


# Dampness, Mould and Condensation

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If you have difficulty with sight or hearing, or if you require a translated copy of this document, we would be pleased to provide this information in a form that suits your needs.

	Policy number:	T20
	Policy approved:	14 June 2023
	Due for review:	

## **Our Vision, Mission Statement and Values**

Glen Oaks' vision statement '**Where Communities Thrive**' and our mission statement '**Our aim is to provide good quality affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community**' provide the foundation for Glen Oaks Housing Association's commitment to its residents and the communities they live in.

This commitment is also demonstrated in the Association's values which were agreed following discussions with the Board and staff. Glen Oaks' values are fundamental to how we carry out our day-to-day activities.

Our values are:

### **respectful**

*we trust and respect our tenants and each other*

### **dedicated**

*we will give 100% commitment to our work*

### **transparent**

*we will be open and honest about what we do*

### **aspirational**

*we will strive to achieve the best we can for our communities*

## **Equality & Diversity Statement**

The Association is intent on ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; sex; marriage & civil partnership; race; religion or belief; sexual orientation; gender reassignment; pregnancy & maternity.

This document complies with the Association's equality & diversity policy.

The Association will regularly review this document for equal opportunities implications and take the necessary action to address any inequalities that result from the implementation of the policy.

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## **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 Glen Oaks.
- 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 Glen Oaks meets its legal, contractual, regulatory, and statutory obligations.
- 1.4 This document is to be read in conjunction with the Association's Managing Damp, Mould & Condensation Procedure.

## **2.0 Legal & Regulatory Framework**

- 2.1 This policy is intended to ensure that Glen Oaks Housing Association 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 [Appendix 1](#).

## **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 to our tenants at all times in relation to the delivery of our responsive repairs service and enable them 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 that tenants have access to and 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 and efficiently 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 with 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**

- We are responsible for maintaining tenants' homes to avoid penetrating and rising damp and for carrying out remedial action if these problems occur.
- We shall investigate to determine 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 5 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.
- We will endeavour to "design out" potential causes of dampness in the construction of new homes and in planned maintenance projects.
- 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 customer 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 customer updated throughout the process from inception to completion.

- Ensure that only competent contractors will be employed to carry out any works and that the customer'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) 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 us on managing humidity and moisture in the home which can lead to condensation. This information can be found on Glen Oaks' 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 customer 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 Review**

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