DAMP AND MOULD POLICY AND PROCEDURE

September 2026

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1. Introduction

1.1 Spire View Housing Association are committed to maintaining their homes to a high standard to ensure a quality standard of living for our tenants and customers and to obtain high levels of satisfaction.

1.2 This policy should be considered in conjunction with the Maintenance Policy and Asset Management Policy.

1.3 This policy and procedure have been developed to ensure that a pro-active approach is taken in relation to dampness, mould and condensation.

2. Legislative and Regulatory Context

2.1 The Association will comply with all relevant legislation, regulatory guidance and recognised good practice relating to housing condition, repairs, dampness and mould.

In implementing this policy, the Association will have regard to:

- The Scottish Housing Quality Standard (SHQS)
- The Tolerable Standard
- The requirements of the Scottish Housing Regulator
- The Housing (Scotland) Act 2006
- The Investigation and Commencement of Repair (Scotland) Regulations 2026

The Association will ensure that its properties are maintained in accordance with the Repairing Standard and are substantially free from damp and mould so far as reasonably practicable.

3. Policy Statement

3.1 The Association is aware of the wider social, cultural and economic issues that can impact on our tenants' lives and strive to ensure that we work to provide assistance, advice and appropriate support wherever possible. The Association is committed to maintaining homes that are safe, healthy and substantially free from damp and mould.

3.2 Assumptions will not be made in relation to maintenance issues that occur in properties, including issues of dampness and mould and staff will be required to carry out all necessary investigations to ensure that they have a full understanding of the circumstances and how they may have arisen. This will allow them to pursue the appropriate course of action to resolve matters.

3.3 In our attempts to mitigate against the risk of damp and mould and the impact it can have on our tenants, we will:

- Ensure adequate budget provision is in place to deal with damp, mould and condensation issues
- Ensure we have a robust procedure in place to investigate and resolve issues that arise
- Ensure that our refurbishment programmes take due consideration of the impact of damp and mould and include measures to mitigate this
- Ensure that our tenants, customers and stakeholders have access to and/or provided with comprehensive advice and guidance on how to manage and control damp, mould and condensation

3.4 This policy and procedure have also been developed to mitigate against the risk of potential insurance claims against the Association or reputational damage as a result of issues in relation to damp/mould and condensation.

3.5 The Association will not make assumptions regarding the cause of dampness or mould and will investigate all reports objectively and on their individual circumstances. Investigations will focus on identifying the underlying causes and determining any remedial measures required.

3.6 The Association recognises that damp and mould can have a significant impact on the health and well-being of tenants and household members and will treat all reports as a priority maintenance issue. The Association will respond promptly to all reports and investigate them in accordance with the timescales set out within this policy and relevant legislation.

4. Procedure for Identifying Mould/Damp/Condensation in Properties

4.1 The Association will pro-actively identify issues by:

- Conducting 3 yearly Stock Condition Surveys and other planned property inspections, part of which will assess the level of damp and mould present within our housing stock and identify any emerging trends or recurring issues.

- Identifying issues when visiting tenants for other issues such as reactive repair inspections, tenancy visits etc. We will actively ask tenants if they have any issues when we visit.

4.2 Investigation Requirements

In line with the legislation, where the Association is notified of, or otherwise becomes aware of damp/and or mould affecting a property, a formal investigation must be completed within 10 working days.

As such, the following procedure will be followed to ensure compliance:

- Identified or reported issues of damp/mould and or condensation, should be passed to the Maintenance section. Please provide access details or contact telephone number to allow inspection visit to be arranged.

- A Maintenance Officer or Maintenance Assistant will contact the tenant within 24 hours to make arrangements or to confirm the access arrangements made and that the visit will go ahead. ***ANY ARRANGEMENTS MADE SHOULD NOT EXCEED 2/3 DAYS FROM INITIAL CALL.***

- The Maintenance Officer or Maintenance Assistant should update the Housing Software system to register this case and insert inspection date.

- The damp and mould investigation will be undertaken by a suitably trained and competent staff member, usually a Maintenance Officer. As part of the investigation, consideration will be given to whether any household members may be particularly vulnerable to the effects of damp and mould, including young children, older people, pregnant women, people with respiratory conditions, disabled people or those with compromised immune systems. This information will be taken into account when determining any interim measures, prioritisation of works or other actions required.

- The investigation will determine whether the property is substantially free from damp and mould and identify any repairs, maintenance works or other actions required to ensure that it remains substantially free from damp and mould as far as reasonably practicable.

