

Dunbritton Housing Association Limited

Name of Policy	Damp and Mould Policy
Responsible Officer	Head of Asset Services
Date approved by Board	April 2023
Date of next Review	April 2026
Reference	AM14

We can produce information, on request, in large print, Braille, tape and on disc. It is also available in other languages. If you need information in any of these formats, please contact us on 01389 761 486.

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1. INTRODUCTION

- 1.1.** Dunbritton Housing Association is a registered social landlord, established in 1992 to provide social housing for rent, and factoring services to owners.
- 1.2.** The Association is governed by a Board of management. Our governance policies set out clearly the roles and responsibilities of our Board and our members of staff.
- 1.3.** Operational services are delivered through our office based in 1 Hatters Lane Dumbarton G82 1AW
- 1.4.** The health and safety of the Association's tenants and residents is a fundamental consideration when developing policies and procedures, and when carrying out maintenance processes as per our duty as a Social Housing provider.
- 1.5.** Recent publicity highlighted the failure of an English based Housing Association's to act on the issue of dampness and mould within one of its properties. This resulted in the tragic death of a two-year-old, with the mould issue cited as the primary cause of death. The Scottish Housing Regulator (SHR), in response to this tragedy, has requested that all Scottish Housing Associations outline and evidence how they approach, mould and condensation issues, the actions taken, and how individual occurrences of condensation and mould are dealt with when reported by tenants
- 1.6.** It is estimated that, in the UK, between 10-50% of homes are affected by condensation and damp conditions. These conditions are often prevalent in Social Housing and low-income communities. Condensation and dampness in these cases are often caused by overcrowding, lack of appropriate heating, ventilation, and insulation, and lack of support and guidance from the landlord.

2.0 PRINCIPLES AND OBJECTIVES

- 2.1** The Damp and mould Policy aims to ensure that the Association is compliant with all current legislation, and has investigated any damp or mould issues that arise to ensure the safety of tenants. This policy has been created to ensure that wherever possible, tenants are not adversely affected by the causes of condensation, damp or mould, and that the Association takes a pro-active approach to tackle, manage, and report on the causes of the above.

- 2.2** Dunbritton Housing Association have developed a reporting system to ensure that all health and safety issues are monitored and actioned appropriately. Moving forward our tools will include improved data and recording methods which will inform our action plan, improve reporting and identification of condensation and mould, and provide an end-to-end tenant's service with better advice, guidance, and support. This will include a better use of innovative technology prevention schemes.

A report will be presented to the Board of Management bi-annually to appraise the Association of the condition of properties as pertaining to Health and Safety issues.

- 2.3** This Policy applies to the entire property portfolio of tenanted properties as well as properties leased by Dunbritton Housing Association.

3. RESPONSIBILITIES

- 3.1** Provide and maintain a comfortable, warm, and healthy home, free from damp, condensation, mould, or disrepair and where possible to exceed the regulations set out in the Scottish Housing Quality Standards (SHQS).
- 3.2** Ensure staff (in so far as is relevant to their roles) are familiar with the content of this document in line with their responsibilities for the implementation, management and mitigation of damp and mould ensuring tenants safety in doing so.
- 3.3** Ensure that tenants are treated in a fair, consistent and supportive way, and recognise that having a dampness or mould issues in a home can be distressing.
- 3.4** Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate, damp, mould including, managing, and controlling condensation.
- 3.5** Implementation and monitoring and review of the Association's damp and mould policy every three years
- 3.6** Work in partnership with tenants to resolve and understand how to reduce condensation, damp, and mould issues, also retain a register with action plans.
- 3.7** Damp and mould register will be reported to the Board of Management on a quarterly basis as part of the health and safety KPI matrix
- 3.8** Ensure that the fabric of our homes is protected from deterioration and damage resulting from, or contributing to, damp and mould issues. Ensuring a timely responsive repairs service to alleviate damp and mould issues as quickly and efficiently as possible to minimise damage to the fabric, fixtures, and fittings of the property.

