

Mould and Dampness Policy

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Our Vision, Our Values, Our Strategic Objectives

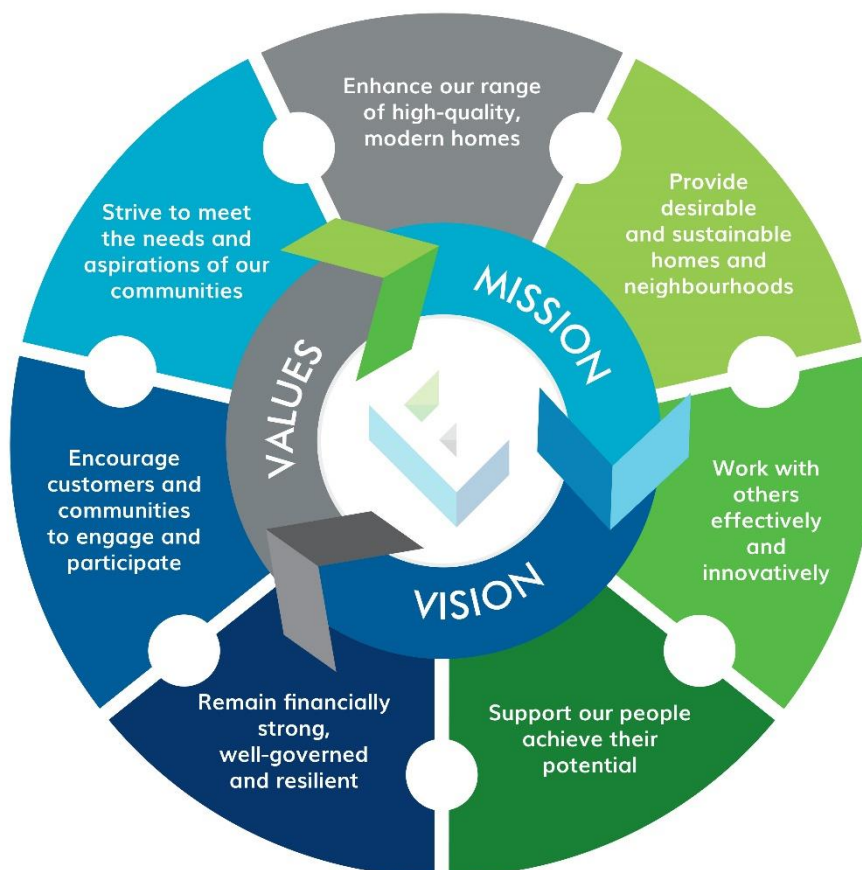
Our Vision

A vibrant neighbourhood where everyone can prosper.

Our Values

Caring, Reliable, Fair, Open and Adaptable

Our Strategic Objectives



Equality and Diversity Statement

Elderpark Housing are committed to ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex or sexual orientation.

This document complies with our Equality and Diversity Policy.

We will regularly review this Policy and consider any equalities implications taking the necessary action to address any inequalities (either directly or indirectly) that result from the implementation of this Policy.

Executive Summary

Policy Author

This Policy has been developed by the Director of Maintenance Services who has responsibility for the effective implementation and timely review of the Policy.

Purpose of the Policy

The purpose of this Policy and procedure-is to ensure that the Association meets its legal and Regulatory obligations in delivering an effective and Efficient Responsive Repairs service relating to Dampness and Mould situations to maintain a dry and warm property for our tenants and residents

Aims and Objectives of the Policy

The aim of this policy is to ensure staff are aware of the procedures for managing dampness and mould situations providing the knowledge and understanding to investigate, arrange remedial works, monitor and report on dampness and mould situations

Legislative and Regulatory Compliance

We will comply with all relevant legislation and associated guidance, including:

- The Scottish Housing Regulator Performance Standards.
- The Scottish Housing Quality Standards / EESH (Energy Efficiency Standard for Social Housing)
- The Scottish Social Housing Charter
- Housing (Scotland) Act 1987
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2014
- Disability Discrimination Act 2005
- The Equality Act 2010
- The Environmental Health Protection Act 1990
- Property Factors (Scotland) Act 2004
- Tenements Scotland Act 2004
- Right To Repair (2001)

Equalities

An Equalities Impact Assessment has been carried out and attached to this Policy as Appendix 1 No Equalities issues have been identified as the Policy relates to the service delivery mechanisms to investigate, instruct remedial works, record and monitor dampness and mould situations within tenants homes and residents common areas. The tasks required to ensure continuity of tenancy and to be complaint with legislation will be applied equally to all properties resulting in no positive or negative impact upon the protected characteristic groups.

