



Mould and Dampness Management Plan

(Supporting the Mould and Dampness Policy)

If you have difficulty with reading this management plan, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

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 Management Plan and consider any equalities implications taking the necessary action to address any inequalities (either directly or indirectly) that result from the implementation of this Management Plan.

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1. Introduction and Link to Mould and Dampness Policy

- 1.1 Elderpark Housing has a statutory duty as an employer, a landlord and registered provider of social housing to ensure the health, safety and wellbeing of its employees, customers and “other” stakeholders in respect of managing Mould and Dampness within its properties and workplaces (this can include contractors, visitors and members of the public).
- 1.2 This management plan should be read in conjunction with the Mould and Dampness Policy which defines our overall approach to managing Mould and Dampness within our relevant properties to the required legislation. The Policy defines the scope in terms of relevant properties, work streams and people to whom it applies.
- 1.3 This management plan underpins the Mould and Dampness Policy and contains additional detail of the management arrangements we have in place, to enable Elderpark Housing to comply with all Legislation and standards relating to managing Mould and Dampness and the policy.
- 1.4 All Elderpark Housing staff who have any responsibility for the management of Mould and Dampness across the organisation, will be required to have read and understood both this Mould and Dampness Management Plan and the Mould and Dampness Policy. They will need to ensure that all relevant staff within their team have read both documents.

2. Legal and Regulatory Framework

- 2.1 The Mould and Dampness Policy sets out the Scottish Housing Regulators framework, including the 7 Regulatory standards and how they apply to Mould and Dampness within Elderpark Housing.
- 2.2 The Mould and Dampness Policy explains the key legislation in place which Elderpark must comply with as an employer and registered landlord of social housing, which is listed below:
 - 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)

2.3 In addition to these key pieces of legislation there are other associated regulations, standards and guidance which are applicable to Mould and Dampness, these are:

- Building Standards (Scotland) Regulations 2014
- The Tolerable Standard
- Putting Safety First: a briefing note on damp and mould for social housing practitioners
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Safety in the Installation and use of Mould and Dampness Systems and Appliances
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- Provision and Use of Work Equipment Regulations 1998
- Personal Protective Equipment Regulations 1992

3. Roles and Responsibilities

3.1 The Mould and Dampness Policy contains details of key roles and responsibilities associated with managing Mould and Dampness for Elderpark Housing. In addition to the management roles set out within the Mould and Dampness Policy, set out below are some roles in more detail.

3.2 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.

3.3 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.

3.4 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.

- 3.5 When a report of any dampness and mould situations are received, 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.
- 3.6 **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.
- 3.7 **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.
- 3.8 **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.
- 3.9 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.
- 3.10 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.
- 3.11 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.

- 3.12 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.
- 3.13 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.
- 3.14 **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.
- 3.15 **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 issue

4. Aims and Objectives of this Management Plan

- 4.1 The aim of this management plan is to support the Mould and Dampness Policy in giving more detailed arrangements that Elderpark Housing will have in place to enable us to meet all legal and regulatory obligations and ensure best practice is followed in relation to managing Mould and Dampness within our properties. We aim to:
- Keep the general public, tenants, and employees aware of the risks associated with Mould and Dampness and, as far as reasonably practicable, ensure their health, safety and wellbeing in relation to Mould and Dampness.
 - Set out a clear approach to assessing, controlling, and monitoring the risks associated with Mould and Dampness within Elderpark's properties and office premises.
 - Communicate with tenants and staff the importance of Mould and Dampness including providing guidance, training and emergency procedures.
 - Ensure that all procedures relating to the Mould and Dampness Policy support the fair treatment of all tenants with respect to their different needs, circumstances, and lifestyle.
- 4.2 To meet our aims, we have set the following objectives to be achieved:
- We will ensure we comply with statutory, regulatory and contractual requirements and good practice.

