



Title	Damp and Mould Policy
Purpose	<p>Maryhill Housing aims to ensure its homes are maintained to a high standard through the delivery of efficient and effective repair and maintenance services.</p> <p>The Association recognises that maintaining high quality, secure homes and environments can improve the lives of customers and achieve high levels of customer satisfaction.</p> <p>The aim of this policy is to set out the principles for managing damp mould and condensation (DMC) in the Association’s homes and to prevent potential health and safety risks to customers and drives forward an agenda of proactive action to tackle and manage the causes of damp and mould.</p> <p>The Association will provide staff with clear operational procedures, guidance, and knowledge to ensure that any reports of damp and mould are managed efficiently, consistently and in line with this policy and procedures.</p> <p>This policy provides a framework for managing DMC in its properties and communal areas. The policy also sets out how the Association will support customers to minimise the risk of DMC occurring in homes and encourage customers to report any evidence of DMC promptly.</p> <p>This policy also sets out how the Association is meeting its legal and statutory repairing responsibilities and complying with relevant legislation and principles and practices detailed in the Social Housing Charter.</p> <p>The policy and associated procedures will include the recommendations made in the Housing Ombudsman Service Report – Spotlight on: Damp and Mould published in October 2021.</p>
Scope	<p>The Board has delegated responsibility for monitoring performance on repairs and maintenance which includes addressing damp and mould in the Association’s properties and for approving the Damp and Mould Policy.</p> <p>The Director of Operations holds the lead responsibility for this policy with responsibility for implementation delegated to the Head of Property.</p>

	<p>This policy applies to all Board and Committee members, customers where the Association has a repairing obligation, members of staff whether employees of MHA, freelance, casual, or temporary agency staff irrespective of grade, position, or length of service responsible for the management of repairs and maintenance within the Association.</p> <p>The policy applies to the management of property owned by the Association and subject to a Scottish Secure Tenancy, a Short Scottish Secure Tenancy, a Shared Ownership Occupancy Agreement Lock up Agreement or Lease.</p> <p>The policy also applies to common areas where the Association is the factor.</p> <p>This policy should be read in conjunction with the Repair and Maintenance Policy.</p>
<p>Definitions</p>	<p>For the purposes of this policy, unless otherwise stated, the following definitions shall apply:</p> <p>Damp, Mould and Condensation refers to any type of damp: rising, penetrating and condensation dampness including internal leaks.</p>
<p>Policy Statement</p>	<p>Aims</p> <p>Maryhill Housing aims to ensure its homes are maintained to a high standard through the delivery of efficient and effective repair and maintenance services.</p> <p>The Association recognises that maintaining high quality, secure homes and environments can improve the lives of customers and achieve high levels of customer satisfaction.</p> <p>The Association will provide staff with clear operational procedures, guidance, and knowledge to ensure that any reports of damp and mould are managed efficiently, consistently and in line with this policy and procedures.</p> <p>The Association is committed to providing and maintaining homes that are free from DMC. The Association will ensure that:</p> <ul style="list-style-type: none"> - customers are provided with a range of ways to report DMC and will be treated in a fair and consistent way. - its homes are warm, safe, wind and watertight and provide healthy environments for customers. - vulnerable customers are provided with the appropriate support to resolve issues through internal teams or external statutory/ non-statutory agencies.

- customers are provided with details of the complaints procedure and how complaints can be raised with the Association.
- appropriate investigations of DMC are carried out to establish the source of the issue.
- reasonable repair and improvement solutions to address any issues are implemented through a system of casework management.
- customers have access to and/or provided with comprehensive advice and guidance on managing and controlling factors which could cause DMC in their homes.
- feedback is obtained from customers in new homes and implemented in future new homes.
- an annual budget is agreed for the management of DMC.
- that the fabric of buildings it owns, or factors are managed and maintained to prevent deterioration and damage resulting from DMC.
- a risk-based approach is adopted to prioritise and focus on properties susceptible to DMC utilising stock condition information, repairs information and feedback from customers.
- proactive assessments of stock condition surveys are undertaken.
- improvement and retrofit programmes of work will be carried out where DMC consistently affects a particular property archetype.
- staff are supplied with appropriate equipment capable of identifying cold spots, thermal bridging etc.
- where appropriate will collect humidity and temperature sensor data to identify the potential for DMC in homes.
- where there are known issues of DMC in empty properties works will be carried out as part of the void works to address the issue.
- void checks will be enhanced to include the checking of extraction and ventilation systems.
- there is compliance with all statutory and regulatory requirements and best practice when dealing with cases of DMC.
- KPI information relating to DMC will be reviewed monthly at the internal Operational Meeting
- The Board receives quarterly reports on the number of homes affected by DMC and performance information on the management of cases.

Effective Inspection and Diagnosis

The Association will inspect all repair requests reported in relation to DMC. Where required the Association will seek support from its Mechanical and Electrical consultants and specific damp and mould consultants.

