



DAMP & MOULD POLICY

Iona Taylor

Contents

1. Purpose of Policy.....	3
2. Legislative Background.....	3
3. Aims and Outcomes of this Policy.....	3
4. Definitions.....	4
5. Delivering Policy Objectives.....	5
6. Training.....	6
7. Equality, Diversity & Inclusion.....	6
8. Data Protection.....	7
9. Policy Review.....	7
10. Associated Policies & Guidance.....	7
11. Responsibilities Chart.....	8
Policy Assessment Checklist.....	9
Health & Safety Assessment.....	9
Equality Impact Assessment.....	9
Data Protection Impact Assessment.....	10

Policy	Damp & Mould Policy						
Version reference	6.0						
Approved by	Board of Management						
Date of Approval	6/06/2024						
Review Period	3 years						
Review Due	June 2027						
Policy Review	Director of Asset Management						
Who this policy affects	Board		Customers	x	Contractors		Members of the Public
Where this policy affects	General needs			Supported			Office / employee base

1. Purpose of Policy

1.1 The purpose of this policy is to provide a clear position on how Almond will respond to and manage cases of damp and mould alongside working with customers to prevent issue arising and ensuring we deliver homes, people, and communities to be proud of.

1.2 The policy will cover identifying the types of damp, the responsibilities of Almond and our customers in dealing with damp and mould, the provision of guidance, delivery of required works and management of data.

2. Legislative Background

2.1 This policy will ensure the Association meets its obligation in terms of minimising risk to customers presented from damp and mould and ensuring we fulfil the requirements of the following:

- The Scottish Housing Regulator Performance Standards.
- The Scottish Housing Quality Standard / EESSH (Energy Efficiency Standards for Social Housing)
- The Scottish Social Housing Charter
- Housing (Scotland) Act 2014
- Disability Discrimination Act 2005
- The Equality Act 2010
- The Environmental Health Protection Act 1990
- Property Factors (Scotland) Act 2011
- Tenements Scotland Act 2004
- Procurement Regulations

3. Aims and Outcomes of this Policy

3.1 To proactively manage the potential risks arising from damp and mould in our properties including communal areas. Committing to meeting the needs of our customers and providing homes that are safe, warm, and dry.

3.2 To adopt a zero-tolerance approach to dampness and mould, proactively identifying issues and carry out necessary investigation and problem solving as required.

3.3 To provide clear guidance regarding the responsibility for the management of cases of damp and mould.

3.4 To ensure the process of reporting cases of damp and mould are straightforward and easily accessible for customers.

3.5 To work closely with customers to identify the underlying causes of damp and mould to ensure a safe and healthy environment is provided within customers' homes.

3.6 To raise awareness and ensure customers have access to comprehensive guidance regarding managing condensation which may result in damp, and mould.

3.7 To ensure reports of damp and mould are responded to within timescales stated in this policy and cases involving vulnerable customers are dealt with as urgent where necessary to ensure that the risk to health or building fabric is minimised.

3.8 To ensure all cases where damp and mould is reported are inspected by a member of the Asset Management Team.

3.9 To ensure that all Association colleagues will be vigilant, and any property visits will include enquiries regarding damp and mould. Cases identified will be dealt with proactively and in line with the procedure.

3.10 Where necessary ensure that complex cases are referred to a relevant specialist.

3.11 To ensure that communication with customers throughout periods of investigation, works and recommended actions should be comprehensive and documented.

3.12 To ensure that cases of damp and mould are recorded on the Associations Housing Management system to allow follow up checks to be carried out and trends to be monitored.

3.13 To ensure that lessons learned from complex cases are used to improve processes and service for customers. Lesson learned will be included annually in Health and Safety Compliance report to Board.

4. Definitions

When the Association refers to damp throughout this policy it is considered to be one of the following:

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 (including internal leaks) - 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 - 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.
- Hoarding.

5. Delivering Policy Objectives

Our Responsibilities

5.1 We shall investigate to determine the cause of damp and condensation and carry out remedial repairs and actions in accordance with our asset management policy and damp and mould procedure, ensuring:

5.2 Any member of the Amond team who identifies, or is advised of damp and mould issues, must ensure that details are recorded on Almonds Housing Management System and an inspection raised for the Property Officer to attend. All visits to customers' homes by frontline colleagues should include an enquiry regarding the presence of damp and mould to prevent any opportunity to identify cases being missed.

