Service Improvement Group

GLEN OAKS HOUSING ASSOCIATION

Glen Oaks Service Improvement Group

Damp and Mould Scrutiny Report

July 2025

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Foreword

Glen Oaks Service Improvement Group (SIG) is committed to independently reviewing and monitoring Glen Oaks Housing Association's (GOHA's) housing and technical services delivery and performance.

Our members work hard to achieve the SIG's overall aim of ensuring that as a landlord GOHA provides services that meet the needs of tenants and other customers that are of the highest standard.

We envisage that through our effective scrutiny work we are able to:

- Identify what works well,
- Understand service delivery challenges and
- Make recommendations to the Senior Management Team and Board Members on how services could be improved for all tenants and other customers.

The Scrutiny Project detailed in this report was carried out during 2024 / 25 to enable us to understand how GOHA addresses reports of damp and mould in tenants' homes, to ensure homes are safe, dry and free from the detrimental health concerns associated with these issues, review GOHA information to tenants, procedures and identify what works well and what could be improved.

The Service Improvement Group would like to thank GOHA staff and Tenants Information Service, who assisted and supported us in carrying out this scrutiny project.

1. Key Recommendations

The Service Improvement Group has identified **41** recommendations for Glen Oaks Housing Association's consideration of how the Damp and Mould Service could be improved.

We are delighted to note that **13** of these relate to GOHA continuing to do what the Association is already doing, and we would like to highlight them as good practice and recommend that they continue.

SIG Good Practice Recognition

SIG 1	GOHA continues to invest in tenants' homes though providing a high-quality repairs and maintenance service, alongside internal and external improvements to ensure all our homes meet the Chater outcomes, SHQS, Energy Efficiency, Health and Safety, Net Zero and other standards required by the Scottish Government and our tenants.
SIG 2	GOHA continues to deliver a robust investment programme that ensures all homes meet the SHQS and other required standards, such as EESSH and Net Zero.
SIG 3	GOHA continues to improve all services to ensure a high level of tenant satisfaction.
SIG 4	GOHA continues to encourage tenants to view the Damp and Mould video and records figures of number of views and locations where possible.
SIG 5	GOHA continues to use newsletters, tenant portal, and website to encourage tenants to access the damp and mould information available.
SIG 6	GOHA continues to ensure damp and mould is "designed out of new build properties, and during planned maintenance projects and records the impact of such measures and reports results to tenants.
SIG 7	GOHA continues to increase tenant awareness of damp and mould, its causes, how to prevent it, where possible and how to report it to GOHA as soon as possible.
SIG 8	GOHA continues to support tenants to ensure homes are well heated and ventilated, including making referrals to financial

	inclusion team and providing energy vouchers where possible and required. **NOTE:** we understand GOHA has received some community benefits funding that will be used to provide energy vouchers to some tenants. We consider this to be positive and recommend this is expanded to more tenants when funding is available.
SIG 9	GOHA continues to ensure thorough inspections are carried out and that the same high standard of approach is taken by all staff.
SIG 10	GOHA continues to ensure staff are provided with the training required to fulfil their roles and responsibilities and learn about evolving issues and solutions.
SIG11	GOHA continues to increase tenants' understanding of how long damp and mould issues can take to resolve, sets expectations of timescales at the start and update tenants on progress regularly.
SIG 12	GOHA continues to collect feedback from tenants who have reported damp and mould via either a transactional survey or annual survey.
SIG 13	GOHA ensures the new housing management system records all information required and supports the development of a new inspection form that allows staff to record findings, recommendations and photos easily and supports the monitoring of follow up work and reports to tenants.