Privacy

Record keeping for the purposes of this policy will relate to the tenant (s) personal details who reside in the associations stock. This will include contactors having access to tenant's personal details for the purpose of visiting properties and a data sharing agreement being in place. All data will be held in line with GDPR requirements. This Policy is written to be open and transparent in line with FOISA. A GDPR Impact Assessment has been carried out and attached to this Policy as Appendix 2.

Related Policies

Policy Title	Location
Asset Management Strategy	Currently Being Developed
Health & Safety Policy	V:\Elderpark Policy Suite\Governance Policies\G15 Health and Safety Policy Statement 2021.pdf
Risk Management Strategy	V:\Elderpark Policy Suite\Governance Policies\G23 Risk Management Policy .pdf
Reactive Repairs Policy	Due for tenant and resident consultation
Decant Policy	V:\Elderpark Policy Suite\Housing Management Policies\H14 Decant Policy.pdf
Allocations Policy	V:\Elderpark Policy Suite\Housing Management Policies\H2 Allocations Policy.pdf
Privacy Policy	V:\Elderpark Policy Suite\IT Policies\IT1 Privacy Policy.pdf .
Equality & Diversity Policy	V:\Elderpark Policy Suite\Governance Policies\G29 FOI and EI Policy.pdf
Complaints Handling Procedure	V:\Elderpark Policy Suite\Governance Policies\G9 Complaints Handling Policy and Procedure.pdf
Factoring Policy	V:\Elderpark Policy Suite\Factoring\H7 Factoring Policy.pdf
Freedom of Information	V:\Elderpark Policy Suite\Governance Policies\G29 FOI and EI Policy.pdf

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Appendix 1 Equality Impact Assessment

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1 Introduction

- 1.1 Elderpark Housing was established in 1975 and currently owns 1341 homes with the majority being in Central Govan although some properties are located within the areas of Ibrox, Kinning Park and Cessnock. In addition to being a landlord we provide a factoring service to approximately 250 owners.
- 1.2 This policy acknowledges the importance tenants/residents place on having a high-quality property management service from their landlord/factor that is responsive to their needs where the tenant/resident reports dampness, mould or condensation issues within their home or common areas.
- 1.3 The Scottish Housing Regulator issued a letter in December 2022, to all Scottish Landlords to consider what systems they have in place to be proactive in ensuring tenant's homes are not affected by mould and dampness and that they have appropriate, proactive systems to identify and deal with any reported cases of mould and damp situations timeously and effectively.
- 1.4 In February 2023, a report went to the Management Committee outlining our interim procedures for recording and managing any damp and mould situations, until the association developed a robust policy and procedure in tackling these situations effectively.
- 1.5 The interim procedure at that time identified the following to be recorded
 - Visiting all reports of "Dampness and Mould" to assess the potential cause and initiate works to remedy same.
 - Continually monitored by the Maintenance Team (frequency depends on severity) and further actions will be investigated should the mould continue to re-appear
 - A Dampness/Mould Database will be developed until we are able to hold this data within the Rubixx housing Management System
 - Where the root cause cannot be identified by the Maintenance team we shall engage with a Dampness/ Mould consultant to provide an expert independent assessment and specification for remedial works to hopefully eradicate the re-occurrence of the Dampness or Mould.
- 1.6 The implementation of this policy has captured what was initiated at the interim stage and will outline roles, responsibilities and guidance for staff and tenants/residents when dealing with dampness, mould and condensation situations.

2 Purpose of the Policy

- 2.1 The aim of this policy is to proactively manage the potential risks and promptly diagnose and prevent issues which may arise from damp and mould in our Properties, including communal areas; committing to meeting the needs of our tenants and residents in achieving our aim in providing homes that are safe, warm, and dry.