  The investigation may include:

  - Protimeter Readings

  - Visual inspection of the heating system to ensure boiler/system is operational and that all TRVs are working and that all radiators are heating effectively. This will include a discussion with the tenant on operation of the system to ensure they are aware how to use the system effectively and to ascertain how the system is being used to heat the home. If the tenant does not have a copy of the operating instructions for the boiler/system installed, this should be provided.

  - Inspection of ventilation measures installed, including, for example, mechanical fans and window trickle vents.

- Within 3 working days of this investigation, tenants will be provided with a written summary of:

    - Investigation findings
    - Confirmation as to whether the property is considered substantially free from damp and mould
    - Any identified causes
    - Any further investigation required
    - Proposed remedial actions
    - Any interim measures being implemented
    - Anticipated commencement and completion timescales

- Where a subsequent report identifies a significant increase in dampness and/or mould, or dampness and/or mould affecting a different area of the property, the matter will normally be treated as a new report and investigated in accordance with the timescales contained within this procedure.

- If mould growth is present, the Maintenance Officer will instruct removal of this and any application of anti-fungal wash or paint within 48 hours of the visit. However, this treatment alone will not be considered a resolution of the issue unless the underlying cause has been identified and appropriate remedial action taken.

- Other follow up work may include, but is not restricted to:

    - Full check of heating system to ensure that all is working as efficiently as it can and that all radiators, TRVs etc. are working properly
    - Remedial work to windows, including checking of all seals, trickle vents, glazing and draught-proofing
    - Thermal imaging or other surveys that can identify any issues where insulation is missing or damaged or any other issues that may potentially be the cause of the dampness/condensation issue
    - Installation of data monitors for recording temperature/moisture issues
    - Provision of advice from the Association's Energy Advisor or other wider role service provider
    - If the issue is deemed to be condensation, the tenant will also be provided with the Association's guide on condensation

- Where remedial works are identified as necessary, the Association will commence works within 5 working days of the completed inspection.

- Where substantial damp and/or mould has been identified, repairs will normally be completed within 20 working days of commencement unless circumstances beyond the control of the Association prevent completion within this timescale.

- Where immediate completion of repairs is not possible, the Association will consider interim measures to minimise the impact on tenants. These may include mould treatment, temporary repairs, provision of temporary heating or ventilation equipment, increased monitoring, additional inspections or any other reasonable action considered necessary to reduce risk pending a permanent resolution.

- Where statutory timescales cannot be met for reasons beyond the Association's control, tenants will be advised in writing of:

    - The reason for the delay
    - Revised timescales
    - Any interim actions being taken

- The Association will maintain contact with the tenant until the matter is resolved.

- A follow up visit to the property should be arranged to ensure that measures progressed have been effective and that the issues have not re-occurred. This visit will also ensure that any underlying causes have been addressed and that the property is substantially free from damp and mould following completion of remedial works.

- At all stages, the housing management system should be updated by the attending Maintenance Officer to record visits, findings, photographs, correspondence, remedial works progressed and any other relevant information.

- Where the Association is unable to obtain access to investigate or undertake remedial works, all reasonable attempts to gain access will be documented. The Association will continue to communicate with the tenant and seek to arrange access at the earliest opportunity.

5. Governance Framework

5.1 It will be the responsibility of the Management Committee to approve the policy and procedure.

5.2 It will be the responsibility of the staff to implement the policy and procedure.

5.3 The Depute CEO will monitor performance relating to damp and mould through regular spot checks and reporting outcomes monthly to the Senior Management Team.

5.4 The Depute CEO will be responsible for reporting outcomes annually to comply with all legal and regulatory expectations and requirements.

6. Staff Training

6.1 All operational staff who engage with tenants in their homes will be given appropriate training in relation to identification of damp and mould and if appropriate to their role, effective treatment measures.

6.2 Refresher training will be provided periodically to ensure that staff remain aware of legislative requirements, good practice and the Association's procedures for investigating and managing damp and mould cases.

7. Insurance

7.1 The Association shall ensure that all of its assets, properties and services are adequately covered by insurance policies to cover all eventualities, including cover for Public Liability and Third Party cover.

7.2 If a claim for compensation for damage or personal injury is received by the Association in relation to damp and mould, all information relating to the matter will be collated and submitted to our Insurers. Any additional information requested will also be provided.

8. Equality

8.1 This policy has been prepared in line with our Equalities and Human Rights Policy and if applicable, an Equalities Impact Assessment will be conducted at the time of each review.

9. Alternative Formats

9.1 As with all Association policies and procedures, this document can be provided in full or in part on tape, larger print, braille and translation into other languages.