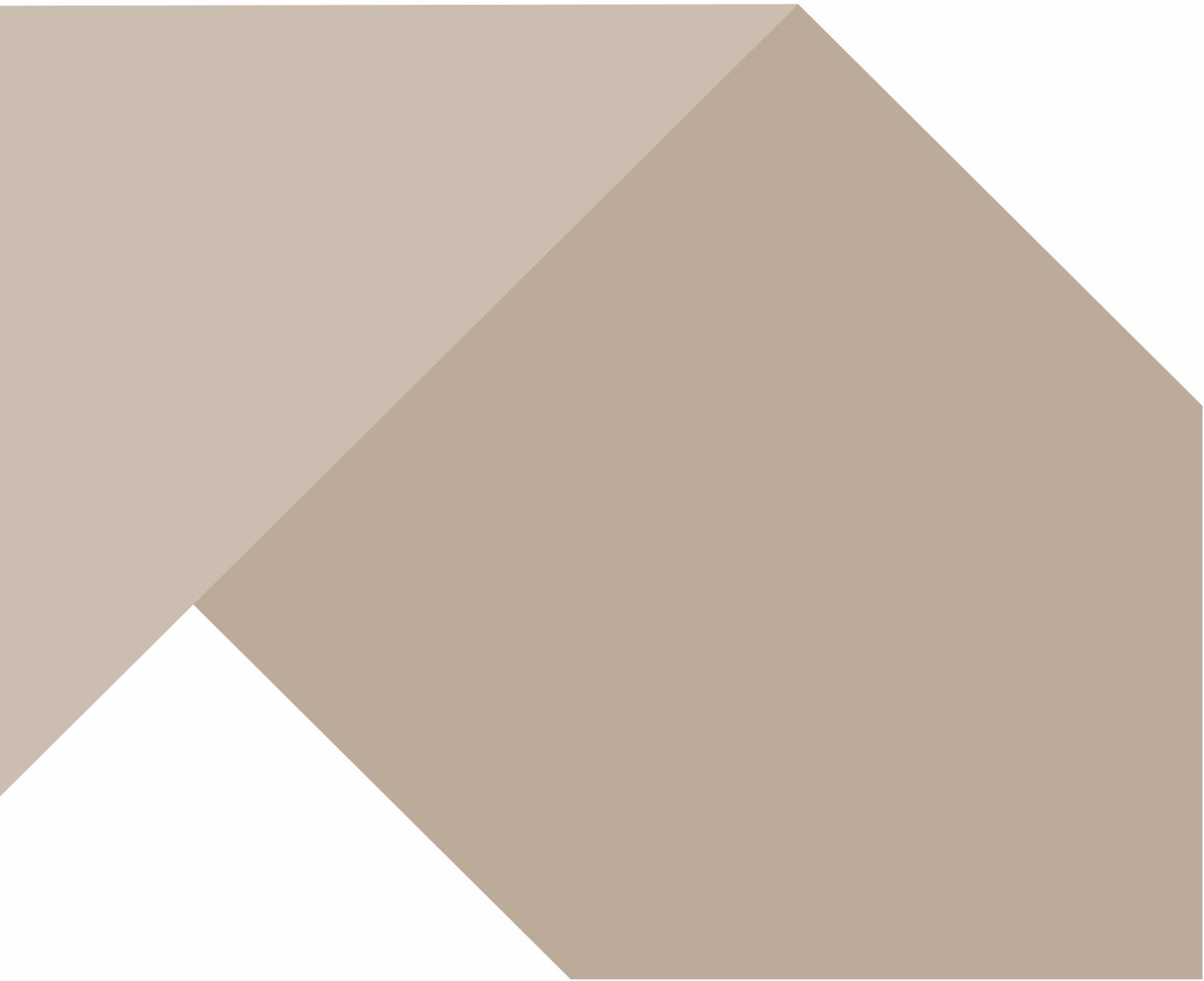


Managing Dampness, Mould & Condensation

Policy



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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.

2. Scope

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

3. 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. Undertake 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.
- 3.6. Know our stock and the archetype of properties and components that have a higher likelihood to suffer from damp and mould.
- 3.7. Minimise the number and impact of complaints
- 3.8. Plan resources to respond to higher demand. For example, during the winter months.

- 3.9. Provide staff with the skills to identify and differentiate between signs of damp and condensation and understand the causes and remedies.
- 3.10. To support our customers in ways to reduce damp and condensation in their home and how to make positive changes.
- 3.11. To make best use of technology to help customers to best manage their homes and use technological insight to better understand cause and solutions.
- 3.12. To take account of the issues of damp and condensation when designing investment programmes, for example heating and ventilation.
- 3.13. To comply with all statutory and regulatory requirements and sector best practice.

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 (ESSH)

The Energy Efficiency Standard for Social Housing (ESSH) 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 ESSH 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