- 2.2 The further aims of this policy is to provide staff with the 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 our tenants residing in homes owned by the association.
- 2.3 This policy also sets out how we will support our tenants and residents to minimise the risk of damp and mould occurring and report it where there is evidence of its presence, this will also ensure that Elderpark meets its legal, contractual, regulatory and statutory obligations.

3 Scope of this policy

- 3.1 This policy explains how we will control, manage and eliminate damp, Mould and Condensation including but not limited to:

Who the policy applies to:

Tenants who rent their home under a tenancy agreement

- Leased properties to other agencies .i.e. Mears Group
- All property communal areas.
- Temporary accommodation

What this policy will cover:

- identifying the types of damp: rising, penetrating and condensation dampness, including internal leaks.
- identifying the responsibilities of Elderpark Housing Association and our customers in dealing with damp and condensation.
- Offering guidance, advice, and assistance throughout the process to all tenants and residents living in our properties.
- Data gathering and reporting, identifying proactive methods in mitigating risk of all dampness.

The Policy should be read in conjunction with Elderpark's Reactive Repairs Policy.

4 Legal and Regulatory Framework

- 4.1 There are a number of legislative documents that were reviewed whilst developing this policy and procedure. Dampness & Mould will form part of our Tenant Safety Compliance reporting to the Housing & Maintenance Sub Committee on a quarterly basis. The following legislation and guidance relates to this policy

- The Scottish Housing Regulator Performance Standards.
- The Scottish Housing Quality Standards / EESH (Energy Efficiency Standard for Social Housing)
- The Scottish Social Housing Charter
- Housing (Scotland) Act 1987
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2010

- Housing (Scotland) Act 2014
- Disability Discrimination Act 2005
- The Equality Act 2010
- The Environmental Health Protection Act 1990
- Property Factors (Scotland) Act 2004
- Tenements Scotland Act 2004
- Right To Repair (2001)

5 Key principals of the policy are outlined as follows:-

- 5.1 Elderpark will in its role as a responsible landlord will ensure the following key principals are adhered to.
- 5.2 To comply with statutory, regulatory and contractual requirements and good practice.
- 5.3 Undertake effective investigations and implement all reasonable repair solutions and improvements to eliminate damp including, managing, and controlling condensation.
- 5.4 Respond to all reports of damp and condensation and complete any repair works/measures in line with Elderpark's Reactive Repairs policy complying with all legislation. This will be dependent on the severity and urgency of the problem, the complexity of the solution and the repair works/actions required.
- 5.5 We will make reasonable attempts to access the property to inspect and carry out the works. All logged repairs will have an agreed appointment date for inspections to be carried out. Following continuous no accesses (3 attempts), written communication will be provided to the tenant requesting them to contact the Association to organise an inspection of the affected areas and shall be recorded in the associations Rubixx Housing Management System of each no access and any letters regarding access.
- 5.6 We will follow up each completed damp or mould repair with a re-inspection within six months of any remedial works carried out. Re-inspections will be determined by the severity of the affected areas
- 5.7 Focus on working in partnership with tenants ensuring that a safe and healthy internal environment is provided.
- 5.8 Always communicate effectively in relation to the delivery of our reactive repairs service and provide a range of options for tenants to report repairs including sending a video, photographs, etc.
- 5.9 Ensure that customers have access to and are provided with comprehensive advice and guidance on managing and controlling damp and condensation.
- 5.10 Ensure budgets are used effectively and efficiently to deal with damp, mould and condensation problems.

- 5.11 Undertake analysis of causation of dampness and mould to assist with informing us of the possible risks to our properties so that we can undertake proactive measures to eliminate damp, mould and condensation before it becomes a problem for our customers.

6 Elderpark's Roles & Responsibilities

- 6.1 The Chief Executive Officer and the Management Committee has overall responsibility for ensuring adequate resources are made available to enable the objectives of this policy to be met.

- 6.2 The Director of Maintenance Services has been delegated the responsible person for the implementation of this policy. The Maintenance Services Manager will be the responsible person, supported where applicable by the Director of Housing & Customer Services. Their responsibilities includes:

Delivery of the key policy objectives as set out herein including designing and implementing procedures, staff training and communication to tenants and residents.