- We will undertake effective investigations and implement all reasonable repair solutions and improvements to eliminate damp including, managing, and controlling condensation.
- We will 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.
- 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 Housing Management System of each no access and any letters regarding access.
- We will follow up each completed damp or mould repair with a re-inspection within six months of any remedial works carried out. Frequency of re-inspections will be determined by the severity of the affected areas
- We will focus on working in partnership with tenants ensuring that a safe and healthy internal environment is provided.
- We will 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.
- We will ensure that customers have access to and are provided with comprehensive advice and guidance on managing and controlling damp and condensation.
- We will ensure budgets are used effectively and efficiently to deal with damp, mould and condensation problems.
- We will undertake analysis of causation of mould and dampness 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.
- We will ensure there are suitable levels of governance, oversight, and supervision to implement this policy and the associated management plan, inclusive of making these documents available to all relevant staff and ensuring that staff with mould and dampness roles have read and understood the content and what is expected of their role.

- We will ensure that all relevant staff receive appropriate training, including specialist roles and general awareness for mould and dampness.
- We will ensure suitable and sufficient resources are in place to effectively manage customer relationships, tenancy agreements, and leases to keep them informed of the damp and mould issues for the home/building in which they live and expectation in terms of them providing access to us to carry out mould and dampness related works.
- We will ensure there are suitable and sufficient emergency procedures in place to deal with emergency situations as a result of issues associated with mould and dampness.
- We will ensure that we manage data robustly to assure ourselves that we are accurately and robustly fulfilling our statutory responsibilities as an employer and a landlord relating to mould and dampness across the business and respond promptly to failures in systems and data management.
- We will ensure we work with all regulatory, statutory and enforcing authorities, including the Scottish Housing Regulator (SHR), the Health and Safety Executive (HSE) and local authorities.

5. Tenants and Residents Responsibilities

- 5.1 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.)
- 5.2 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

6. Guidance For Tenants and Residents

- 6.1 See appendix 2 for guidance. 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.
- Mould and Dampness Guidance for tenants is available on the association’s website and all staff involved in carrying out home visits will have copies to advise and assist tenants on the potential causes of condensation and mould. The leaflet is also available on the Associations website and will be included in forthcoming newsletters – specially the winter/Spring editions.
- Tenants can assist in managing the root causes of condensation and mould by following all advice and guidance issued by Elderpark on managing humidity and moisture in the home.
- Whilst the maintenance Team shall carry out a re-inspection of the reported Mould and/or dampness, we shall inform the tenant not to wait till the next re-inspection and to report this as soon as possible.
- The tenancy agreement recommends that the tenant/resident arranges adequate household contents insurance for the home that they occupy.

7. Assisting Our Tenants and Residents

- 7.1 Where internal conditions within a home for example, overcrowding and excessive hoarding of personal belongings are influencing health and wellbeing of the occupants or are preventing inspections or repairs works being carried out, we will refer the tenancy to the Housing Management Team to provide support and assistance to review the tenants/residents options that may include moving to more appropriate or alternative suitable accommodation.
- 7.2 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.

7.3 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.

8. Complaints and Appeals About the Policy

8.1 All complaints regarding this policy or its implementation will be handled under our Complaints Handling Policy and Procedure which can be found on our website or from our offices.

9. Record Keeping

9.1 All information will be recorded against all cases within our housing management system where possible and may be supported by other databases as required.

10. Performance and Assurance

10.1 Section 9 of the Mould and Dampness Policy contains details relating to the implementation of the policy and what levels of Governance and oversight we have in place. Section 10 of the Mould and Dampness Policy contains information of who is responsible for providing operational assurance information and how this will be reported.

10.2 In addition to those two sections of the policy we will ensure that the Management Committee will receive regular updates on the implementation of the Mould and Dampness Policy and any Mould and Dampness Reviews so that they can have assurance that it is operating effectively.

10.3 Performance and compliance shall be reported by the Governance and Compliance Manager at quarterly Management Committee meetings as required

11. Review

11.1 This management plan will be reviewed periodically and when changes in legislation, good practice or operational occur, which may affect the content of this document.

