

# Damp, Mould and Condensation Policy

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<b>Issued To:</b>	<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/LT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> C&S Managers <input checked="" type="checkbox"/> Department/Other: Asset Housing Health and Safety	<b>Method of Delivery:</b>	<input checked="" type="checkbox"/> Annual Declaration <input type="checkbox"/> Learn Pro Individual Sign Off <input type="checkbox"/> Board Portal
<b>Stakeholder Consultation</b>	<input type="checkbox"/> All Staff <input type="checkbox"/> Customer Engagement <input type="checkbox"/> Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Head Office Managers <input type="checkbox"/> C&S Managers <input checked="" type="checkbox"/> Department/Other: Housing Asset	This policy will be reviewed every 3 years from the date of implementation or earlier if deemed appropriate for any legislation or regulatory changes. If this policy is not reviewed within the above timescale, the latest approved policy will continue to apply.	
<b>Equality Impact Assessment</b>		No	

## Version Control

Date	Owner	Version	Reason for Change
November 25	Asset and Compliance Manager	1.0	New Policy

## Summary of Changes

Section	Change
N/A	N/A

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## 1.0 Policy Statement

This document outlines Ark's policy for addressing issues related to damp, mould and condensation in social housing. It is designed to ensure compliance with the Scottish Housing Regulator's standards and to safeguard the health and wellbeing of tenants. The policy sets out Ark's commitment to proactive identification, timely response, and effective remediation of damp and mould issues, in alignment with regulatory expectations and best practices.

The Scottish Housing Regulator (SHR) has established Regulatory Standards for all Registered Social Landlords (RSLs) to ensure they deliver positive outcomes and high-quality services for tenants and service users through effective governance and financial management.

This policy demonstrates compliance with the following Regulatory Standards:

- Standard 1: The governing body leads and directs the RSL to achieve good outcomes for tenants and other service users.
- Standard 2: The RSL is open and accountable. It understands and prioritizes the needs of tenants, service users, and stakeholders, focusing on the sustainable achievement of these priorities.
- Standard 4: The governing body makes decisions based on high-quality information and advice, and it identifies and mitigates risks to the organisation's purpose.
- Standard 5: The RSL conducts its affairs with honesty and integrity.

Failure to comply with this policy may result in disciplinary action, depending on the severity of the violation.

### 1.1 Awaab's Law and Damp & Mould Prevention

In line with Awaab's Law, the SHR has emphasized that landlords must have "appropriate, proactive systems to identify and deal with any reported cases of mould and damp timeously and effectively." This legislation aims to offer greater protection to social housing residents in Scotland from disrepair issues such as damp and mould.

The SHR has also highlighted the serious health risks associated with damp and mould. It is estimated that 10–50% of UK homes are affected by condensation and damp/mould conditions. These issues are particularly prevalent in social housing and low-income communities, often due to:

- Overcrowding
- Inadequate heating, ventilation, and insulation
- Lack of support and guidance from landlords

Ark is committed to a purposeful approach in the prevention, treatment, and remediation of condensation, damp, and mould. We will:

- Respond promptly to reported cases
- Act with compassion, recognizing the impact on tenants' wellbeing
- Focus on resolving the issue and preventing recurrence

## 1.2 Legal & Regulatory Framework

In developing this policy and procedure, recognition was taken of the legislative requirements and good practice set out in the following documents:

- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Scottish Housing Quality Standard (SHQS)
- The Housing (Scotland) Act 1987
- The Housing (Scotland) Act 2001
- The Housing (Scotland) Act 2010
- The Housing (Scotland) Act 2014
- Energy Efficiency Standards in Social Housing (EESH 1&2).
- Housing (Scotland) Act 2006, Parts 1 and 2: Advisory and Statutory Guidance: Volume 4 Tolerable Standard
- Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended)
- Awaab's Law

This policy document also defines the Ark's procedures to ensure the risks associated with condensation, damp and mould issues are properly addressed, assessed, and managed and, in doing so, ensuring that all relevant legal duties are discharged. Registered social landlords are required to meet the Scottish Housing Quality Standard (SHQS) which requires housing to be free from rising or penetrating damp, to have satisfactory ventilation and meet minimum energy efficiency standards. The Scottish Government is committed to and will consider how to implement Awaab's Law for private tenants, using existing powers, after engagement with the private rented sector.

## 2.0 Scope

This policy applies to all employees of Ark, the Board of Management, and all individuals using and/or visiting the workplace, including visitors, relief employees, agency staff,

supported people, and contractors. It covers all properties, whether freehold or leasehold, where Ark Housing Association, Ark Services Ltd, or Ark Commercial Investments Ltd. Condensation, Damp and Mould Procedures will be prepared to ensure compliance with the Ark's Damp, Mould and Condensation Policy, as set out within a separate document. Ark will set up and monitor a Condensation, Damp and Mould register of cases on Arks HMS which will record any issues and actions taken and hold all evidenced based actions, survey reports etc.