SIG Recommendations for Improvement

SIG 14	GOHA reviews the results of the recent Triannual Satisfaction Survey to identify reasons for lower levels of satisfaction where noted.
SIG15	GOHA develops a "pilot report" for how the damp and mould procedure has been implemented during 2024 / 25, as indicated in **Section C** below.
SIG 16	GOHA uses the information gathered in the 2024 / 25 pilot report to: • Inform tenants of reports and actions • Develop a baseline for future reports as per Charter requirements • Understand the extent of the problem and • Assist GOHA identify actions and investment required

SIG 17	GOHA ensures all staff are aware of and have a working knowledge of the Damp and Mould video.
SIG 18	GOHA considers creating a new "Tackling Damp and Mould video in partnership with G8 Comms Group landlords, to include damp, mould and condensation, along with the different types and causes. **NOTE** our members consider the background music in current videos to be too loud, which means it is difficult to hear the narrative. We recommend this is addressed in current and any new GOHA videos.
SIG 19	GOHA considers using other methods to advise tenants of damp and mould and how to prevent and address it, what GOHA can do etc. such as developing TIK TOK videos, to demonstrate: - the "walkthrough" carried out by staff during inspections, - how damp and cold spots are created, - how it can be addressed by GOHA and - prevented by tenants, where applicable.
SIG 20	GOHA considers including graphics in the next version of the leaflet to demonstrate how many pints of water are expelled into tenants' homes due to cooking, bathing, breathing etc. See **Appendix 2** for an example.
SIG 21	GOHA advises tenants about the recent restructuring and role of Damp and Mould Champion as well as champions for other service areas.
SIG 22	GOHA encourages all tenants to participate in the newly introduced Tenancy Support Visits as they are rolled out and publicises their benefits in all communication methods.
SIG23	GOHA investigates the potential to enforce entry to address damp and mould issues, where tenants have denied access (similar to the gas inspections). We consider this would be required where tenants may be trying to achieve a priority move, without having the points required. We consider property moves without the required points should only be permitted if the house is not fit for purpose or where damp and mould is having a negative impact on the health of household members.

SIG 24	GOHA produces and issues a **damp and mould inspection report,** with recommendations for tenants, details of work to be carried out etc. to all tenants who report issues. This should be signed by the tenant and staff member and kept as a record in the housing management system and on the tenants file within the tenant portal to allow both parties to review progress.
SIG 25	GOHA introduces the above noted artificial intelligence systems in tenants' homes to measure moisture and damp levels and assist GOHA addresses these issues promptly with tenants, technical services staff and contractors where required.
SIG 26	GOHA considers supplying all tenants with dehumidifier bags to support tenants to reduce condensation, damp and mould in their homes. We note this was provided for tenants at the Big Conversation in June 20025, and our members have advised these are working well. We understand there will be a cost associated with this recommendation and suggest that community benefit funding could be used to provide them, if possible, with information provided on how to purchase more when required. If the cost of issuing to all tenants is prohibitive, we recommend GOHA provides one to people who report the issue or when inspections are done and staff consider it would be of benefit. **NOTE**: we understand that a pack of 12 bags costs £1, therefore consider providing 1 bag to each tenant who reports damp and mould would be value for money.
SIG 27	GOHA changes uses of the term 'complaint' to 'report' in the procedure.
SIG 28	GOHA ensures damp and mould reports are recorded separately from repair reports, including date of report, inspection, action taken, follow up visit to check outcomes and end to end timescales and whether additional work is required.
SIG 29	GOHA considers reporting on damp and mould reports and outcomes quarterly to the CMT, Board, SIG and tenants to: • Assist GOHA develop a thorough understanding of seasonal variations, if any and • Encourage tenants to be more proactive in working with GOHA to prevent or reduce damp and mould and report issues as soon as they arise.
SIG 30	GOHA reduces the time scale for installing new ventilation systems. **NOTE:** We understand these can be fitted in 1 day.