Appendix 1 - Definitions

Rising Damp - The movement of moisture from the ground rising through the structure of the building through capillary action, usually up to a height of around 1 metre from the ground.

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.

Condensation Damp - Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets.

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.

The conditions that may increase the risk of condensation are:

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

Managing Mould & Condensation

A guide for tenants



ELDERPARK
HOUSING



Your guide to damp and mould

Damp and mould in the home can be a health hazard, causing respiratory problems and exacerbating allergies. Making sure your home is free of mould and damp is not only important for your health, but it is also your responsibility as a tenant. Preventing damp and mould is much easier than you might think. This quick guide explains how some everyday habits contribute to damp indoors and offers simple solutions to minimise and deal with small damp and mould issues.

How to prevent damp and mould



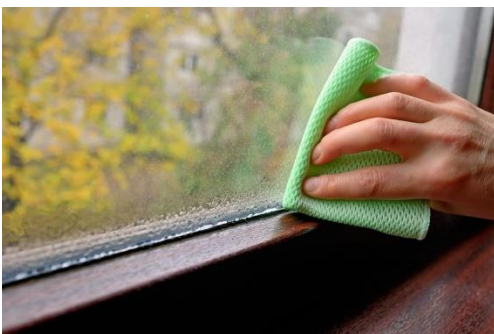
Air your property regularly

Open windows regularly to make sure your property is well-ventilated. Even when it's cold, moisture can gather in the home. Opening the window allows some of this moisture to escape.



Keep doors closed

Keep bathroom or kitchen doors closed when having a shower or bath, or when cooking. This will prevent moisture from spreading to other parts of the property.



Wipe away condensation

Cleaning the condensation from windows and frames every day will minimise the spread of black mould. You can use a rag or towel to wipe away condensation.



Turn your heating on

Running your heating can avoid cold spots, dry out damp, and reduce your chances of getting mould.



Keep an eye out for leaks

Leaky window frames, pipework, walls and doors are common sources of moisture. If you see a leak, you should report it to us as soon as possible so we can deal with the problem swiftly. This will also stop the issue from turning into more serious problems and cause further damage to the property. In the meantime, use a bucket or bowl to collect any drips and make sure to keep surfaces dry with a mop or towel.



Dry clothes in a ventilated room

Don't dry clothes on radiators. The vapour turns into moisture in the air and is then circulated around the rooms. This then gathers on walls, windows and other fabrics in the home and can be a mould risk. Instead, dry clothes on a clothes airer in a well-ventilated room. Open a window or use a dehumidifier to minimise the spread of moisture indoors.



Dehumidifiers and damp traps

Using a dehumidifier is a great way to take the moisture out of the air, especially if you dry your clothes indoors. You can buy an inexpensive one from a local hardware store or online.

Disposable damp traps can be cheaper, but over time, you might find it more economical (and environmentally friendly!) to use an electric dehumidifier.



Use extractor fans

If you have an extractor fan in the bathroom, always make sure it is running when you're having a shower or bath. If you have an extractor fan in the kitchen, you should also use it to disperse moisture and cooking smells.

If you don't have an extractor fan, open a window when you cook to allow the moisture to escape.



Don't overfill your home

Avoid pushing furniture against the wall, or overfilling wardrobes as this can cause damp and mould to grow and spread. Check behind furniture regularly for signs of damp or mould developing.



Grow moisture absorbing plants

Some plants can absorb moisture and pollution from the air and are a great addition to your damp prevention arsenal. Peace lilies, tillandsia, palms and ferns are all moisture absorbers – some ferns actually thrive in damper rooms such as kitchens and bathrooms, just make sure you also give them some indirect sunlight.

Should you wish further information and Guidance on how to manage areas affected by condensation and/or mould please contact the maintenance team on 0141 440 2244, and we shall arrange to visit you in your home to discuss possible treatments and assistance in controlling the on-set of condensation or mould.