



DAMP, MOULD AND CONDENSATION POLICY

Policy Owner	Director of Group Operations
Document Author(s)	Housing Services Manager
Approved By	RSL Managers
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Next Review Date	June 2026
Review Cycle	3 years
Communication & Training Methods	Discussion at relevant team meetings and published on Doctract.
Is a mandatory read required?	NO
Does this policy require to go on the website?	YES
The Policy has a direct link to the following Harbour policies and procedures If there are separate procedures which require to be attached to the policy in Doctract, please ensure these are reviewed at the same time and also provided.	Unplanned Repairs to Properties Policy; Void Policy, Asset Management Policy; Design Guide; Complaints Policy
This policy complies with the requirements of these legal and/or regulatory documents	The Scottish Social Housing Charter; The Scottish Housing Quality Standard/EESSH (Energy Efficiency Standard for Social Housing); Right to Repair; relevant Housing (Scotland) Acts.
Equality & Diversity Impact (EI) Assessment Status	This document was EDI Assessed by Kevin Wilson using the organisation's set procedure in June 2023 and is considered to be free of anything which may lead to any unfair discrimination in its application. EI Assessment records are held by the Business Support team and can be accessed on request to the Group Business Support Manager.
Data Protection Considerations	Our policies and procedures foster an approach of 'data protection by design and by default' In practice it means that our policies and procedures consider data protection issues, i.e. 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; Data protection principles and

	safeguarding of individuals' rights 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.
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1.	BACKGROUND/INTRODUCTION
1.1	The aim of this policy is to help ensure that we proactively manage the potential risks and promptly diagnose and prevent issues which may arise from damp, mould and condensation in our properties, including communal areas.
2.	POLICY STATEMENT
2.1	We have appropriate processes, guidance and knowledge to ensure all our properties are well maintained and free of damp and mould that could risk the health and safety of customers living in homes or buildings owned or managed by Harbour Homes and Harbour Lettings and to help ensure that we meet our legal, contractual, regulatory and statutory obligations. We are committed to meeting the needs of our customers and providing homes that are safe, warm and dry. This policy also sets out how we can support our customers to minimise the risk of damp, mould and condensation occurring. We will follow current best practice and guidelines with regards management of damp, mould and condensation.
3.	RESPONSIBILITIES UNDER THE POLICY
3.1	RSL Managers have responsibility for approving this policy. The Housing Services Manager has responsibility for ensuring the application of this policy by the housing and maintenance teams. The Development Manager has responsibility for ensuring any new build developments are built to the current regulations and mechanical and electrical services are fully commissioned. The Asset Manager has responsibility for ensuring that our Asset Management strategy and cyclical planned works programmes are in place to ensure that the external structure of our properties are wind and watertight and free from rising damp. Additionally ensuring cyclical servicing and maintenance programmes are undertaken in line with manufacturers' recommendations. Maintenance Officers have responsibility for investigating initial complaints about damp, mould or condensation and where appropriate, organising reactive repairs as required. Should major works be identified, these will be undertaken with input from the Assets and/or Development Teams. Housing Officers and Private Rental Officers have responsibility to ensure properties do not become overcrowded for the duration of the tenancy. All frontline staff have responsibility for reporting and acting on complaints of damp, mould or condensation.
4.	POLICY FRAMEWORK
4.1	Damp, mould and condensation can be caused by: • Rising damp - the movement of moisture from the ground rising through the structure of the building through capillary action. • Penetrating damp (including leaks) - water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure.

	Condensation - this 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 this risk of condensation are lack of ventilation, inadequate heating, high humidity and overcrowding. Regardless of the source, we recognise that this can cause health problems and so take appropriate action to address issues when these are reported or identified.
4.2	Information regarding the control of condensation and the proper ventilation of their home is provided to our residents at the start of the tenancy via the Tenants Handbook and at their settling in visit. Information is also available on the organisation's website. Advice is provided during major refurbishment regarding changes to windows, heating and ventilation systems.
4.3	We respond promptly to all complaints about damp, mould and condensation and first assess whether the source of this is a design, construction or maintenance issue which we can eliminate through work to the home, focusing on addressing the root cause. Where appropriate additional support and advice is provided to the customer on managing and controlling the occurrences of condensation. This support will be provided through verbal and written advice and guidance, and demonstration of correct the use of windows, heating and ventilation systems, with referrals to appropriate sources (internal or external) for further advice and support.
4.4	Where appropriate, we install temporary monitors to assess levels of humidity and temperature in the property to help determine the cause of condensation dampness and discuss the findings with the tenant. We also supply dehumidifiers on a temporary basis, where appropriate, to help reduce the moisture in the atmosphere, with instructions on how to use these.
5.	ASSOCIATED PROCEDURE(S)
5.1	None, please refer to procedures regarding unplanned repairs.
6.	POLICY & PROCEDURE EFFECTIVENESS ASSESSMENT CRITERIA
6.1	We monitor the number and outcome of complaints about damp, mould and condensation in tenants' homes.