- 3.9** Enhance the understanding of the Associations housing stock and the type of properties and component which have a higher likelihood to suffer from damp and mould. The information available from the from the stock condition data.
- 3.10** Plan resources to respond to anticipated higher volume of enquiries and required inspections, and work in partnership with specialist companies for the provision of specialist survey reports and make use of new technology, such as linked environmental sensors, to better understand causes and solutions.
- 3.11** Provide staff with the skills and testing equipment to identify and differentiate between signs of damp, condensation, and mould, and understand the causes and remedial actions.
- 3.12** To consider the issues of damp, condensation and mould when developing investment programmes, for example; heating, ventilation, and insulation.
- 3.13** The table below is a brief summary of the associations structure of responsibilities to ensure that those with the most appropriate daily operational functions can manage and supervise, and conduct condensation, damp and mould measures as appropriate.

Designation	Role responsibility
Board of management	The Board of Management are collectively responsible for leadership and direction on Health and Safety matters. The Damp and Mould Policy must be approved by the Board of Management
Chief Executive Officer	The CEO will hold ultimate responsibility for the development and implementation of the Damp and Mould Policy
Head of Asset Services	The Head of Asset Services holds delegated operation responsibility. Implementation and management of the policy and operational procedures for the management and control and deliver on the operational compliance with the Damp and Mould Policy and any associated procedures. Provision should also be made to ensure that all staff within DHA are aware of who is responsible and ensure that provision is made for any training and development needs

Officers	All officers employed with the Association, must be aware of the Damp and Mould Policy and Procedures, ensuring that any works that maybe conducted on condensation damp or mould provides less disturbance to the tenants as possible and to always ensure their health and safety.
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- 3.14** Reporting to Management Board if any serious deficiencies are identified by staff or contactors which are notifiable to the HSE (Health and Safety Executive).

4 DAMP AND MOULD PROCEDURES

- 4.1** The Damp and Mould Procedures are being prepared to ensure compliance with the Associations Damp and Mould Policy, these will be set out within a separate document produced for operational levels for staff.

The following are actions that the association are undertaking immediately are:

- ❖ Producing Damp and Mould Policy and Procedures
- ❖ Producing Damp and Mould register which will record any issues and actions- taken also hold all evidenced based actions, survey reports etc
- ❖ Damp and Mould issues and actions will also be reported within the Associations Tenants Health & Safety Compliance matrix and report.
- ❖ Damp and Mould issues and actions will be reported to the Board of Management on a quarterly monthly cycle and the Policy will be updated on a 3 -yearly cycle unless new legislation is updated.
- ❖ Providing information leaflets and updating the association website, also inclusion within the newsletter.
- ❖ Awareness training for staff.
- ❖ Specialist training for Maintenance Officers

5. COMPLAINTS

- 5.1** If a tenant or resident of a leased property is not satisfied with the service they have received as part of our Damp and mould Policy they can complain to the Association. A copy of our Complaints Handling Procedure is available from our office or can be downloaded from our website.

6. CONSULTATION AND INFORMATION

- 6.1** Consult Tenants and Sharing owners on any significant changes that we propose to make with regard to this Policy and other related policies. On request provide tenants with information and advice relating to this Policy and any of our other Policy's.

6. COMPLIANCE

This procedure complies specifically with:

- Our Internal Management Plan & Business Plan
- The Scottish Social Housing Charter.
- Complaints Handling Procedure
- Legislative requirements relating to data protection and equalities.
- Tenant Participation Strategy

Relevant Legislation and compliance

- The Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- SHQS
- EESSH

7. EQUALITY & DIVERSITY

- 7.1** As a service provider and employer we recognise the requirements of the Equality Act 2010, oppose any form of discrimination and will treat all customers, internal and external, with dignity and respect. We recognise diversity and will ensure that all of our actions ensure accessibility and reduce barriers to employment and the services we provide.

8. REVIEW

- 8.1** The Damp and mould Policy will be reviewed by the Board of Management every 3 years.