

# Group Managing Dampness, Mould & Condensation Policy

March 2023

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ਜੇ ਤੁਸੀਂ ਸਾਨੂੰ ਬੇਨਤੀ ਕਰੋ ਤਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ (ਨੋੜਹੀਣਾ ਲਈ ਭਾਸ਼ਾ) ਵਿੱਚ, ਜਾਂ ਟੇਪ ਉੱਪਰ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਹਾਨੂੰ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0800 479 7979 ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

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Haddii aad na weydiisato waxaanu warbixintan kugu siin karaa iyadoo ku qoran luuqad kale, farta ay dadka indhaha la' akhriyaan ama cajalad ku duuban. Haddii aad jeclaan lahayd in warbixintan lagugu siiyo mid ka mid ah qaababkaas, fadlan nagala soo xidhiidh telefoonka 0800 479 7979.

По вашей просьбе данная информация может быть предоставлена на других языках, шрифтом Брайля или в аудиозаписи. Если вам требуется информация в одном из этих форматов, позвоните нам по номеру 0800 479 7979.

Approval body	<i>Group Board</i>
Date of approval	<i>15 March 2023</i>
Review Year	<i>2025</i>
Customer engagement	<i>No</i>
Equality Impact Assessment	<i>No</i>
Trade union engagement	<i>For information only</i>

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## 1. Purpose

- 1.1. Estimates in the UK are that between 10-50% of homes are affected by damp. Social housing and low-income communities where there is often overcrowding, a lack of appropriate heating, ventilation and insulation, can experience a substantially higher proportion of damp and mould than the national average.
- 1.2. We want to ensure that our customers have warm, safe and healthy homes to live in. We have identified that some customers and parts of our stock portfolio can be more susceptible to condensation and possible damp related issues.
- 1.3. A more purposeful approach to the prevention, treatment and remediation of these issues will benefit our customers. Going forward our tools will include better data, improved reporting and identification of mould, condensation and dampness, end-to-end customer service with better joined up advice, guidance and support, and preventative technology systems.

### Scope

- 2.1. The policy applies to Wheatley Group employees, contractors and stakeholders.

## 2. Our Approach to Managing Dampness, Mould and Condensation

We commit to:

- 3.1. Provide and maintain a comfortable, warm and healthy home, free from damp, mould or disrepair for our customers.
- 3.2. Recognise that having mould issues in a home can be distressing for our customers and ensure we are supportive in our approach.
- 3.3. Work in partnership with residents to resolve and understand how to reduce condensation, damp and mould issues.
- 3.4. Make sure the fabric of our homes is protected from deterioration and damage resulting from, or contributing to, damp and mould.
- 3.5. Seek to visit a customer's home within **48 hours** of a report of mould. Where this is not possible for the customer we will arrange to visit their home as soon as possible thereafter. As part of this all cases of damp and mould will be categorised as follows:

Category 3 – Requires a fungicidal wash down and decoration (completed in one appointment)

Category 2 – As with category 1 but covering a larger physical area which will require a longer appointment to complete (completed in one appointment);

Category 1 – More extensive mould with underlying issue which will require follow on repairs required after the initial treatment of the mould. This will require more than one appointment or a more structural fix following the treatment of the mould.

- 3.6 Ensuring customer facing staff and partners are trained to assist the identification, reporting and remediation of damp, mould and condensation. Including providing staff with the skills to identify and differentiate between signs of damp and condensation and understand the causes and remedies.
- 3.7 Where appropriate we will also engage external specialist consultants to assist the rectification of damp, mould and condensation as well as the independence verification and validations of actions undertaken.
- 3.8 If a customer reports – or if any of our staff members observe – what is likely to be a category 2 or category 1 mould issue, this will be treated as an emergency and the customer will be visited by trades staff **within 3 hours.**
- 3.9 Undertake that responsive repairs to alleviate damp are carried out as quickly and efficiently as possible to minimise damage to the fabric, fixtures and fittings of the property with a target of a maximum of 15 working days to **complete** repairs (noting that some repairs may be larger or more structural in nature – for example where a new roof is needed, in which case a management and monitoring regime will be instigated for every affected property to contain the issue and support the customer pending completion of these works; this may on occasion involve the decant of tenants)
- 3.10 Know our stock and the archetype of properties and components that have a higher likelihood to suffer from damp and mould.
- 3.11 Minimise the number and impact of complaints.
- 3.12 Plan resources to respond to higher demand. For example, during the winter months.
- 3.13 Provide staff with the skills to identify and differentiate between signs of damp and condensation and understand the causes and remedies.
- 3.14 To support our customers in ways to reduce damp and condensation in their home and how to make positive changes.
- 3.15 To make best use of technology to help customers to best manage their homes and use technological insight to better understand cause and solutions.
- 3.16 To take account of the issues of damp and condensation when designing investment programmes, for example heating and ventilation.
- 3.17 To comply with all statutory and regulatory requirements and sector best practice.

### Forced access

- 3.18 We will force access to in relation to damp and mould in the following circumstances:
- where there are three instances of no access then we will force access to the property within 14 days of the final no access;
  - where our technical staff highlight concerns and we get no access to further investigate and address the concerns we apply the same criteria as above;
- 3.19 In addition to the above, where tenants do need decanted to allow us to undertake treatment we will aim to have suitable temporary accommodation in place as soon as practically possible.

### Performance Monitoring

- 3.20 The number of cases, current status and categorisation of cases of damp and mould will be monitored on an ongoing basis by the Group Executive Team and the Boards of Lowther Homes Limited and all Registered Social Landlords within the Group.

## **4 Policy Background – Legislation and Statutory/Regulatory Requirements**

- Housing (Scotland) Act 2014
- Scottish Housing Quality Standard (SHQS)

Requirement on social landlords to ensure their tenants' homes:

- are energy efficient, safe and secure
- are not seriously damaged
- have kitchens and bathrooms that are in good condition

### Energy Efficiency Standards in Social Housing (EESH)

The Energy Efficiency Standard for Social Housing (EESH) aims to encourage landlords to improve the energy efficiency of social housing in Scotland. This supports the Scottish Government's vision of warm, high quality, affordable, low carbon homes and a housing sector that helps to establish a successful low carbon economy across Scotland.

The EESH will contribute to the requirements of the Climate Change (Scotland) Act 2019, which sets targets to reduce Scotland's emissions of all greenhouse gases to net-zero by 2045 at the latest, with interim targets for reductions of at least 56% by 2020, 75% by 2030, and 90% by 2040.

## **5. Procedure**

- 5.1. Our process is set out within the accompanying procedure **'Managing Dampness, Mould & Condensation Procedure'**

## **6. Monitoring & Compliance**

- 6.1. This Policy will be reviewed every two years and, as required by legislation, regulation or internal organisational change.