- 6.3 Our initial approach to damp, mould or condensation situations is that we will always first consider whether the source of the damp and mould is a design, construction or maintenance issue which we can eliminate through work to the home. Where this is not the case additional support and advice will be provided to the tenant/resident on managing and controlling the occurrences of condensation, mould and damp. This support will be provided through the provision of advice and guidance literature and by working with our tenants and residents.
- 6.4 When a report of any dampness and mould situations, the maintenance team shall inspect and investigate the potential causes (s) of dampness/mould before issuing remedial repairs and actions in accordance with our reactive repairs policy.
- 6.5 The Maintenance Team shall as part of the inspection Undertake a property inspection diagnose the root cause of damp correctly 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.
- 6.6 The Maintenance Team shall inform the tenant or resident of the findings of the investigations following the inspection. This will include identifying the possible root causes of damp, recommending effective solutions and all necessary remedial works /actions /improvements and the estimated timescales to complete the works /measures; keeping the customer updated throughout the process from inception to completion.
- 6.7 The Maintenance Team shall 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.
- 6.8 Following analysis of root causes of dampness/mould the Maintenance team shall look to programme in reasonable improvement works required to assist in the management and control of condensation/dampness. This may include but is not

limited to: upgraded ventilation system installation, improved indoor air movement and quality best practices.

- 6.9 Following any remedial works make good internal surfaces ensuring that surfaces are prepared to a condition ready for the Customer to redecorate. Where there is need to decorate following remedial work carried out by Elderpark, we will provide a decoration voucher to cover the cost of the materials needed to make good the decoration. **Please see Section 6.4.**
- 6.10 If it is unsafe for the occupants to remain in the property while the works are carried out, alternative accommodation arrangements will be made. This may be on a day-by-day basis or a temporary decant to an alternative property. The tenant will be supported through this process to find suitable accommodation.
- 6.11 In some cases it may be necessary to re-house a tenant/family on a permanent basis if a medical professional advises that re-housing is the most suitable option. This will be considered in accordance with Elderpark's Lettings Policy.
- 6.12 In the absence of any remedial works being issued the Maintenance Team shall promote and provide general advice and guidance on how to minimise damp and condensation, particularly when there are no apparent causes or faults relating to design or construction.
- 6.13 All employees who interact with our tenants and residents will have an awareness of this policy and receive adequate training to enable them to report issues of damp mould & condensation and to support our tenants and residents.
- 6.14 All Maintenance staff who will be involved in the inspection and investigation of root causes of dampness/mould will be receive specialist training to ensure that they are competent in diagnosing damp, condensation and mould issues

7.0 Tenants/Residents Responsibilities

- 7.1 It is the customer's responsibility to 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.)
- 7.2 Customers must allow access for inspections and for the carrying out of all remedial works. Where customers are considering making any changes within their home: for example, converting rooms into one room, adding extensions, converting non-habitable buildings/spaces into habitable, they must seek advice and permission from us in accordance with their tenancy agreement, to ensure that the proposed alteration would not contribute to the accumulation of damp, mould, or condensation, as well as ensuring alterations comply with building control and planning guidelines

8.0 Tenants/Residents Guidance

8.1 Tenants/Residents can help reduce the conditions that lead to condensation dampness by:

- Keeping the presence of moisture to a minimum e.g., covering pans when cooking, drying laundry outside (where possible), where it is safe to do so, keeping the kitchen or bathroom door closed when cooking or bathing.
- Adequately heating rooms – The World Health Organisation recommends 18°C
- Keeping the house well ventilated e.g., opening windows during cooking / bathing, turning on and ensuring that the extractor fan or ventilation system installed in their home is regularly cleaned and working, keeping trickle vents in windows open, and allowing air to circulate around furniture.
- Following all advice and guidance issued by Elderpark on managing humidity and moisture in the home which can lead to condensation.
- If all reasonable efforts have been made to manage and control the presence of condensation and mould, and there is still an issue then.
- the Tenant/Resident should contact Elderpark immediately to report the problem
- The tenancy agreement recommends that the tenant/resident arranges adequate household contents insurance for the home that they occupy.

9.0 Assisting our Tenants/residents

9.1 Where internal conditions within a home for example, overcrowding and excessive hoarding of personal belongs are influencing health and wellbeing of the occupants or are preventing inspections or repairs works being carried out, we will provide support and assistance to review the tenants/residents options that may include moving to more appropriate or alternative suitable accommodation.