SIG 31	If advised by tenants that GOHA instances of damp and mould are affecting health and wellbeing, that this is recorded in the tenant's file and where available, how measures taken to address the issues impact positively on households. **NOTE** we consider this perhaps could be carried out at Annual Tenant Visits.
SIG 32	GOHA works to decrease timescales for dealing with damp and mould issues.
SIG 33	GOHA ensures all properties inspected are added to the **Damp and Mould Register,** with comments on work carried out, timescales for addressing the issue and any outstanding work required. We envisage this will assist GOHA to clarify if damp and mould issues affect a single property or the whole building. Where damp and mould are caused by blocked or damaged gutters, down pipes, damaged roofs, render et al, we recommend appropriate repairs or cleaning is carried out.
SIG 34	GOHA further develops the inspection sheet in partnership with staff responsible for the inspections and SIG members, to include the whole house and external areas as indicated in our proposed new inspection sheet in **Appendix 1.** We envisage this would include space for photos to be uploaded and an associated comments section that explains what the photo is showing.
SIG35	GOHA ensures staff are provided with current and newly developed equipment to allow recording of visits to tenants' homes to be uploaded to the housing management system whilst on site.
SIG 36	GOHA considers the use of drones to check for roof and gutter issues as we understand these will not be seen from ground level and the cost of using cherry pickers or scaffolding is expensive.
SIG 37	GOHA ensures the new housing management system has effective forms for staff to input all the information gathered in the inspection, and records details and dates of all actions taken to resolve the issues, including cost of work.

	NOTE SIG recommends GOHA advises us of when the Damp and Mould Module in Homemaster will be introduced and provides the SIG with details of how this is working every 6 months
SIG 38	GOHA strives to increase satisfaction with work carried out to resolve damp and mould reports and sets a target of 85% rather than 60% at present.
SIG 39	GOHA supports **all** staff who visit tenants' homes to ask if there are any damp and mould concerns and ensures this is reported and recorded on the housing management system.
SIG 40	GOHA consults tenants and staff on the policy prior to any review and uses their feedback to inform any changes to the policy or procedure and thereafter advises tenants and staff of how their feedback has influenced any improvements.
SIG 41	Where damp and mould is evident at ceilings, GOHA checks if property has false ceilings, and bores holes or cuts sample of ceiling to identify if dampness is caused by water in this area.

2. Introduction

During 2023, SIG members, became aware of the tragic death of toddler Awaab Ishak, in Rochdale, England due to the presence of damp and mould in his family home. Following publicity in the National Press, SIG members found out more about this tragic case at a TIS information session for tenants across Scotland. At this session we became aware that:

- Although reported to the Borough Council, several times, no work was carried out to address the issue.
- Following Awaab's death, the Coroner's Report identified that his death '*the medical cause of Awaab's death was due to* ***chronic exposure to fungus***., and its findings triggered an investigation by England's Housing Ombudsman.
- The Ombudsman report stated that landlords should have a **"Zero Tolerance Approach to Damp and Mould"** and includes 26 Recommendations.

The SIG understands from our members and contact with other tenants, that damp and mould in our homes is not a new phenomenon. However, with the issue brought to our attention so vividly, along with increasing concerns that rising fuel costs, fuel poverty amongst people living in social housing and the Cost-of-Living Crisis, the SIG understood this could mean people will be

unable to heat their homes effectively, thus increasing damp and mould in our home.

The SIG therefore agreed that further exploration and promotion of national concerns, were required. The SIG in partnership with the Tenants Information Service, Development Director and GOHA officers agreed to carry out a Damp and Mould Scrutiny Project.

Tenant Scrutiny: What is it?

The **Housing (Scotland) Act 2001** introduced tenant participation as a right for all Housing Association and Council tenants. The **Housing (Scotland) Act 2010** further enhanced and developed these rights to include tenant scrutiny.

Tenant scrutiny is a way of giving tenants greater influence and the ability to hold their landlords to account by exercising more power over the business decisions, governance and performance of their landlord.

It is an important part of meeting the expectation to continuously improve landlord participation performance.

Tenant scrutiny involves adopting a tenant-centred approach to landlord activities, which delivers benefits to tenants, landlords and communities alike.

Glen Oaks Housing Association has supported the development of tenant scrutiny practice over several years, enabling tenants to take an "in-depth" look at housing services, policies, and procedures, identify what works well, what could be improved and make recommendations for the Association's consideration.

In conducting our scrutiny projects, we aim to:

- Learn more about housing service policies, procedures, and service delivery.
- Understand how housing services are provided to tenants and other customers.
- Find out tenants' views on the services provided.
- Consider what works well and what could be improved,
- Compare with other similar landlords, and
- Make recommendations for changes or improvements to the Senior Management Team and Board Members.

