



TRAFALGAR HOUSING ASSOCIATION	
Name of Policy	Damp and Mould Policy
Responsible Officer	Alison Leabody, DIRECTOR
Date approved by the Management Committee	31/08/26
Date of next review	August 2029
Section	Maintenance

We can produce information, on request, in large print, Braille and other accessible formats.
It is also available in other languages. If you need information in any of these formats,
please contact us on 0141 952 4676.

Approved: June 2023

1st Review: August 2026

DAMP AND MOULD POLICY

1 Policy Objective

The aim of this policy is to ensure that the Association takes a proactive approach in managing damp and mould within our properties and ensuring that our properties are maintained to a high standard. The Association recognises the potential impact that damp and mould may have on the health and wellbeing of occupants and will ensure that reports are investigated and, where necessary, remedial works are commenced within the statutory timescales applicable to Scottish social landlords.

2 Scope

This policy outlines how we will support our tenants to minimise the risk of damp and mould occurring and to report it when it does occur.

It will cover:

- Identifying the types of damp: rising, penetrating and condensation dampness
- Identifying THA's responsibilities
- Offering guidance and advice
- The investigation, communication and repair timescales applying to damp and mould reports under the Investigation and Commencement of Repair (Scotland) Regulations 2026 (Awaab's Law), which come into force on 6 October 2026.

This policy should be read in conjunction with the Maintenance Policy. It should also be read alongside the Association's tenancy agreements, complaints arrangements and relevant repairs procedures.

3 Principles

Trafalgar HA will:

- Comply with statutory, regulatory and contractual requirements and good practice
- Ensure that all our tenants are treated in a fair and consistent way
- Undertake effective investigations and implement all reasonable repair solutions and improvements to eliminate damp, including managing and controlling condensation
- Ensure that the fabric of our properties is protected from deterioration and damage resulting from damp, mould and condensation by maintaining them
- Treat a report or other evidence of damp or mould as requiring action whether the Association becomes aware of it through a tenant, member of staff, contractor or by any other reasonable means.
- Complete an investigation of reported or suspected damp or mould within 10 working days of becoming aware of the issue.
- Provide the tenant with a written summary of the investigation findings within 3 working days of the investigation being completed.
- Where the investigation identifies that a qualifying repair is required, ensure that the repair is commenced within 5 working days of the investigation being completed.
- Where, for reasons beyond the Association's control, a statutory timescale cannot be met, inform the tenant in writing of the reason, provide a reasonable revised timescale and, where practicable, take reasonable steps to minimise the extent to which the property is affected by damp or mould in the meantime.
- Following a qualifying repair, ensure that the property is substantially free from damp and mould and, so far as reasonably practicable, remains substantially free from damp and mould.

- Keep a record of all reports of damp and mould, investigations, communications, repairs and follow-up action.
- Follow up after repair work to establish whether the action taken has been effective, with further review within 6 months where appropriate.
- Ensure that tenants are provided with comprehensive advice and guidance on managing and controlling damp and condensation

4 Definitions

4.1 Rising Damp

The movement of moisture from the ground rising through the structure of the building through capillary action.

4.2 Penetrating Damp

Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure.

4.3 Condensation Damp

Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets.

There are various conditions that may increase the risk of condensation, for example:

- Lack of ventilation within the property
- Inadequate heating
- High humidity
- Overcrowding

4.4 Competent Person

A person who has the appropriate skills, knowledge and experience to investigate damp and mould, determine the likely cause and decide whether repairs or other remedial action are required.

5 Our Responsibilities

The Association will:

- Record the date on which the Association first became aware that a property is or may be affected by damp or mould.
- Ensure that an investigation is completed by a competent person within the required statutory timescale.
- Consider the extent and apparent cause of the damp or mould and whether any property defects or other underlying factors are contributing to the problem.
- Inform the tenant in writing of the findings of the investigation and what work or other action will be carried out to remedy the situation.
- Where a qualifying repair is identified, ensure that the repair is instructed and commenced within the applicable statutory timescale.
- Ensure that any work instructed meets our expected repairs standards and timescales and is carried out by our approved contractors
- Keep the tenant appropriately informed where works require more than one visit or where completion is delayed.
- Make good any internal surfaces that have been damaged as a result of the repair work including the redecoration of that surface area only
- Provide advice and guidance through newsletters, information leaflets and our website on how to minimise damp and condensation, particularly when there are no apparent maintenance-related causes

- Ensure that advice regarding heating, ventilation, moisture generation or use of the property is not used as a substitute for investigating whether defects or other underlying property-related causes are contributing to damp or mould.
- Ensure that all staff have an awareness of this policy and are able to advise tenants on what steps to take to report issues of damp, mould and condensation
- Retain appropriate records of reports, investigations, findings, written summaries, repairs, delays and follow-up action to demonstrate compliance with this policy and statutory requirements.