### 3.0 Roles & Responsibilities

The Directorate of Development and Customer Experience are responsible for implementing and enforcing this policy. Managers within the DDCE Team are responsible for ensuring that their teams are trained on and follow the protocols outlined in this policy.

#### Board of Management

Ark's Board of Management is responsible for consideration and approval of Ark's Governance Policies, and for ensuring that its decisions are taken in accordance with relevant legislation, regulatory expectations, training, and guidance.

#### Executive Team

Ark's Executive Team is responsible for ensuring that Ark's Policies are reviewed in accordance with Ark's schedule for review of policies, or sooner if required. The Executive Team is responsible for ensuring that its decisions, and that the decision of officers, are taken in accordance with relevant legislation, regulatory expectations, training, and guidance.

#### Leadership Team

Ark's Leadership Team is responsible for the implementation and review of Ark's policies, and for ensuring that its decisions are taken in accordance with relevant legislation, regulatory expectations, training, and guidance.

#### Managers

Managers will be responsible for the effective implementation of Ark's policies within their area of responsibility. They must also ensure that all staff are made aware of Policies relating to their role.

## All Staff

All staff are required to familiarise themselves with Ark's Policies and comply with its provisions as well as undertake any training required as part of the policy or associated procedures.

## Third Parties

All contractors, agency staff, volunteers and students undertaking duties on behalf of the organisation are required to familiarise themselves with Ark's Policies and comply with its provisions as required.

## 4.0 Related Policies, Procedures & Documentation

This policy is supported by detailed policy and procedures relating to:

- HAM05a Damp, Condensation and Mould Procedure
- AM01 Maintenance Policy
- Landlord Responsibility Policy HAM 01
- AM01a Reactive Repairs
- AM01c Rechargeable Repairs
- AM01d Right to Repair
- AM01n Planned Maintenance and Major Repairs
- AM01o Compensation for Improvements
- AM01e Hoarding Procedure
- Customer engagement Strategy
- Asset Management Strategy

### [Ark's Vision, Mission & Values](#)

## 5.0 Ark's Approach to Managing Condensation, Damp and Mould

Ark commits to managing condensation, damp, and mould by following the key points of this Policy. Ark's approach is to:

- Provide and maintain a comfortable, warm, and healthy home, free from damp, condensation, mould, or disrepair for our tenants.
- Ensure that tenants are treated in a fair and consistent way and to recognise that having condensation, dampness or mould issues in a home can be distressing for our tenants and ensure we are supportive in our approach.
- Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate, damp, mould including, managing, and controlling condensation.
- Work in partnership with tenants to resolve and understand how to reduce condensation, damp, and mould issues, also retain a register with action plans, surveys, and outcomes, which will be reported via Arks HMS.
- Ensuring that the fabric of Ark's homes are protected from deterioration and damage resulting from or contributing to condensation damp and mould issues.
- Undertake responsive repairs to alleviate condensation, damp and mould issues as quickly and efficiently as possible to minimise damage to the fabric, fixtures, and fittings of the property.
- Enhance the understanding of Ark's housing stock and the archetype of properties and components from the stock condition data, which have a higher likelihood to suffer from condensation, damp and mould.
- Plan resources to respond to any anticipated higher demand of enquiries and required inspections and work in partnership with specialist companies for the provision of specialist survey reports, including making use of new technology such as linked environmental sensors that can be installed within reported problematic condensation, damp or mould homes and can be monitored online and to better understand cause and solution.
- Provide staff with the skills and testing equipment to identify and differentiate between signs of condensation, damp and mould and understand the causes and remedial action.
- Consider the issues of condensation, damp and mould when designing investment programmes for example heating, ventilation, and insulation.
- Comply with all statutory and regulatory requirements, sector best practice and tenants' health and safety compliance.
- Issue information leaflets and update the website, also include advice within the newsletter.

## 6.0 Training & Monitoring Requirements

### 6.1 Training

Staff reporting and managing condensation, damp and mould will have training appropriate to their needs and to the needs of the organisation as identified on their individual learning plans. Ark will ensure that relevant employees have an awareness of this policy and receive adequate training to enable them to effectively fulfil their roles and ensure safety of tenants.

### 6.2 Monitoring

Cases of damp and mould will be managed in accordance with the Condensation, Damp and Mould Procedure (HAM 05a) and the Scottish Housing Regulator's indicators, including:

- Average time taken to resolve cases by cause
- Percentage of resolved cases reopened during the reporting year, by cause
- Number of open cases at year-end

Monitoring is managed in real time, using case tools on the HMS to carry out audits and manual checks according to target timescales for case resolution. Condensation, Damp and Mould issues and actions will be reported on a quarterly cycle to the Director of Development and Customer Experience.