9.2 We also recognise that some of our tenants/residents may need help when it comes to meeting their repair responsibilities. We may, entirely at our discretion, provide a service in addition to the statutory and contractual responsibilities, to assist our tenants/residents who may need support to meet the conditions of their tenancy. We will make this assessment with the tenant/resident based on their individual needs, including whether there is anyone else who might reasonably assist them, and whether there are any immediate risks to their health or safety. This may include an extension to the scope of repairs which we carry out. Each request will be considered on a case-by-case basis.

9.3 Where decoration is required after works associated with damp and mould, decoration vouchers will be provided to assist with the provision of paint and equipment. Further consideration will be given to tenants/residents and their specific individual or family circumstances, with a view to providing assistance which may include painting of finished surfaces. The nature of the decoration will solely be at our discretion.

10 Complaints

- 10.1 Elderpark aims to provide a first class service to all of its tenants and residents. We will therefore strive to keep service complaints to an absolute minimum by aiming to agree a resolution quickly with the customer and learn from the resolution to develop the services we provide. When early resolution is not agreed and a complaint is received we will also consider if we can learn from these complaints to help improve service.
- 10.2 In the event a complaint is received in relation to dampness/mould issues, this will be assessed at stage 1 of the Elderpark's complaints' procedure. Stage 2 of our complaints procedure will attend to complaints that require further investigation on issues that customers continue to be unhappy with after completion of stage 1. We will investigate and look to resolve stage 1 and stage 2 complaints within 5 and 20 working days respectively.
- 10.3 Not all investigations will be able to be completed within 20 working days. For example, some complaints may be so complex that they require careful consideration and detailed investigation beyond the 20 day limit. However, these would be the exception and we will always try to deliver a final response to a complaint within 20 working days. We will notify tenants or residents if we require more than 20 working days to complete our investigation.
- 10.4 Once the investigation stage has been completed, tenants of Elderpark Housing Association have the right to approach the Scottish Public Services Ombudsman (SPSO) if they remain dissatisfied
- 10.5 The SPSO considers complaints from people who remain dissatisfied at the conclusion of our complaints procedure. The SPSO looks at issues such as service failures and maladministration (administrative fault), as well as the way we have handled the complaint.
- 10.6 The SPSO's details are as follows:
- By Post:
SPSO
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS
- In Person
By appointment only by calling Freephone: 0800 377 7330
- Online contact: www.spsso.org.uk/contact-us
Website: www.spsso.org.uk
Mobile site: <http://m.spsso.org.uk>

10.7 Where an owner is dissatisfied with the outcome of their mould/dampness complaint, they are entitled to contact the Housing and Property Chamber, First-tier Tribunal for Scotland.

Contact Details:

Glasgow Tribunals Centre

20 York Street

Glasgow

G2 8GT

Telephone: 0141 302 5900

Website: www.housingandpropertychamber.scot

10.8 You can obtain a copy of our complaints procedure by telephoning 0141 440 2244 emailing – admin@elderpark.org or by calling into our office. Details of our complaints procedure are also available on the website www.elderpark.org

11 Monitor

11.1 The association's performance in relation to Damp, condensation and Mould issues shall be reported to the Housing and Maintenance Sub-committee under Tenants safety compliance.

11.2 The report will cover the following:

- number of reported cases,
- works issued
- Specialist reports requested
- Re-inspections

12 Review

12.1 This Policy will be reviewed every three years, with the next review scheduled for August 2026 or earlier if required to take account of: -

- Legislative, regulatory and good practice requirement
- Association performance
- The views of tenants and staff
- Strategic Aims and Association Values

13 Definitions

- 13.1 Rising Damp - The movement of moisture from the ground rising through the structure of the building through capillary action.
- 13.2 Penetrating Damp (including internal leaks) - Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure.
- 13.3 Condensation Damp - Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets.
- 13.4 Relative Humidity - The amount of water vapour present in air expressed as a percentage of the amount needed for saturation at the same temperature.

A home should have a relative humidity of 30% to 60%. Above 60% and you have what's considered "high" humidity? Besides being less comfortable, high humidity causes a host of other problems in your home, including: Growth of fungus and mould in various parts of the home.