5.3 We will undertake a property inspection on every occasion where a repair is reported relating to suspected damp, mould & condensation. All damp and mould inspections will have a 5 working day classification.

5.4 We diagnose the cause of damp correctly and deliver effective solutions which address the underlying cause as well as the resultant damp and mould.

5.5 We will hold records in relation to each case including photographs, risk assessment and relevant notes and record of advice provided. Our Housing Management Systems will be updated to allow reporting, trend analysis and input to future investment decisions as required.

5.6 We promote and provide general advice and guidance on how to prevent and manage damp and condensation. This will be updated regularly and delivered at sign up, when a customer reports damp and mould issues, via our newsletters, website, and social media platforms.

5.7 All colleagues have training and are aware of, and understand, the delivery of the service that will meet the aims of this policy.

5.8 We 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, along with the estimated timescales to complete the works /measures; keeping the customer updated throughout the process from inception to completion.

5.9 Appropriate contractors are utilised based on the complexity of the case.

5.10 Weekly reports will be scrutinised by the Property Assistant to identify any works relating to damp and mould that have not been completed by their target date. The position of these jobs will be clarified with the contractor and, where appropriate, a recommendation to reallocate to an alternative contractor passed to the Property Officer.

5.11 We will undertake 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 insulation works.

5.12 In some cases, remedial work may not be required but additional support and advice will be provided to the customer on managing and controlling the occurrences of condensation damp.

5.13 All works which were classified as damp and mould works will be set for post inspection to ensure a follow up call and/or inspection is carried out.

5.14 In all cases where work is carried out or advice is given, a follow up inspection will be carried out after 6 months.

5.15 In complex or persistent cases the Association will install environmental monitors to allow temperature, ventilation, and air quality in the property to be monitored. The customer will be provided access to the Associated app to allow them to access high level information and make appropriate modifications to minimise risk. The Association will use data obtained to determine works required or work with the customer.

5.16 If it is unsafe for the customers 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 customer will be supported throughout this process in line with our decant policy.

5.17 Void properties will be inspected for damp and mould. All necessary works to treat mould and prevent re-occurrence will be complete prior to the property being relet.

5.18 Where trend analysis identifies multiple issues in one particular property type a targeted programme of stock condition survey will be carried out. Where issues are found to be consistent, a specialist survey will be carried out and consultant appointed to specify the appropriate works to eliminate the cause.

5.19 We uphold our responsibility for insulating the customers' home in accordance with the Scottish Quality Housing Standard (SHQS) Energy Efficiency Standard for Social Housing (EESH) to maximise energy efficiency and reduce condensation within the home. Ventilation and maintaining good air quality must always be considered when delivering these works.

5.20 We uphold our responsibility for maintaining customers' homes to avoid penetrating and rising damp and for carrying out remedial action if these problems occur.

6. Training

6.1 All frontline colleagues receive customer service training as part of their induction when they join the organisation to ensure they have the necessary skills to communicate with customer respectfully. Damp and Mould training will be provided for all frontline colleagues. We will avoid terminology which may be perceived to attribute blame i.e. 'lifestyle' and work closely with customers to alleviate anything which may compound the issue.

6.2 The Asset team will carry out regular training specific to damp and mould and all frontline colleagues will receive refresher training at a minimum of every 2 years.

7. Equality, Diversity & Inclusion

7.1 Almond aims to ensure that equality, fairness, dignity, and respect are central to the way we work and how we treat our customers. We support diversity and uphold equal opportunities in all areas of our work as an employer and service provider.

7.2 Almond will not discriminate against tenants, colleagues, visitors, suppliers, or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and

maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010).

8. Data Protection

8.1 Our policies and procedures foster an approach of 'data protection by design and by default'. What this means in practice is that:

- Policies and procedures consider data protection issues, ie how to protect the data subject served by the policy or procedure.
- New systems, services, products, and business practices involving personal data are designed and implemented to ensure personal data is protected by default.
- That the Data protection principles and safeguarding of individuals' rights (such as data minimisation, pseudo anonymisation, and purpose limitation) are clear in the policy or procedure.
- And that if the policy or procedure aims to provide service to vulnerable groups (e.g. children) that the personal data is treated with extra protection.