We carry out our work through tenant led inspections, interviewing, and shadowing staff, reviewing information about GOHA housing and technical services and performance, talking to other tenants, comparing with other landlords and reviewing housing and service standards set by the Scottish Government in the Scottish Social Housing Charter (the Charter) and expectations of the Scottish Housing Regulator (SHR).

The Scrutiny Project

The Damp and Mould Scrutiny Project focused on the procedures and actions GOHA undertakes when addressing reports of damp and mould in tenants' homes.

The Tenants Information Service (TIS) provides the Federation, and members involved in the scrutiny work with independent advice, training, and support to assist us in our work and GOHA staff support us through providing the information we require to review services and standards and by responding to our surveys and questionnaires.

The work carried out in this project further developed our understanding of damp and mould, including:

- The different types and causes: Rising Damp, Penetrating Damp, Salt Damp and Condensation Damp.
- How the position of some property types can mean they are more susceptible to these issues.
- Adverse weather conditions and seasonal variations.
- How damp can affect internal and external building fabric, including damage to external doors and window frames as well as internal walls, ceilings, floors and possessions.

We also learned more about the type of inspections, treatments and repair work that can be used to assess and identify cause and location of damp and mould, and how it can be addressed.

We understand that dealing with some damp and mould reports can be time consuming and require various treatments and repair work to address the situation.

Planning, Preparation and Actions.

SIG members followed an agreed work plan for the **Damp and Mould Scrutiny Exercise,** which included the following key stages:

a. Review of information and relevant fact finding

- Scottish Social Housing Charter context
- Scottish Housing Quality Standard (SHQS) context
- Scottish Housing Regulator (SHR) data
- GOHA information to tenants
- Comparisons with Cloch, Maryhill, Ardenglen, and Riverside Housing Associations, Homes for Life and East Ayrshire and City of Edinburgh Councils.

b. Understanding GOHA's systems and processes

- Understanding the policy and operational approach to addressing damp and mould concerns,

c. Reality Checking – what's happening on the ground

- Review of damp and mould reports and statistical information
- Meetings and surveys with staff to capture experiences to understand their views of the procedures
- Review of staff checklist and reports
- Review of tenant feedback

3. Findings and Recommendations

A.	Charter Outcome 4: Quality of Housing and 5: Repairs Maintenance and Improvements
1.	We understand **Charter Outcome 4** requires landlords to ensure tenants' homes, as a minimum, when they are **allocated** are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and meet the relevant Energy Efficiency and Zero Emission Heat Standard. We understand that if GOHA cannot meet any part of these standards, for social or technical reasons, this should regularly be reviewed and measures put in place to ensure improvements are made as soon as possible.
2.	We understand **Charter Outcome 5** requires landlords to ensure tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done. We understand this should ensure the safeguarding of tenants' health and safety and value of our homes as GOHA's assets.
3.	We understand that damp and mould reports by tenants have been recorded within the overall repair category, rather than as separate ones. We consider this could mean that damp and mould reports could "get lost" within the larger number of repair

	reports, meaning GOHA's understanding of the extent of the issue may not be accurate.
4.	We are aware that as of April 2025, landlords will be required to report on new tenant safety indicators, including including fire and electrical safety and three new indicators on damp and mould. We consider this to be a positive development, especially as we are aware that damp and mould is experienced in some GOHA properties.
	Recommendations
	GOHA continues to invest in tenants' homes though providing a high-quality repairs and maintenance service, alongside internal and external improvements to ensure all our homes meet the Chater outcomes, SHQS, Energy Efficiency, Health and Safety, Net Zero and other standards required by the Scottish Government and our tenants.
B.	**Scottish Housing Quality Standard (SHQS)**
1.	We are pleased to note the number of GOHA properties meeting the SHQS increased from 96% in 2022 / 23 to **97.6%** in 2023 / 24 and **98.89%** in 2024 / 25.
2.	We are pleased to note that during 2023 / 24 GOHA homes performed higher than the Scottish average at **97.6%** compared to 84.4% in terms of achieving the SHQS. Please note as the SHR does not release ARC reports until August, we are unable to compare GOHA's improvement with the latest Scottish Average.
	Recommendations
	GOHA continues to deliver a robust investment programme that ensures all homes meet the SHQS and other required standards, such as EESSH and Net Zero.
C.	**Scottish Housing Regulator Data**
1.	We are pleased to note that tenant satisfaction with the overall service provided by GOHA increased from 84.2% in 2022 / 23 to **92.8%** in 2023 / 24.

