties is not affected or damaged because of damp, mould, and condensation not being managed.
- Future improvement to meet statutory thermal or heating targets will also aim to prevent mould and damp resulting from associated installation works.

5. LEGISLATION AND REGULATION

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 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.

6. SCOTTISH HOUSING QUALITY STANDARDS

The Scottish Housing Quality Standard (SHQS) requires that 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.

7. DEFINITIONS

"Penetrating damp" is damp which results from issues with the building which leads to water ingress such as leaking pipes, cracks and blocked guttering. "Rising damp" is caused by defects in the foundation of the building. Both of these are already covered by the Tolerable Standard.

"Condensation damp" is caused by an excess of moisture in the air and poor ventilation. This causes water droplets to form on cold surfaces such as windows and walls. The risk of condensation forming is increased through daily living activities such as bathing, cooking and drying clothes. This type of damp can cause mould to form on the affected surfaces.

8. PROCEDURE AND PREVENTION OF DAMP AND MOULD

The organisation will develop robust internal procedures on dealing with issues of damp and mould. These procedures will cover handling of reports from tenants or members of staff of damp and mould, escalation procedures and monitoring of reports of damp and mould to ensure the issues are dealt with promptly. Procedures should outline where members of staff from different departments are required to ensure that any damp and mould is dealt with effectively.

It is important when dealing with issues of damp and mould to have a thorough understanding of the condition of all housing stock to identify and manage issues at an early stage. As such, stock condition data will be gathered to identify where properties have a greater risk of developing issues with damp and mould.

This information can be gathered by including damp and mould checks as part of any annual property inspection programmes, at the void stage of properties and checking neighbouring properties

for damp and mould when problems have developed in a nearby home with similar characteristics.

Where damp or mould is identified in void properties, any issues should be treated before reletting the property.

Void checklists will include checking extractor fans and ventilation systems to ensure they are working properly. Any defects will be noted and repaired in line with the organisation's repair and maintenance policies.

Other preventative measures, such as gutter cleaning, will be included in planned maintenance programmes.

9. TREATING MOULD AND DAMP AND ONGOING MANAGEMENT

Procedures should be aimed at tackling the root cause of damp and mould in addition to treating the effects of it.

To be sure efforts to treat damp and mould have been effective, initial treatments must be supplemented by a follow up visit to check whether the problem has truly been resolved. This should take place at least six weeks after the initial treatment, although any issues reported by tenants in the meantime should be responded to promptly.

Ongoing monitoring procedures will be developed to prevent mould and damp reoccurring. As such, the installation of indoor air quality monitoring units or smart sensors to track humidity and CO2 levels where damp and mould have been reported to be an ongoing issue may be considered.

10. REPORTING AND COMPLAINTS PROCEDURE

Reports of damp and mould should be taken seriously and not treated as a lifestyle problem caused by the tenant. When responding to damp and mould cases, staff should consider the personal characteristics of tenants and whether anybody would have an increased risk to their health from living with damp and mould. Young children, older and disabled people, and people with lung conditions, compromised immune systems and certain other health problems are at increased risk of illnesses resulting from damp and mould.

Complaints processes must be easy for tenants to understand, access and use. Tenants should be aware of how they can make a

complaint and what steps they can take if they are not happy with the result of a complaint.

The organisation will implement a procedure to review complaints, assess what went wrong, and as a result make changes where needed to policies, procedures, and staff behaviour in order to ensure they continually improve their performance.

11. TRAINING

All staff should be provided with training on how to effectively deal with complaints of damp and mould to ensure the issue is properly dealt with in a timeous manner.

All staff, particularly those who may enter tenants' homes or respond to repair requests, should be trained to identify damp and mould and understand the organisation's policies and processes for responding to it.

Staff who are likely to respond to reports of damp and mould must be trained and appropriately equipped to assess the issue (including safe use of PPE), identify the root cause, and respond appropriately.

12. TENANT COMMUNICATION AND INFORMATION

The Organisation will provide tenants with information about everyday activities such as: cooking, leaving clothes to dry in rooms and on radiators and taking hot showers that can cause condensation which can lead to dampness and the growth of mould.

The organisation will encourage tenants to report concerns around damp and mould as soon as they notice a problem arising.

The organisation will provide tenants with information on the risks of living with mould and damp, how to identify and report these issues, what steps the landlord will take to address the problem and expected timescales for completion of remedial works.

Tenants will also be provided with information on complaints procedures, for if they are not satisfied with the organisation's response, and details for the Scottish Public Services Ombudsman.

Tenant information should be clear, easy to understand and accessible for all tenants. This may require a range of communication methods such as email, text, leaflets and tenant newsletters.

13. EQUALITY & HUMAN RIGHTS

MHA's is committed to equal opportunities, and we will respond to the different needs and service requirements of individuals, and we will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation.

14. DATA COLLECTION

An effective response to damp and mould cases, particularly where the problem is complex or persistent, will require knowledge of the property, the resident and historic repairs work. As such, all relevant information about properties and tenants must be recorded along with all actions taken by staff and concerns raised by tenants or third parties.

All targets set for repairs and maintenance work, including responses to damp and mould, must be designed with effective end goals in mind. For damp and mould, a key focus of targets should be whether the issue reoccurred after the initial treatment. This requires a robust data management system to be developed to ensure all necessary documentation is appropriately stored.

Good data management is critical to effectively dealing with complaints. MHA should be able to evidence the actions taken, including steps to check whether treatments were successful, and how long it took to respond to requests and complaints.

15. POLICY MONITORING & REVIEW

The Dampness and Mould Policy will be reviewed by the Management committee on a 3-year basis or in line with EVH updates, and as otherwise deemed necessary.