The Association will respond to reports of DMC in line with the timeframes below:

Category	Timescales
Initial report of DMC	Inspection within 2 working days to assess and agree repairs to be carried out.
Remedial work to address DMC	Completion within 15 working days in line with repair category 'other' (This timeframe may be extended to allow for specialist surveys and advice)
Water Ingress – not containable	Respond within 2 hours in line with emergency repair category
Water Ingress - Containable	Routine – complete within 5 working days.

Repairs to address DMC will generally require multiple trades in attendance and whilst the customer is waiting for the repair to be carried out, the Association will consider implementing interim measures to help to address the DMC in the property, eg, dehumidifiers with an allowance to help with the running costs.

Where the customer is required to temporarily move out to allow the works to take place a decant will be arranged in line with the Association's decant process.

Staff Training

All frontline staff will receive general awareness training on DMC to allow them to identify and respond to issues relating to DMC and will be made aware of the Association's policy and procedures.

This training will be relevant for those staff visiting customers in their homes. This will allow front line staff to identify instances of DMC in order that a proactive approach may be adopted to address DMC in the Association's homes.

Specific technical training for staff dealing with damp and mould will be provided to staff working at Officer level and above based in the Property, Asset, Investment and Development teams.

Case Management

All cases of DMC will be logged and managed via the housing management system. Cases will be tracked through the system and

reports will be developed to monitor case management, identify trends and themes and to monitor the number of properties affected by DMC. Officers will be responsible for the overall management of cases through a system of casework management. This will include a follow-up visit within 8 weeks of works being recorded as complete to ensure the repair has resolved the issue.

Use of Qualified Contractors

The Association will ensure that suitably qualified contractors are used when addressing repairs linked to DMC.

Planned Programmes of Work

Stock condition data, repairs information, customer feedback and collection of data relating to DMC will allow the Association to understand where similar properties are affected by DMC. This will allow the Association to plan programmes of work where particular properties are affected by DMC.

Vulnerable Customers

Customers will be encouraged to report any cases of DMC through publications and via social media and support will be provided to vulnerable customers, e.g., translation services or sourcing funds and grants to help with fuel costs. Housing Officers will during their two-yearly visits identify any cases of DMC to ensure that proactive action is taken to address any issues.

Information Provided to Customers and other Stakeholders.

All new tenants will be provided with information and communication on the risks of DMC and steps they should take in the home to limit the risk of DMC. This information will be included in newsletters periodically and information will also be included on the website, social media platforms and displayed in the Association's offices and communal areas.

Data Management

Relevant information relating to DMC in the Association's stock will be held on the housing management system. The way in which data is captured will be subject to ongoing review to ensure that the data is easy to access, relevant and available to members of the team. The data should be capable of providing analysis on trends and themes and allow for the production of KPI information relating to DMC.

Monitoring and Reporting

The following key performance indicators will be reviewed every month and will be presented to the board quarterly to allow for ongoing scrutiny in the management of DMC cases.

- No of live cases over 14 days
- No of live cases between 20-30 days
- No of live cases between 30-60 days
- No of live cases which exceed 60 days
- Number of damp and mould cases as a percentage of the Association's stock (target less than 1% of 30 properties)
- Average time to attend damp and mould inspections

Operational Delivery

The Policy will be supported by a range of procedures that allow staff to effectively deliver the aims of this policy. The Association will ensure that all relevant staff receive appropriate training and support to meet the requirements of the Policy and Procedures.

Continuous improvement

The Association aims to continuously improve its approach to managing DMC in its homes and will adapt processes in response to customer complaints; customer satisfaction information; input from Registered Tenant Organisations and other customer groups; internal audit and sector best practice.

Legal and Good Practice Requirements:

This policy is compliant with the following legislation and good practice guidance:

- Housing (Scotland) Acts 2001, 2006, 2010 and 2014
- Right to Repair (Housing Scotland Act 1987 as amended 2001 and 2010)
- Right to Compensation for Improvements (Housing Scotland Act 1987 as amended 2001 and 2010)
- Scottish Social Housing Charter 2012
- Scottish Housing Quality Standard
- SFHA Good Practice Guidance Repairs and Maintenance – 2012
- Scottish Secure Tenants (Right to Repair) Regulations 2002
- Environmental Protection Act 1990
- Equalities Act 2010
- The Control of Asbestos Regulations 2012
- Tenements (Scotland) Act 2004
- The Building (Scotland) Regulations & Building Standards 2017
- The Construction (Design and Management) Regulations 2015
- Asbestos Regulations (Control of Asbestos at Work, 2002; The Asbestos (Licensing) Regulations 1983; The Asbestos (Prohibitions) Regulations 1992

	<ul style="list-style-type: none"> • Property Factors (Scotland) Act 2011 • Health and Safety Executive Guidance • Housing Ombudsman Spotlight Report October 2021 • SFHA/ALACHO/CIH/SHR Briefing – Putting Safety First • Housing Quality Network - Implementing Awaab’s Law
Approval	Board – April 2024
Policy Owner	Head of Property Christopher Duff
Review	April 2027 The policy may also be reviewed in light of legislation, good practice, or internal structural and process change.