	However, we are disappointed to learn that results from the recent Triannual Satisfaction Survey, indicates a drop in satisfaction levels to **84%.**
2.	As indicated in **Section A** above, we note that presently the SHR does not ask landlords to report on damp and mould, however, are pleased this will be a requirement for the 2025 / 26 Annual Return on the Charter.
	Recommendations
	GOHA reviews the results of the recent Triannual Satisfaction Survey to identify reasons for lower levels of satisfaction where noted.
	GOHA continues to improve all services to ensure a high level of tenant satisfaction.
	GOHA develops a "pilot report" for how the damp and mould procedure has been implemented during 2024 / 25, including: • Number of reports received, • Action taken, • Timescales for resolving issues, • Details of repeat reports, • Tenant satisfaction with GOHA actions taken and • Costs of work required.
	GOHA uses the information gathered in the 2024 / 25 pilot report to: • Inform tenants of reports and actions • Develop a baseline for future reports as per Charter requirements • Understand the extent of the problem and • Assist GOHA identify actions and investment required.
D.	**GOHA Information to Tenants**
1.	We are pleased to see there is a section on "Tacking damp and mould together" on the GOHA website. We consider the links to the policy, leaflet and video are easy to follow.
2.	We understand the video was developed in partnership G8 Group peer landlords and consider it helpful and easy for tenants to follow. However, we consider the heading 'Protecting your home from condensation' is misleading, as condensation is not the only cause of dampness. In addition, recent good practice guidance advises that landlords do not simply equate the cause

	of damp and mould to be condensation, which has previously considered "the tenants' fault".
3.	We understand not all staff are aware of the video.
4.	It is unclear how many tenants have viewed the video.
5.	During this project we were pleased to see GOHA developed a damp and mould information leaflet for tenants. We consider this a useful tool for tenants, that is easy to read and understand. However, we did note there was no reference to drying clothes on radiators and were pleased when we advised GOHA staff of this that the leaflet was updated.
6.	We are pleased to note that as part of the recent staff restructuring, GOHA has included the role of Damp and Mould Champion, which we consider is positive.
7.	We consider it is positive that GOHA has made a commitment to carry out Tenancy Support Visits and that these will include checking all rooms, and Tackling Damp and Mould leaflet will be left with every tenant.
	Recommendations
	GOHA ensures all staff are aware of and have a working knowledge of the Damp and Mould video.
	GOHA develops a publicity drive to encourage tenants to view the video and records figures for number of views and locations of tenants where possible.
	GOHA considers revising the video in partnership with the other landlords to include damp, mould and condensation and different types and causes of damp and mould.
	GOHA considers including graphics in the next version of the leaflet to demonstrate how many pints of water are expelled into tenants' homes due to cooking, breathing, etc. See **Appendix 2** for an example.
	GOHA uses newsletters, tenant portal, and website to encourage tenants to access the damp and mould information.

