

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

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POLICY

DAMPNESS, MOULD AND CONDENSATION

Passed:-	22/03/2023	Review Date:-	Feb 2026
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All North View policies and publications can be made available on tape, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

1.0 Introduction

- 1.1 The purpose of this document is to define a policy for the effective, efficient control and management of the risks from exposure to dampness, mould and condensation to our tenants in their homes.
- 1.2 This policy has been written to ensure that wherever possible, tenants are not adversely affected by the causes of damp and mould and drives forward an agenda of proactive action to tackle/manage the causes of damp and mould.
- 1.3 This document is to be read in conjunction with the Association's Damp, Mould and Condensation Procedure.

2.0 Legal Framework

- 2.1 This policy is intended to ensure that the Association meets the requirements of:
 - Housing (Scotland) Act 2014;
 - Scottish Housing Quality Standard.

3.0 Aim

- 3.1 The aim of this policy is to:
 - ensure that tenants are treated in a fair and compassionate way;
 - focus on working in partnership with tenants ensuring that a safe healthy internal environment is provided;
 - undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp including, managing and controlling condensation;
 - ensure that customers have access to and are provided with comprehensive advice and guidance on managing and controlling damp and condensation;
 - comply with all statutory and regulatory requirements and with best practice relating damp, mould and condensation;



INVESTOR IN PEOPLE

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- maximise the available budgets to deal with damp and condensation problems;
- ensure that the fabric of our property is protected from deterioration and damage resulting from damp and condensation;
- proactively manage the causes of damp and mould through robust procedures, analysis and service delivery;
- enhance the service provided to tenants in managing this area of work.
- enhance the understanding of our stock in relation to damp and mould and have proactive programmes for managing this issue;
- ensure that our future maintenance programmes have a consideration of the impact of damp and mould;
- reduce the risk of expensive legal disrepair claims;
- reduce the risk of reputational damage.

4.0 Managing Risk

4.1 The key activities to be undertaken to manage risk will be as follows:

- effective inspection and diagnosis;
- provision and use of appropriate equipment to both investigate and remedy;
- logging of and management of cases;
- training of staff and use of qualified contractors;
- educational and informative information provided to tenants and other stakeholders;
- liaising with other RSLs, Environmental Health and Energy Advice Agencies to seek, share and adopt best practice;
- appropriate budgets in place to prevent and tackle damp and mould issues.

5.0 Training

5.1 Training will be provided for all staff to make sure that they are aware of this policy. All maintenance staff will receive specific training to provide the skills and knowledge to comply with the policy and associated procedures.

5.2 We will also ensure that all of our staff received appropriate training to raise awareness of and create a good understanding of damp and mould issues.

5.3 We will provide our staff with the skills to identify and differentiate between signs of damp and condensation, understand the causes and apply appropriate remedies.



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- 5.4 Training on this policy and associated procedure will also be provided for Management Committee members. This will ensure that that Management Committee members are able to gain assurance about how the Association is managing damp and mould issues within its stock.

6.0 Equalities

- 6.1 North View Housing Association is committed to a policy of fair and equal treatment for all tenants, employees and service users, regardless of religion, sexual orientation, age, class, racial origin, sex, disability or marital status. To ensure this, this policy has been subject to an Equality Impact Assessment.

7.0 Monitoring and Reporting

- 7.1 Anonymised information in relation to damp cases, together with actions taken and outcomes will be provided to the Management Committee on a quarterly basis.
- 7.2 This Policy will be reviewed every three years and as required by legislation, regulation or internal organisational change.

End

reviews and amendments:

11th December 2024 - ***Reference to Maintenance Sub-Committee removed from section 7.1 to reflect new governance arrangements from January 2025***



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