

DAMP, MOULD & CONDENSATION

FEBRUARY 2026



LANARKSHIRE
HOUSING ASSOCIATION LTD



LANARKSHIRE
HOUSING ASSOCIATION LTD

191 Brandon Street
Motherwell ML1 1RS
Tel: (01698) 269119
Fax: (01698) 275202

DAMP, MOULD & CONDENSATION POLICY

(*Note Lanarkshire Housing Association hereinafter referred to as LHA)

CONTENTS

1.0	INTRODUCTION	2
2.0	SUPPORTING DOCUMENTS	2
3.0	PURPOSE	2
4.0	POLICY OBJECTIVES.....	2
5.0	LEGISLATION, REGULATION AND GOOD PRACTICE	3
6.0	EQUALITY	4
7.0	DEFINITIONS	4
8.0	OUR APPROACH	5
9.0	OUR METHODOLOGY.....	6
10.0	TENANT RESPONSIBILITIES.....	7
11.0	MONITORING OF THE POLICY.....	8
12.0	ROLES AND RESPONSIBILITIES.....	9
13.0	RISK	9
14.0	COMPLAINTS.....	9
15.0	REVIEW.....	10

1.0 INTRODUCTION

Lanarkshire Housing Association aims to ensure its homes are maintained to a high standard through the delivery of efficient and effective repair and maintenance services.

Landlords must ensure that the accommodation they provide is fit for purpose and must be free from serious hazards including damp and mould.

2.0 SUPPORTING DOCUMENTS

The implementation of this policy is supported by the following policies and procedures.

- Property Services Policies and Procedures
- Damp, Mould & Condensation Procedure
- Tenancy Management Policy and Procedures
- Supporting and Sustaining Tenancies Policy
- Allocations Policy and Procedures
- Termination and Void Management Procedures
- Tenant Participation Strategy and Complaints Handling Procedure

3.0 PURPOSE

The aim of this policy is to set out the principles for managing damp, mould and condensation in the Association's homes and to prevent potential health and safety risks to tenants and drives forward an agenda of proactive action to tackle and manage the causes of damp and mould.

LHA will provide staff with clear operational procedures, guidance, and knowledge to ensure that any reports of damp and mould are managed efficiently, consistently and in line with this policy and associated procedures.

4.0 POLICY OBJECTIVES

This policy contributes to LHA's delivery of the following current Corporate Objectives:

- **Objective 1** - To meet or exceed the requirements of the Scottish Social Housing Charter (the Charter) and deliver fair, accessible and responsive customer services.
- **Objective 2** - To ensure all of our homes meet or exceed the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (ESSH)
- **Objective 6** - Achieve our Corporate and Social Responsibilities (CSRs) through excellence in governance and financial management, linked to ethical codes of practice.

5.0 LEGISLATION, REGULATION AND GOOD PRACTICE

LHA will comply with all relevant Damp, Mould & Condensation legislation, performance standards and requirements of the Scottish Housing Regulator.

The following list is to reference and signpost to legislation most relevant to this policy and is not necessarily an exhaustive list. LHA will ensure that Damp, Mould & Condensation procedures are amended to reflect any updates to Damp, Mould & Condensation legislation and guidance.

- The Scottish Housing Quality Standard (SHQS) Repairing Standard
- EESSH (Energy Efficiency Standard for Social Housing)
- The Scottish Social Housing Charter
- Housing (Scotland) Act 2014 (as amended)
- Housing (Scotland) Act 2025
- Scottish Secure Tenants (Right to Repair) Regulations 2002
- The Scottish Social Housing Charter
- The Equality Act 2010
- The Environmental Health Protection Act 1990

Subject to parliamentary approval “The Investigation and Commencement of Repair (Scotland) Regulations 2026” is anticipated to come into effect from 6 October 2026. The regulation will amend the Right to Repair and the Repairing Standard.

The key requirement for landlords will be to ensure that, following a qualifying repair;

1. Homes are substantially free from damp and mould, and
2. So far as reasonably practicable, homes will continue to be substantially free from damp and mould.

The timescales for inspection and remediation are anticipated to be:

1. 10 working days for an investigation,
2. 3 working days for a written summary, and
3. 5 working days for starting relevant safety work.