What this requires users of this policy to do is:

- Make sure that colleagues understand why data protection is important for the implementation of this policy, for instance via training or by reading the data protection policies.
- If we are undertaking a review of the policy, change to process or change to system, that we must consider doing a Data Protection Impact assessment, if the change is likely to result in a high risk to individuals.
- It is also good practice to do a DPIA for any other major project which requires the processing of personal data.

We will consult our data protection officer if there is doubt over these requirements.

9. Policy Review

9.1 This policy will be reviewed every 3 years or as required due to legislative or regulatory change. The review will be completed by the Director of Asset Management and circulated to the Board of Management for approval.

10. Associated Policies & Guidance

10.1 This Policy takes account of the following documents:

- Asset Management Policy
- Decant Policy
- Asset Management Strategy

11. Responsibilities Chart

11.1 The chart below illustrates the responsibilities of all colleagues in relation to this policy.

	Board	Director of Asset Management	Operational Managers	Frontline team
Approve Policy	✓			
Renew policy		✓		
Ensure operationally policy is delivered			✓	
Update policy in line with changes to legislation or practise			✓	
Update board		✓		
Deliver policy at frontline			✓	✓

Policy Assessment Checklist

Health & Safety Assessment

Does this policy have the potential to affect:

	Yes	No
Lone Working	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Safety and/or wellbeing of customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Safety and/or wellbeing of employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Equality Impact Assessment

Does this policy have the potential to affect:

	Yes	No
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and Maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>

If you have answered 'Yes' to any of these points, please complete a full Equality Impact Assessment. If you have answered 'No', you need take no further action in completing an Equality Impact Assessment.

Data Protection Impact Assessment

Carrying out a Data Protection Impact Assessment [DPIA] will be useful to any project – large or small – that:

- Involves personal or sensitive data about individuals.
- May affect our customers' reasonable expectations relating to privacy.
- Involves information that may be used to identify or target individuals.

A Data Protection Impact Assessment [DPIA] must be completed if the policy involves one or more of the following (please tick each that apply to this policy):

Evaluation or scoring	<input type="checkbox"/>
Automated decision-making with significant effects;	<input type="checkbox"/>
<i>Systematic monitoring</i>	<input type="checkbox"/>
<i>Processing of sensitive data or data of a highly personal nature</i>	<input type="checkbox"/>
<i>Processing on a large scale</i>	<input type="checkbox"/>
<i>Processing of data concerning vulnerable data subjects</i>	<input type="checkbox"/>
<i>Innovative technological or organisational solutions</i>	<input type="checkbox"/>
<i>Processing that involves preventing data subjects from exercising a right or using a service or contract</i>	<input type="checkbox"/>
<i>Use systematic and extensive profiling or automated decision-making to make significant decisions about people</i>	<input type="checkbox"/>
<i>Process special-category data or criminal-offence data on a large scale</i>	<input type="checkbox"/>
<i>Systematically monitor a publicly accessible place on a large scale</i>	<input type="checkbox"/>
<i>Use of new technologies involving significant innovation</i>	<input type="checkbox"/>
<i>Use profiling, automated decision-making or special category data to help Make decisions on someone's access to a service, opportunity, or benefit</i>	<input type="checkbox"/>
<i>Carry out profiling on a large scale</i>	<input type="checkbox"/>
<i>Process biometric or genetic data</i>	<input type="checkbox"/>
<i>Combine, compare or match data from multiple sources</i>	<input type="checkbox"/>
<i>Process personal data without providing a privacy notice directly to the individual</i>	<input type="checkbox"/>
<i>Process personal data in a way that involves tracking individuals' online or offline location or behaviour</i>	<input type="checkbox"/>
<i>Process children's personal data for profiling or automated decision-making or for marketing purposes, or offer online services directly to them</i>	<input type="checkbox"/>
<i>Process personal data that could result in a risk of physical harm in the event of a security breach</i>	<input type="checkbox"/>
<i>There is a change to the nature, scope, context or purposes of our processing.</i>	<input type="checkbox"/>

If a DPIA is not carried out, please summarise the reasons below

A DPIA has been completed for the use of monitoring sensors.