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<b>Policy Name</b>	<b>Dampness, Mould and Condensation Policy</b>
<b>Policy Author</b>	<b>Deputy Director</b>
<b>Approved by Sub Committee</b>	<b>May 2023</b>
<b>Approved by Management Committee</b>	<b>June 2023</b>
<b>Latest date of Next Review</b>	<b>May 2028</b>

West Whitlawburn Housing Co-operative will provide this policy on request at no cost, in larger print, in Braille, in audio or other non-written format, and in a variety of languages. Please contact the office.



HAPPY TO TRANSLATE

**Registered with the Scottish Housing Regulator No. 203**  
**Registered Charity No. SCO38737, VAT Registration No. 180223636**  
**Registered society under the Co-operative and Community Benefit Societies Act 2014**

## **1.0 Introduction**

- 1.1 The aim of this policy is to proactively manage the potential risks arising from damp and mould in our properties including communal areas. Committing to meeting the needs of our tenants and providing homes that are safe, warm, and dry.
- 1.2 Through this policy, we will establish appropriate processes, guidance, and knowledge to ensure all our properties are well maintained and free of damp and mould that could risk the health and safety of tenants living in homes owned by West Whitlawburn Housing Co-operative (WWHC).
- 1.3 This policy is to ensure we assist our tenants, supporting them to provide remedial work for damp and mould and improve the homes they live in, this will also ensure that WWHC meets its legal, contractual, regulatory, and statutory obligations.
- 1.4 This document is to be read in conjunction with the Managing Damp, Mould & Condensation Procedure at **Appendix 1**.

## **2.0 Legal & Regulatory Framework**

- 2.1 This policy is intended to ensure that WWHC meets the requirements of:
  - Housing (Scotland) Act 2014
  - Scottish Housing Quality Standard (SHQS)
- 2.2 Reference is also made to guidance issued jointly in March 2023 by the Chartered Institute of Housing (CIH), Scottish Federation of Housing Associations (SFHA), the Association of Local Authority Chief Housing Officers (ALACHO) and the Scottish Housing Regulator (SHR) in <https://www.cih.org/media/aaukbpmd/putting-safety-first.pdf>.

## **3.0 Policy Objectives**

- 3.1 The key objectives of this policy are to:
  - Ensure that tenants are treated in a fair and consistent way, taking into account all circumstances, so where we provide advice, that advice is suitable and assists our tenants' needs.

- Focus on working in partnership with tenants ensuring that a safe and healthy internal environment is provided.
- Communicate effectively in relation to the delivery of our responsive repairs service and enable tenants to communicate effectively with us.
- Undertake effective investigations and implement all reasonable repair solutions and improvements to eliminate damp including, managing, and controlling condensation.
- Ensure tenants are provided with comprehensive advice and guidance on managing and controlling damp and condensation.
- Comply with statutory, regulatory, and contractual requirements and good practice.
- Ensure budgets are used effectively to deal with damp, mould, and condensation problems.
- Ensure that the fabric of our properties is protected from deterioration and damage resulting from damp, mould and condensation.
- Respond to all reports of damp and condensation and complete any repair works / measures in line our Repairs & Maintenance Policy, complying with all legislation.
- Proactively manage the causes of damp and mould through robust procedures, analysis and service delivery.
- Consider use of Artificial Intelligence measures such as moisture sensors to analyse and manage the extent of damp and mould in our properties.
- Enhance the understanding of our stock in relation to damp and mould and have proactive programmes for managing this issue.
- Ensure that our future maintenance programmes have a consideration of the impact of damp and mould.
- Reduce the risk of expensive legal disrepair claims.
- Reduce the risk of reputational damage.

#### **4.0 Definitions**

**4.1 Rising Damp:** The movement of moisture from the ground rising through the structure of the building through capillary action.

**4.2 Penetrating Damp:** Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure.

**4.3 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
- Inadequate loft insulation.
- High humidity
- Overcrowding

## **5.0 Roles & Responsibilities**

### **5.1 Our Responsibilities**

- WWHC is responsible for maintaining tenants' homes to avoid penetrating and rising damp and for carrying out remedial action if these problems occur.
- We shall investigate the cause of damp and condensation and carry out remedial repairs and actions in accordance with our Repairs & Maintenance Policy.
- Diagnose the cause of damp correctly (see definitions in section 4 above) and deliver effective solutions based on the ethos of dealing with the cause of the damp not just the symptom and wherever possible fixing first time.
- Promote and provide general advice and guidance on how to control damp and condensation.
- Ensure that all employees have training, and are aware of and understand the delivery of the service that will meet the aims of this policy.
- Undertake a standardised property inspection when a repair is reported relating to suspected damp, mould and / or condensation.
- Inform the tenant of the findings of the investigations following a property visit. This will include identifying the possible causes of damp, recommending effective solutions and all necessary remedial works / actions / enhancements and the estimated timescales to complete the works / measures; keeping the tenant updated throughout the process from inception to completion.
- Ensure that only competent contractors are employed to carry out any works and that the tenant's possessions are adequately protected during the works.
- We will undertake reasonable improvement works required to assist in the management and control of condensation dampness.

## **5.2 Tenant Responsibilities**

- Immediately report any evidence of rising and penetrating damp (see definitions in section 4 above) 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.).
- Follow all advice and guidance issued by WWHC on managing humidity and moisture in the home which can lead to condensation. This information can be found on WWHC's website.
- Allow access for inspections and for the carrying out of all remedial works.
- If following an inspection by a surveyor, the outcome shows that all reasonable measures are in place for the tenant to adequately control condensation and mould, further advice and support will be given to the customer.

## **6.0 Training**

- 6.1 Training will be provided for all staff to make sure that they are aware of this policy. All managers will receive specific training to provide the skills and knowledge to comply with the policy and associated procedures.
- 6.2 We will ensure that all of our staff have training to raise awareness of, and create a good understanding of damp and mould issues.
- 6.3 We will provide our staff with the skills to identify and differentiate between signs of damp and condensation and understand the causes and remedies.

## **7.0 Equalities**

- 7.1 We are committed to ensuring equal opportunities and fair treatment for all people in our work. In implementing this Policy, we will provide a fair and equal service to all people, irrespective of factors such as gender, race, disability, age, sexual orientation, language or social origin, or other personal attributes.

## **8.0 Review**

- 8.1 This Policy will be reviewed every three years or as required by legislation and/or regulation.

## **Appendix 1**

### **Managing Damp, Mould & Condensation Procedure**

#### **Purpose**

WWHC will ensure we have robust procedures in place to identify issues with Mould, Dampness and Condensation in properties and that this is actioned on a proactive, timeously and effective basis.

- The annual safety inspections carried out by Property Officers includes inspection to identify any mould and / or dampness issues to ensure that the property meets SHQS tolerable standards.
- If any property is identified as having issues with mould or dampness, this is investigated further and repair lines raised timeously to rectify and carry out repairs as required.
- Where required, we use a specialist contractor to carry out thermal imaging to identify cold bridging areas and temperature changes within properties with recommendations on areas that require repair.
- A condensation leaflet is also provided to tenants/residents providing information on how to help reduce condensation within their home. This is also a regular article in Newsletters issued by the Co-operative.
- If a tenant reports issues with mould and / or dampness out with the annual inspections, an urgent pre inspection is logged against the appropriate address and an inspection carried out by Property Officer(s), with the same process of investigation and repair followed as with the annual inspections.
- WWHC will maintain membership of appropriate industry bodies who share, raise awareness and consider this issue collectively.
- WWHC closely monitors updates from these partnership bodies and SHR and will update procedures and carry out any additional training as required.