Investigations must be completed by a competent person, who in the reasonable opinion of the landlord, has the skills and experience necessary to determine whether a qualifying repair is required.

Under the Right to Repair proposal, the requirement to complete the investigation within 10 working days and the requirement to commence work within 5 working days of the completion of the investigation are both suspended where there are circumstances beyond the landlord's control.

6.0 EQUALITY

LHA is committed to providing fair and equal treatment to all our current and prospective customers. An Equalities Impact Assessment has been undertaken alongside the review of this policy. The assessment deemed that there are no negative impacts of this policy on any protected groups as outlined in the Equality Act 2010. As with all LHA policies and practices, we ensure these adhere to Outcome 1 of the Scottish Social Housing Charter (Equalities).

We are happy to make this policy, and any associated documents, available in alternative formats to assist customers with needs e.g. large print, braille, audio etc. In addition, and supporting our equality commitment, we have adopted the 'Happy to Translate' service, which bridges communication gaps for service users who struggle to communicate in English.

7.0 DEFINITIONS

For the purposes of this policy, unless otherwise stated, the following definitions shall apply:

- **Damp:** Refers to any type of damp whether it be rising, penetrating and/or condensation dampness that results in the formation of mould.
- **Rising damp:** Moisture absorbed from the ground into a wall. Will often leave a "tide" mark on affected walls.
- **Penetrating damp:** The process of moisture moving through external building walls to the interior.
- **Mould:** Develops in damp conditions and grows on damp surfaces. Mould can produce allergens, irritants and toxic substances that can cause health problems.
- **Condensation:** Occurs when warm moisture in the air comes into contact with cold surfaces, or when levels of humidity inside are too high. Condensation can take the form of:
 - Surface condensation
 - Condensation inside a structure where vapour pressure forces water vapour through porous materials such as walls, which then condenses when it cools down.

Condensation can be caused by:

- Low temperatures,
- Poor ventilation and indoor air quality,
- Poor building fabric,
- High humidity,
- Poor building design,
- Overcrowding.
- Combinations of the above.

8.0 OUR APPROACH

LHA recognises that condensation, damp, and mould cases can cause distress for tenants. Cases can be complex and difficult to diagnose. This policy is intended to provide a clear and consistent approach to deal effectively with damp, mould, condensation and its causes.

The key requirement will be to ensure that, following a qualifying repair;

1. LHA homes are substantially free from damp and mould, and
2. So far as reasonably practicable, the house will continue to be substantially free from damp and mould.

We will work with tenants to ensure that our homes meet these requirements. This policy ensures that LHA delivers a high standard of service to address and prevent cases of damp, mould and condensation. LHA commit to:

- Providing and maintaining a comfortable, warm and healthy home, free from damp, mould or disrepair for tenants.
- Recognising that having mould issues in a home can be distressing for our customers and ensure we are supportive in our approach.
- Working in partnership with tenants to resolve and understand how to reduce condensation, damp and mould issues.
- Making sure the fabric of our homes is protected from deterioration and damage resulting from, or contributing to, damp and mould.
- Visiting homes within 3 working days of a report of mould to assess appropriate action. Where this is not possible for the customer, we will arrange to visit their home as soon as possible thereafter. As part of this all cases of damp and mould will be categorised as follows:

Category 1: Requires a fungicidal wash down and decoration (completed in one appointment) Anticipated size: 1m² or smaller.

Category 2: As with category 1 but covering a larger physical area which will require a longer appointment to complete (completed in one appointment) Anticipated size: 2m² or larger.