	GOHA advises tenants about the recent restructuring and role of Damp and Mould Champion as well as champions for other service areas.
	GOHA encourages all tenants to participate in the newly introduced Tenancy Support Visits as they are rolled out and publicises their benefits in all communication methods.
	GOHA produces and isseus a **damp and mould inspection report**, with recommendations for tenants, details of work to be caried out etc. to all tenants who report issues. This should be signed by the tenant and staff member and kept as a record in the housing management system and on the tenants file within the tenant portal to allow both parties to review progress.
E.	**Comparison With Other Landlords: Information Provided**
1.	We compared the GOHA policy with the peer landlords of: Cloch, Maryhill, Ardenglen and Riverside Housing Associations.
2.	We consider the GOHA policy compares favourably with these policies.
3.	We are pleased to note that the GOHA policy includes communal areas as well individual properties as we consider that some instances of damp and mould can be caused by condensation and water penetration in closes and from other properties.
4.	We are pleased to note that GOHA is committed to working with working in partnership with tenants ensuring that a safe and healthy internal environment is provided.
5.	We are pleased to note that GOHA is considering the use of artificial intelligence such as moisture sensors to analyse and manage the extent of damp and mould tenants' homes. We understand that GOHA is considering this, however there is a delay in this due to changes in the housing management system upgrade.
	Recommendations
	GOHA introduces the above noted artificial intelligence systems in tenants' homes to measure moisture and damp levels and assist GOHA addresses these issues promptly with tenants, technical services staff and contractors where required.

	GOHA considers supplying all tenants with dehumidifier bags to support tenants to reduce condensation, damp and mould in their homes. We note this was provided for tenants at the Big Conversation in June 20025, and our members have advised these are working well. We understand there will be a cost associated with this recommendation and suggest that community benefit funding could be used to provide them, if possible, with information provided on how to purchase more when required. If the cost of issuing to all tenants is prohibitive, we recommend GOHA provides one to people who report the issue or when inspections are done and staff consider it would be of benefit. **NOTE**: we understand that a pack of 12 bags costs £1, therefore consider providing 1 bag to each tenant who reports damp and mould would be value for money.
F.	**GOHA Damp and Mould Procedure**
1.	We consider the procedure is clear and easy to follow, however there are a few areas we consider could be improved.
2.	We consider the use of complaint, rather than report could be misleading, as a tenant's first contact with GOHA to advise of a damp and mould issue, is a report. It is our understanding that a complaint is about service failure or dissatisfaction. We consider this could cause confusion with the complaint's procedure, handling and reporting at GOHA and could deter people from reporting issues to GOHA as they "don't want to be seen as complaining".
3.	We note that GOHA's target timescale for dealing with a non – emergency repair is 5 days, which we consider is positive, and that the damp and mould procedure states that inspections will be carried out within 3 days, which again is positive. However, it is our understanding that at the time of our scrutiny project, GOHA did not measure timescales for completing damp and mould inspections. We understand that following the Awaab Ishak case, landlords should be recording reports, actions and outcomes and that the

	SHR will require these reports to be detailed in the 2025 / 26 ARC return.
4.	The procedure indicates it will take 3 weeks to install a new ventilation system in tenants' home where required. We consider this time scale is too long.
5.	We consider it is positive that policy shows GOHA intends to design out potential causes of dampness in the construction of new homes and in planned maintenance projects.
6.	We understand that one of the aims of the procedure is to ensure tenant health and wellbeing, which is positive, however we are unaware of how GOHA sets a baseline for this information or records how measures taken to address the issues impact positively on levels of associated household illness or wellbeing.
7.	We understand that some tenants have refused access to allow officers and contractors to address damp and mould issues, and in some cases, this seems to be as tenants want to move home and do not have the required points.
	Recommendations
	GOHA changes uses of complaint to report in the procedure.
	GOHA ensures damp and mould reports are recorded separately from repair reports, including date of report, inspection, action taken, outcome and end to end timescales.
	GOHA considers reporting on damp and mould reports and outcomes quarterly to the CMT, Board, SIG and tenants to: • Assist GOHA develop a thorough understanding of seasonal variations, if any and • Encourage tenants to be more proactive in working with GOHA to prevent or reduce damp and mould and report issues as soon as they arise.
	GOHA reduces the time scale for installing new ventilation systems. **NOTE:** We understand these can be fitted in 1 day.
	GOHA continues to ensure damp and mould is "designed out" of new build properties and during planned maintenance projects and records the impact of such measures and reports results to tenants.

