Name of Policy: Damp and Mould Management Policy
(Ref: PS 24)

Purpose of Policy: To achieve compliance with the Scottish Housing Regulators Statutory Regulation Standards and to ensure that Manor Estates Housing Association meet all duties on Tenant and Residents Health and Safety compliance in relation to damp and mould

Policy Monitoring Details	
Department	Property Services
Author	Neil Munro
Status	Group
Date SMT/Board Approval	26th August 2026
Planned Review Date	September 2029
Regulatory Outcomes Being Achieved	Regulatory Outcomes 2. Communication 4. Quality of Housing 5. Repairs, Maintenance and Improvements 13. Value for Money 14/15. Rents and Service Charges
Association Values	• Committed. To our tenants and residents' safety • Agile. We will be a agile and robust organisation • People-Focussed. To ensure positive outcomes for tenants and residents • Professional. When dealing with damp and mould cases
Tenant Consultation Required	No
Equalities Impact Assessment	Initial

Content List:

1.0 Introduction

2.0 Types of Damp and Mould

3.0 Aims and Objectives

4.0 Policy

5.0 Legislative Information

1.	**Introduction**	
	1.1	The effective management of damp and mould is a fundamental responsibility of our organisation and central to our mission to provide excellent quality affordable homes and services that create safe, resilient and inclusive communities. This policy sets out the approach we will take to prevent and address any cases of damp and/or mould in our homes. We aim to adopt a zero-tolerance approach to damp and mould, and our aim is to provide safe and healthy home environments for our tenants and their households and protect the fabric of our property. Our aim is to give confidence to tenants that we will robustly respond to all reports of dampness and/or mould in their homes and we will focus on property solutions to combat dampness and mould We will respond promptly to any reports of dampness and mould and continue to monitor the effectiveness of both the advice we offer to tenants and any remedial work we undertake.
2.	**Types of Damp and Mould**	
	2.1	There are three types of Damp and Mould that we need to categorise and manage. • Rising Damp – the movement of moisture from the ground; • Penetrating Damp (including internal leaks) - water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure; • Condensation Damp - Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets.
3.	**Aims and Objectives**	
	3.1	The aim of this Policy is to ensure the effective inspection, maintenance, and management of all damp and mould cases within properties owned by us. This Policy will be supported by a detailed Procedure. We will seek to ensure that the management of damp and mould cases fully comply with current legislation and statutory guidance, and we are committed to meeting the expectations of the Scottish Social Housing Charter as follows: *"Registered Social Landlords must meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes and comply with the Healthy, Safe and Secure elements of the Scottish Housing Quality Standard".*

4.	Policy	
	4.1	We will focus on property solutions to dampness and mould, and our homes will be suitable for modern living where tenants can complete everyday activities without being blamed for causing dampness. We will not solely rely on tenants reporting dampness and mould to us and will develop a strategy which will risk assess our properties to pro-actively identify properties at greater risk of experiencing dampness or mould. We will also ensure our properties are regularly surveyed by an independent surveyor and signs of damp and mould will be recorded and managed in line with this Policy. We will ensure our tenants: • Live in safe, well insulated and dry homes; • Are given good advice and information on how to minimise the risk of condensation and mould developing in their homes; • Are made aware of our responsibilities in relation to tackling dampness and mould in our homes We will ensure that we: • Meet our legal and regulatory responsibilities including statutory timescales; • Monitor and action incidences of dampness and mould in our homes; • Undertake thorough investigations and implement all reasonable repair solutions and improvements to eliminate 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; • Ensure budgets are used effectively and efficiently to deal with damp, mould and condensation problems; • We will not close off cases until we are certain that reported dampness and mould is no longer a problem in a tenant's home; • Implement data quality and insight measures to assist with informing us of the possible risks to our properties so that we can undertake proactive measures to eliminate damp, mould, and condensation before it becomes a problem for our customers; • Ensure that the fabric of our properties are protected from deterioration and damage resulting from damp, mould, and condensation; We will: • Communicate clearly and transparently with all tenants and factored owners. • Ensure that Competent Person's undertake all works; • Maintain full and auditable records; • Provide assurance to Senior Management Team and the Board; • Adhere to legislative deadline and ensure, if during the tenancy, the house suffers from substantial damp or mould, we will investigate the issue within 10 working days of being notified; • Provide a written statement of investigating findings within 3 working days once the investigation has been completed;

		• Commence any required repairs within 5 working days of the investigation concluding
5.	**Legislative Information**	
	5.1	The overall aim of this Damp and Mould Management Policy is to ensure the effective inspection, maintenance, and management of damp and mould cases within premises we own. This Policy is informed by and complies with: • New Model Scottish Secure Tenancy Agreement 2026 • Housing (Scotland) Act 2014; 2010; 2006; 2001 and 1987 • The Equality Act 2010 • The Environmental Health Protection Act 1990 • Property Factors (Scotland) Act 2004 • Tenements Scotland Act 2004 • Letting Agents Code of Practice (Scotland) Regulations 2016 • Private Housing (Tenancies) (Scotland) Act 2016 • Awaab's Law – Investigation and Commencement of Repairs (Scotland) Regulations 2026