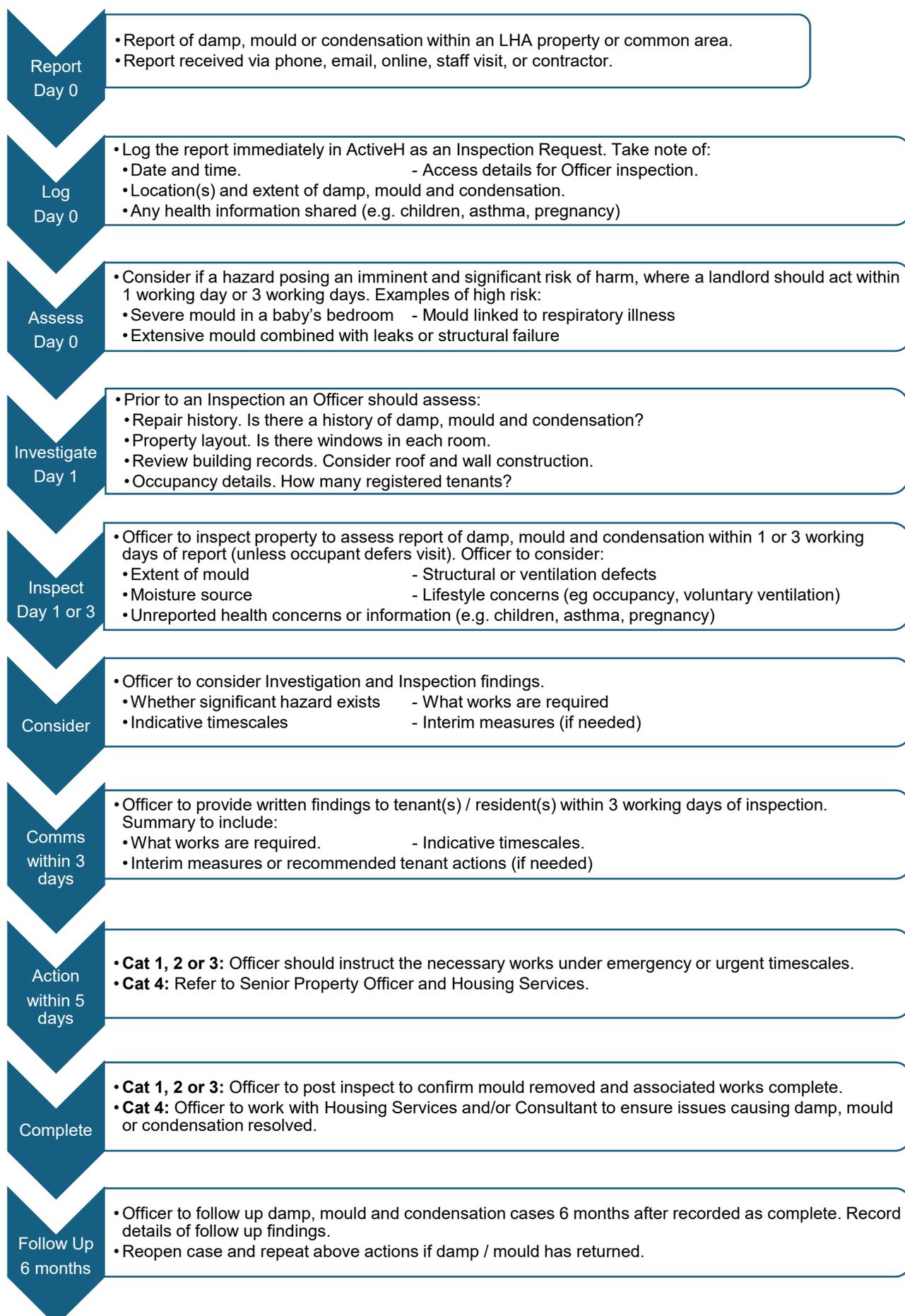
Category 3: More extensive mould with underlying issue which will require follow on repairs required after the initial treatment of the mould. This will require more than one appointment or structural works following the treatment of the mould.

Category 4: Housing Services or specialist support (Consultant)

The nature and extent of the works required will be determined based on this assessment and thereafter will be classified as Emergency or Urgent in line with the timescales established in our Property Services Policy.

Follow up inspection or tenant communication will occur 6 months after the work and or treatment has been completed.