	GOHA records instances of damp and mold associated illness or detrimental wellbeing and how measures taken to address the issues impact positively on households.
	GOHA investigates the potential to enforce access to address damp and mould where tenants have refused. We consider this would be covered under GOHA's **Tenant Safety** duties and responsibilities.
G.	**GOHA Damp and Mould Reports**
	During the period April 24 – March 25, we understand **85** tenants reported damp and mould concerns to GOHA.
	Of the **85** reports made:
1.	**56** (65.5%) were complete and **29** (34.5%) were outstanding.
2.	**49** (3.6%) were from tenants living tenements, **34** (2.5%) from tenants living in houses and **2** (0.1%) from tenants living 4 in a block homes.
3.	**36** (35.8%) were made in Winter, **24** (23.5%) in Autumn, **14** (13.3%) in Spring and **11** (12%) in Summer.
	Recommendations
	GOHA continues to increase tenant awareness of damp and mould, its causes, how to prevent it, where possible and how to report it to GOHA as soon as possible.
	GOHA works to increase timescales for dealing with damp and mould issues.
	GOHA ensures all properties inspected are added to the **Damp and Mould Register,** with comments on work carried out, timescales for addressing the issue and outstanding work required.
H.	**Staff Feedback**
	We are pleased to note that:
1.	Staff involved in damp and mould inspection work receive the training required.

2.	GOHA carries out an inspection in all properties, where tenants have reported issues with damp and mould.
3.	Staff have equipment to assist them identify areas of "cold bridging", where damp and mould is evident, location of pipe and to take photos and record temperature.
4.	Staff understand that properties built with "no fynes" can be cold, which in turn can lead to issues with damp and mould.
5.	Staff check if trickle vents are open, air flow through building.
6.	Staff have a good understanding of the causes of damp and mould.
7.	Staff use several remedies to address damp and mould including: • Strapping and sheeting internal walls • Advice to tenants • Upgrade fans. • Fuel poverty referrals. • Resolve water penetration issues – flooding, leaks, problems with gutters etc. • Provide or instruct use of antifungal wash • Instruct the use of paint which inhibits mould growth • Provide sensors for tenants to check humidity etc. • Provide dehumidifiers from contractors, if required. • Demonstrate when issues are worse or not, and encourage them to open windows.
8.	Staff keep in touch with tenants to check what remedies works and do not.
9.	If staff are unsure, they would advise GOHA to employ specialists i.e. Polygon, Richardson and Starling, Peter Cox
	Recommendations
	GOHA continues to ensure thorough inspections are carried out and that the same high standard of approach is taken by all staff.
	GOHA further develops the inspection sheet in partnership with staff responsible for the inspections and SIG members, to include the whole house and external areas as indicated in or proposed new inspection sheet in **Appendix 1.**

	GOHA continues to ensure staff are provided with the training required to fulfil their roles and responsibilities and learn about evolving issues and solutions.
	GOHA ensures staff are provided with current and newly developed equipment to assist them carry out their work as effectively as possible.
	GOHA considers the use of drones to check for roof and gutter issues as we understand these will not be seen from ground level and the cost of using cherry pickers or scaffolding is expensive.
I.	**Staff Inspection Checklist and Reports**
1.	We reviewed the inspection checklists used by GOHA staff when visiting homes to inspect damp and mould reports and compared them to those used by Homes for Life and East Ayrshire Council.
2.	We understand that the current housing management system does not allow staff to record all the information or details they become aware of during the inspection and consider this should be improved in the new system in progress. We understand a new housing management system is under development, which is positive.
3.	We consider the GOHA checklist does not allow staff to record all the information that may be required whilst Homes for Life and East Ayrshire checklists provide a more thorough record of the property.
4.	We consider that, as damp and mould can be caused by internal and external factors, that the inspections could be more thorough to assist in identifying causes.
5.	We consider it is positive that GOHA staff take photos of the affected areas.
6.	We consider it is positive that GOHA staff measure humidity levels during inspections and have the tools to check for cold spots / cold bridges.
7.	We understand that the computer system does not assist staff with inputting information on site via PDA's / tablets etc. and that any additional information has to be recorded and added