6 Tenants' Responsibilities

- It is the tenant's responsibility to report as soon as reasonably practicable any evidence of damp or mould and any faulty equipment that may affect levels of humidity or moisture in the home, for example a faulty extractor fan, windows or vents not opening, or no heating.
- Tenants must allow access for inspections and for any subsequent repairs to be carried out
- Tenants should follow any reasonable advice and guidance given by THA staff or its contractors to help minimise mould and condensation conditions within the property
- No alterations should be carried out within the property without obtaining the written consent of the Association as alterations or improvements may affect the condition of the property and could contribute to damp, mould or condensation

7 Guidance

Tenants can help reduce conditions that lead to condensation within the home by:

- Reducing the amount of moisture in the air, for example covering pots and pans when cooking; where possible avoiding drying clothes inside, or drying clothes in the bathroom with the door closed
- Adequately heating rooms
- Keeping the house well ventilated, for example opening windows during cooking or bathing, using extractor fans, keeping trickle vents open and allowing air to circulate around furniture
- Arranging adequate household contents insurance cover should items become damaged, as recommended in the signed Tenancy Agreement

8 Assisting and Supporting our Tenants

Where internal conditions exist within a home, for example overcrowding or excessive hoarding of personal belongings, that may influence the health and wellbeing of occupants or prevent inspections or repairs from being carried out, we will endeavour to assist our tenants and work with other agencies to put appropriate support in place.

When responding to reports, the Association will consider any known circumstances that may increase the potential impact of damp and mould on occupants, including young children, older people, disabled persons and persons with existing health vulnerabilities. Where appropriate, this will inform the priority given to communication, interim measures and remedial action.

9 Equality, Diversity and Inclusion

Trafalgar HA is committed to Equality, Diversity and Inclusion. We strive to be fair in our dealings with all people, communities and organisations, considering the diverse nature of their culture and background and actively promoting inclusion. This policy is in line with Trafalgar's Equality and Human Rights Policy and has been subject to an Equality Impact Assessment.

Communication relating to damp and mould investigations and repairs will take account of tenants' individual communication and accessibility needs wherever reasonably practicable.

10 Records and Monitoring

The Association will maintain sufficient records to monitor performance and demonstrate compliance. Records will include, where applicable:

- the date the Association first became aware of the issue;
- the nature and extent of the reported or observed damp or mould;
- the date of the investigation and the person carrying it out;
- the investigation findings and likely cause;
- the date the written summary was provided to the tenant;
- the repairs or other actions required and the date they were instructed, commenced and completed;
- any reason why a statutory timescale could not be achieved and the revised timescale provided to the tenant;
- any reasonable interim measures taken; and
- the outcome of follow-up action.

Performance information will be reviewed periodically by the Association to identify recurring problems, trends and opportunities for improvement.

11 Review

This policy will be reviewed at least every three years, or earlier where there is a material change to legislation, statutory guidance or regulatory expectations relating to damp and mould.

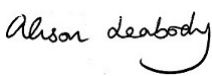
12 Relevant Legislation and Guidance

- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Scottish Secure Tenants (Right to Repair) Regulations 2002, as amended
- Investigation and Commencement of Repair (Scotland) Regulations 2026 (Awaab's Law) – in force from 6 October 2026

Name of the policy to be assessed	Damp and Mould Policy	Is this a new policy or a revision?	Revision
Person(s) responsible for the assessment	Director		
1. Briefly describe the aims, objectives and purpose of the policy / proposal	This document outlines the Association's Damp and Mould Policy The Association aims to ensure that all employees and customers are treated with fairness and respect and not discriminated against on the grounds of sex, race, marriage and civil partnership, disability, age, religion or belief, gender reassignment, pregnancy and maternity and sexual orientation. These are the 9 protected characteristics defined in the Equality Act 2010.		
2. Who is intended to benefit from the policy / proposal? (e.g. applicants, tenants, staff, contractors)	Tenants.		
3. What outcomes are wanted from this policy / proposal ? (e.g. the benefits to customers)	The Association aims to ensure that all tenants are treated with fairness and respect and not discriminated against on the grounds of sex, race, marriage and civil partnership, disability, age, religion or belief, gender reassignment, pregnancy and maternity and sexual orientation. These are the 9 protected characteristics defined in the Equality Act 2010.		
4. Which protected characteristics could be affected by the proposal? (tick all that apply) Age ☐ Marriage & Civil Partnership ☐ Disability ☐ Race ☐ Pregnancy/Maternity ☐ Gender ☐ Religion or Belief ☐ 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.

6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4	To ensure that no tenants who experience a problem with damp mould or condensation within the property that they rent from the Association are treated less favourably than any other person, group of persons or organisation; put more simply, anyone who has any sort of contact with the Association.
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>	Staff and committee training, data collection and data monitoring.

Signed:  _____
 (Responsible for Policy Review)

(Job title): Alison Leabody, Director

Signed: _____
 (Peer Review Confirmation)

(Job title):

Date the Equality Impact Assessment was completed:

18/08/26