Outline Procedural Principles (refer to Damp, Mould & Condensation Procedure for detailed actions)



9.0 OUR METHODOLOGY

Lanarkshire Housing Association will:

- Ensure Property Services staff are trained in the identification, reporting and remediation of damp, mould and condensation. This will include providing staff with the skills to identify, and differentiate between signs of damp and condensation, and understand the causes and remedies.
- Know our homes and the types properties that have a higher likelihood to suffer from damp and mould.
- Make best use of technology and technological insight to better understand cause and solutions.
- Make best use of components and ventilation to help tenants best manage their homes
- Where appropriate, LHA will engage external specialist consultants to assist the rectification of damp, mould and condensation as well as the independence verification and validations of actions undertaken.
- Where appropriate, LHA will collect humidity and temperature sensor data to identify the potential for damp in homes.
- Support tenants in ways to reduce damp and condensation in their home and how to make positive changes.
- Take account of the issues of damp and condensation when designing investment programmes, for example heating and ventilation.
- Comply with statutory and regulatory requirements and best practice.
- Minimise the number and impact of complaints.
- We will manage data robustly to ensure accurate and comprehensive records are maintained to ensure the full history of issues associated with damp is recognised to inform actions and remediation

Where internal conditions within a home, for example, overcrowding and excessive hoarding are negatively influencing health and wellbeing or preventing inspections and repairs the matter will be referred to Housing Services.

Housing Officers will provide support and assistance to review the customer's needs. Options may include moving to more appropriate or alternative accommodation or providing temporary accommodation in line with the Associations Decanting Strategy and Allocations Policy.

10.0 TENANT RESPONSIBILITIES

Tenants have a responsibility within the tenancy agreement to immediately report any repairs. This includes where there is evidence of mould, rising and penetrating damp and faulty equipment that will affect the management of humidity and moisture in the home (faulty extract fan, unable to open windows, heating system failure etc).

LHA will publish information to tenants via but not limited to newsletters, online sources and the tenant handbook.

Once a repair has been reported, the tenant is responsible for:

- Allowing access for inspections and for remedial works.
- The tenancy agreement recommends that the tenant arranges adequate household contents insurance for the home that they occupy.
- Where tenants are considering making any changes within their home: for example, converting rooms into one room, adding extensions, converting non-habitable buildings/spaces into habitable, they must seek advice and permission from us in accordance with their tenancy agreement.

Tenants can reduce the conditions that lead to condensation dampness by:

- Keeping the presence of moisture to a minimum e.g., drying laundry outside (where possible) and keeping the kitchen or bathroom door closed when cooking or bathing.
- Adequately heating rooms.
- Keeping the house well-ventilated e.g., opening windows during cooking / bathing, turning on and ensuring that the extractor fan or ventilation system installed in their home is regularly cleaned and working, keeping trickle vents in windows open, and allowing air to circulate around furniture.
- Follow all advice and guidance issued by LHA on managing humidity and moisture in the home which can lead to condensation.

The Association will follow up with tenants who have previously had damp treated within their property to ensure that there has not been a reoccurrence.

11.0 MONITORING OF THE POLICY

Any matter which demonstrates a serious failure of internal controls should be reported immediately to the Chief Executive Officer.

The performance on our compliance with The Scottish Housing Quality Standard (SHQS) Repairing Standard will be reported to the Associations Management Committee, or delegated Sub Committee.

The report will include:

- The number of properties reporting Damp, Mould or Condensation during the reporting period;
- The number of inspection / investigation days and the completion timescales for relevant safety work;
- The number of repeat reports of Damp, Mould or Condensation within the same reporting period.

12.0 ROLES AND RESPONSIBILITIES

The Association has defined the following roles with accountability and responsibility for the following aspects of Damp, Mould and Condensation management:

Overall accountability	Chief Executive Officer
Overall responsibility	Property Services Director
Administration of the Damp, Mould & Condensation Register	Senior Property Officer Property Services Officer Property Services Assistant
Repairs	Property Services Officer Maintenance Officer Property Services Assistant
Communications with tenants	Property Services Officer Housing Services Officer Property Services Assistant
Emergencies	Senior Property Officer Housing Services Manager

13.0 RISK

LHA takes a proactive approach to the management of risks – at both a strategic and operational level. Key risks that this policy seeks to mitigate:

- Procuring appropriately qualified consultants and contractors to assist the identification and rectification of damp, mould and condensation.
- Specific technical training for staff dealing with damp and mould.
- Operating an effective Damp, Mould & Condensation Register, including audit trails and reporting systems that ensure compliance.
- Ensuring essential remedial works are instructed so that the homes of tenants are safe to occupy in terms of legislative requirements;
- Applying the same process to Commercial properties in keeping with Health & Safety at Work legislation.