	separately, which can be time-consuming and may mean some details could be missed.
8.	We note the checklist does not include an area to comment on whether damp and mould is affecting tenants or household members' health and wellbeing.
	Recommendations
	GOHA revises the checklist to include property externals as well as internals such as damage to render, issues with gutters and overflow pipes, and issues in closes.
	GOHA considers revising the checklist to include our suggestions in **Appendix 1.**
	GOHA ensures the new housing management system has effective forms for staff to input all the information gathered in the inspection, and records details and dates of all actions taken to resolve the issues, including cost of work.
	The new housing management system includes devices for staff to record and report all information on site as well as when updates / progress has been achieved.
	GOHA considers issuing PDA's / tablets to staff to allow them to update all issues and concerns identified and log work required in a property or with a tenancy when on site.
J.	**Tenant Feedback**
1.	As part of this scrutiny project, GOHA staff assisted us to seek views of tenants who had reported damp and mould to the association, and we have included comments received from tenants in **Section 5** below. The results of our survey were superseded with the finding of the Triannual Satisfaction Survey; therefore, the following data is what we learned from the Research Resource independent report.
2.	**539** tenants responded to the survey.
3.	**104** (19.3%) of these tenants advised they had experienced mould or dampness in your home in the last 12 months, with **435** (80.7%) advising they had not.

4.	**94** (90.4%) of tenants reported the issue to GOHA **10** (9.6%) of tenants did not report the issue to GOHA
4.	**62** (59.6%) were satisfied with the work carried out by GOHA **42** (40.4%) were not satisfied with the work carried out by GOHA
5.	**28** (66.7%) of tenants who were not satisfied with work to rectify the problems or did not report it to GOHA provided contact details to allow GOHA to follow up on requirements. **14** (33.3%) of the above tenants did not provide details to allow GOHA to follow up on requirements.
6.	We were informed of recurring damp and mould issues in tenants' homes due to problems hidden behind the false ceilings, which we understand were installed a by Scottish Homes.
	Recommendations
	GOHA strives to increase satisfaction with work carried out to resolve damp and mould reports and sets a target higher than current levels of 60%.
	As indicated above in Section D: Information to Tenants, GOHA raises awareness of damp and mould and tenant responsibilities to report issues to GOHA.
	GOHA supports all staff who visit tenants' homes to ask if there are any damp and mould concerns and ensures this is reported and recorded on the housing management system.
	GOHA checks if property has false ceilings, and bores holes or cuts sample of ceiling to identify if dampness is caused by water in this area.

Example of damp under false ceilings in kitchen and bathroom at Glen Oaks property

5. Tenant Comments

Brilliant service so far, workers are polite and clean up after work, looking forward to the task being fully completed.
Awesome service once reported.
The damp in the kitchen got fixed the damp in the bedroom is just the same.
I didn't receive help with my kitchen cupboards
Sometimes the close walls are damp and this affects our house.
The damp was down to the people who put the pipe work in the house in the frost, so why was it I was out of pocket? Am I not meant to put covering on my floors?
Still no solution to the problem as it's now returning
Damp and mould would be improved if the heat would stay in the home. In winter months it feels like our windows are open when they are not and it's the same with the front door.
I had different work done to get rid of the damp, but Glen Oaks didn't look under the false ceiling, where the cause was, so it kept coming back.

6. Next Steps

SIG members recommend:

a. GOHA Senior Management Team and Board consider and take account of our views and suggestions for improvement identified in this report.

b. The Senior Management Team meets with the SIG to discuss our report and provides feedback on how GOHA can implement our suggestions for improvement.

c. GOHA develops an action plan with implementation timescales for the agreed recommendations in this report.

d. Members of our group attend the next available Board meeting to present and discuss our findings.

e. GOHA provides the SIG with a report on our proposed pilot project, damp register and outcomes of work carried out to address damp and mould.

d. We agree our next scrutiny project with GOHA staff.

7. Vote of thanks

The SIG members would like to thank:

- GOHA staff for assisting us in this project, through providing information, responding to our surveys, attending meetings to respond to our queries, and organising the meetings and providing catering.
- TIS for providing the independent information, advice and support and examples of documents and practice of other landlords.
- Tenants who responded to both our own and GOHA survey questions regarding damp and mould.

Photos from Glen Oaks Properties: Showing Dampness, Cold Spots and Temperature