13.5 The conditions that may increase the risk of condensation are:

- Lack of ventilation within the property.
- Inadequate heating
- Inadequate loft insulation.
- High humidity
- Overcrowding

Appendix 1 Equality Impact Assessment

Legionella	Dampness and Mould Policy	New policy or revision of existing?	New
Person(s) responsible for assessment		David Adam	
1. Briefly describe the aims, objectives and purpose of the policy.	The purpose of this Policy and procedure-is to ensure that the Association meets its legal obligations providing a robust Dampness and Mould remedial service where these situations arise. We shall also analyse data and strive to be proactive when known faults are identified.		
2. Who is intended to benefit from the policy? (e.g. applicants, tenants, staff, contractors)	All tenants and residing in our stock and at Common areas respectively.		
3. What outcomes are wanted from this policy? (e.g. the measurable changes or benefits to members/ tenants / staff)	To be proactive in mitigating dampness and Mould situations and to react swiftly to investigate and take remedial action where these situations have are evident and to record and monitor works to ascertain if solution is adequate or not..		
4. Which groups could be affected by the policy? (note all that apply)			
Age		Disability	
Gender reassignment		Marriage and Civil Partnership	
Pregnancy and Maternity		Race	
Religion or Belief		Sex	
Sexual Orientation			
5. If the policy is not relevant to any of the equality groups listed above, state why and end the process here.			
This policy is a duty placed on the association as a landlord to eradicate any instances of Dampness and Mould. None of the equality groups listed above are affected by this policy			
6. Have those affected by the policy / decision been involved?			
7. Describe the likely positive or negative impact(s) that the policy could have on the groups identified above.	Positive Impact(s)		Negative Impact(s)
8. What actions are required to address the impacts arising from this assessment? (This might include: additional data, putting monitoring in place, making adjustments, taking specific action to mitigate any potentially negative impacts)			
Signed:	<i>David Adam</i>		
Dated:	12/7/2023		

Appendix 2 GDPR Impact Assessment

Name of Policy to be assessed	Dampness and Mould Policy	New policy or revision of existing?	New
Person(s) responsible for assessment		David Adam	
Briefly describe the aims, objectives and purpose of the policy.	The purpose of this Policy and procedure-is to ensure that the Association meets its legal obligations providing a robust Dampness and Mould remedial service where these situations arise. We shall also analyse data and strive to be proactive when known faults are identified.		
Which type of data will be used by implementation of this policy? (e.g. personal, sensitive or special category)	Data relating to the addresses of properties along with tenants authorised contact details to assist in providing an efficient customer focussed repairs service. Contractors expected to be involved in any Dampness and Mould remedial works have all signed Data Sharing Protocols with the Association. Any new specialist company contracted will be required to sign the Data Sharing Protocols.		
What outcomes are wanted from this policy? (e.g. necessary to meet legal obligations)	To ensure that any tenants who are exposed to Dampness and Mould situations are able to continue their tenancy in a safe, warm and dry property. Other outcomes include data analysis to implement mitigating measures to proactively prevent dampness and mould situations developing. This policy shall also advise staff on the management process and the procedures to investigate, issue works and monitor any dampness and mould situations, as well as providing guidance to tenants to assist in mitigating any future dampness and mould situations.		
Which groups could be affected by the policy? (note all that apply)			
Tenants	X	Committee	X
Employees	X	Contractors	X
If the policy is not relevant to any of the data groups listed above, state why and end the process here.			
Committee won't receive any personal data when reporting on performance under Tenant Safety where a tenancy is affected by dampness and mould situations			
Have those affected by the policy / decision been involved?			
Describe the likely positive or negative impact(s) that the policy could have on the groups identified above.	Positive Impact(s)	Negative Impact(s)	
What actions are required to address the impacts arising from this assessment? (This might include: additional data, putting monitoring in place, making adjustments, taking specific action to mitigate any potentially negative impacts)	Inspections and further investigations (in some cases this may be intrusive inspections) ongoing monitoring to determine if preventative measures or remedial measures have achieved the desired outcome. These are necessary to mitigate the negative impact on tenants.		
Signed:	<i>David Adam</i>		
Dated:	30/03/2023		