

DAMP, MOULD AND CONDENSATION POLICY

APPROVED BY HHP BOARD:
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hebridean housing
partnership

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AIMS

- 1.1 The aim of this policy is to ensure that wherever possible, tenants are not adversely affected by the causes of damp and mould.
- 1.2 We aim to be proactive in the prevention, treatment and remediation of these issues to the benefit of our tenants. Our procedures will provide an end-to-end customer service from reporting and identification through to advice, guidance and support and preventative technology systems if required.
- 1.3 To ensure that our customers have warm, safe and healthy homes to live in.

OUR APPROACH TO MANAGING DAMPNESS, MOULD AND CONDENSATION

- 2.1 We are committed to:
 - Working in partnership with tenants to ensure that all homes remain comfortable, warm and healthy, free from damp, mould or disrepair;
 - Supporting tenants who are experiencing issues with damp and mould, as we recognise this can be distressing;
 - Complying with all statutory and regulatory requirements and best practice relating to damp, mould and condensation;
 - Undertaking response repairs to alleviate damp, in line with our Repairs & Maintenance Policy, to minimise damage to fabric, fixtures and fitting of the property;
 - Ensuring our Investment Programme has consideration of the impact of damp and mould;
 - Understanding our stock and the archetype of properties and components that may have a higher likelihood to suffer from damp and mould;
 - Providing staff with the knowledge and skills to identify and differentiate between signs of damp and condensation and understand the causes and remedies;
 - Supporting our tenants in ways to reduce damp and condensation in their home and how to make a positive changes; and
 - Making best use of technology to help tenants to best manage their homes and use technological insight to better understand cause and solutions.

TRAINING

- 3.1 Induction and refresher training will be provided for all staff and contractors to make sure that they are aware of the policy and all procedures. All managers will receive specific training to provide knowledge and skills to comply with the policy.
- 3.2 We will ensure that our staff and contractors have training to raise awareness of and create a good understanding, of damp and mould issues and their impact.

PROCEDURES

- 4.1 Our process will be set out within the 'Managing Dampness, Mould & Condensation Procedure'.

MONITORING AND REPORTING

- 5.1 The policy and procedures will be reviewed every three years and as required by legislation, regulation or internal organisational change.

RELATED POLICY/STRATEGY

- 6.1 The following policies and strategies are references as part of this Policy:
- Asset Management Strategy
 - Repairs & Maintenance Policy
 - Health & Safety Policy
 - Comments, Compliments and Complaints Policy
 - Environmental, Social and Governance Strategy

INTERPRETATIONS & ABBREVIATIONS

The following interpretation and abbreviations are used in this policy:

WORD	INTERPRETATION
<i>HHP or Partnership</i>	Hebridean Housing Partnership
<i>Board</i>	Means the Board of the Hebridean Housing Partnership
<i>Board Members</i>	All Members of the Board including co-opted Members
All references to the masculine gender in this policy shall read as equally applicable to the feminine gender	



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Email: info@hebrideanhousing.co.uk

Web: www.hebrideanhousing.co.uk