14.0 COMPLAINTS

LHA values complaints and we endeavour to use the learning from complaints to help us improve our services.

Any complaint arising from our implementation of this policy, will be addressed through our complaints handling process.

A copy of our Complaints Policy is available on our website:

<https://www.lanarkshireha.com>

15.0 REVIEW

LHA undertakes to review this policy regularly, at least every three years, with regards to:

- Applicable legislation, rules, regulations, and guidance
 - anticipated October 2026 through Repair (Scotland) Regulations 2026, subject to Parliamentary approval.
- Changes in the organisation
- Continued best practice

Lanarkshire Housing Association Limited Equality Impact Assessment Tool

Name of the policy / proposal to be assessed	Damp, Mould & Condensation Policy	Is this a new policy / proposal or a revision?	New Policy
Person(s) responsible for the assessment	Property Services Director		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	The Damp, Mould & Condensation Policy aims to ensure that the Association meets all legal and regulatory obligations and ensure best practice is followed in relation to mould and dampness. It therefore aims to: Keep the general public, tenants, and employees safe from the risks associated with damp and mould, so far as reasonably practical.		
2. Who is intended to benefit from the policy / proposal? <i>(e.g. applicants, tenants, staff, contractors)</i>	The policy sets out to benefit tenants to ensure risk of harm from damp and mould is minimised. It further intends to benefit staff, contractors and members of the public who are visiting and working within LHA properties. It will also benefit the association in ensuring legal obligations are met and protecting assets.		
3. What outcomes are wanted from this policy / proposal ? <i>(e.g. the benefits to customers)</i>	To ensure that the association is compliant with mould and dampness legislation and regulatory guidance and through responding promptly and efficiently to damp and mould cases identified and reported to us, we will continue to be compliant and thus mitigating the risks to staff, tenants' contractors and the general public relating of ill health from dampness and mould.		

4. Which protected characteristics could be affected by the proposal? (tick all that apply)

- Age
 Disability
 Marriage & Civil Partnership
 Pregnancy/Maternity
 Race
 Religion or Belief
 Sex
 Gender Reassignment
 Sexual Orientation

5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.

The Policy is relevant for health reasons.

	Positive impact(s)	Negative impact(s)
<p>6. Describe the likely positive or negative impact(s) the policy / proposal could have on the groups identified in part 4</p>	<p>The policy is applied equally to all properties with the aim of preventing or adequately treating damp, mould and condensation found in any of our homes. Damp and mould related health outcomes may affect people regardless of age and disability but people with these protected characteristics are known to be more at risk.</p> <p>Age: Babies, children and older people are more sensitive to the effects of damp and mould. The policy takes a proactive approach to addressing and resolving issues of damp and mould in properties, thereby reducing the negative impacts this can cause on health and wellbeing. Reasonable adjustments will be made to support elderly tenants.</p>	<p>None</p>

	<p>Disability: People with respiratory problems such as allergies and asthma, those with a weakened immune system such as those having chemotherapy, and those with existing skin problems such as atopic eczema, are more sensitive to the effects of damp and mould.</p> <p>Aswell as physical health impacts, damp and mould can have a negative impact on the mental health of tenants living in homes with this problem. The policy takes a proactive approach to addressing and resolving issues of damp and mould in properties, thereby reducing the negative impacts this can cause on health and wellbeing. Reasonable adjustments will be made to support disabled tenants.</p>	
<p>7. What actions are required to address the impacts arising from this assessment? <i>(This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).</i></p>	<p>The policy takes a proactive approach to addressing and resolving issues of damp and mould in the properties we manage, thereby reducing the negative impacts this can have on health and wellbeing. The policy approach will prioritise households that may be considered to be vulnerable.</p>	

Signed:  (Job title): Property Services Director

Date the Equality Impact Assessment was completed: 16 February 2026

Please attach the completed document as an appendix to your policy / proposal report