

Dampness and Mould Policy

Version Number	1
Revision Date	
Department	Asset Management
Author	Director of Asset Management
Reason for Policy Creation/Revision	New Policy
Data Protection	This policy conforms to Hanover's Data Protection Policy and Procedure
Equalities	An Equalities Impact Assessment has been undertaken There are no negative impacts that require action.
Sustainability	The Policy will follow Hanover's Sustainability Policy
Proof Read By	Head Of Investment and Sustainability
Date Approved	31.7.2025
Approved By	SMT
Next Review Due	31.7.2028
Audience – Training and Awareness Approach	To ensure awareness of the contents of this document it will be communicated to all relevant employees as a mandatory training requirement. The Learning and Development Learning Needs Analysis will reflect this requirement.
Effective Date	TBC
Internal References – Policies & Procedures (Located on HAPI)	Repairs Policy Allocations Policy Dampness and Mould Procedure
External References	As listed in Section 9

1. Policy Purpose

- 1.1 We want to do everything we reasonably can to make sure our customers stay safe, healthy and well in their homes. Damp and mould are issues which can have a serious impact on the health and well-being of our customers and cause damage to properties.
- 1.2 This policy has been written to ensure that wherever possible customers are not adversely affected by damp and mould and outlines the actions we will take to manage the causes of damp and mould. The document sets out the key policy objectives, control measures and accountabilities for ensuring the management of dampness and mould.
- 1.3 Through this policy, we will establish appropriate processes, guidance, and knowledge to ensure all of our properties are well maintained and free of damp and mould that could risk the health and safety of customers.
- 1.4 Our approach to the prevention, treatment and remediation of dampness and mould will benefit our customers. Going forward our tools will include better data, improved reporting and identification of mould, condensation and dampness, end-to-end customer service with better joined up advice, guidance and support, and preventative technology systems.

2. Policy Scope

- 2.1 The Dampness and Mould Policy applies to all rented property owned or managed by Hanover including communal areas and common areas in properties factored by the Association.
- 2.2 This policy should be read in conjunction with Hanover's Dampness and Mould Procedure and also the Repairs Policy.

3. Aims

- 3.1 The aims of this Policy are to:
 - Ensure our properties are maintained to a high standard through the delivery of efficient and effective repair and maintenance services.
 - Provide and maintain a comfortable, warm and healthy home, free from damp, mould and disrepair for our customers.
 - Take a zero-tolerance approach to damp and mould.
 - Ensure that the fabric of our property is protected from deterioration and damage resulting from damp and mould.
 - Provide clear lines of responsibility within Hanover for the management of dampness and mould related issues.

- Establish a clear, accessible process to enable customers to report dampness and mould issues.
- Develop a focussed approach to the prevention, treatment and resolution of dampness and mould with better data and improved reporting and identification.
- Provide assurance that measures are in place to identify, manage and mitigate risks associated with dampness and mould.
- Recognise that having dampness or mould issues in a home can be distressing and provide guidance, advice, and assistance throughout the process to all customers living in our properties and ensure that they are treated in a fair, consistent and supportive way.
- Comply with legal duties, regulatory requirements and good practice standards.

3.2 To achieve these aims Hanover will:

- Provide a clear statement of the level of service and standards to which Hanover will work.
- Have procedures and agreed practices that are applied uniformly across the service.
- Provide training to ensure that employees are equipped to carry out the roles expected of them.
- Plan resources to respond to higher demand particularly during the winter months.
- Keep customers informed during the process.

4. Types of Mould & Damp Included in this Policy & their 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 (including internal leaks)** - 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** - Moisture held in warm air coming into contact with a cold surface and condensing, producing water droplets.
- 4.4 **Mould** – Very small plants which thrive in conditions produced by condensation but will grow in any places with a lot of moisture, such as around leaks in roofs, windows, or pipes, or where there has been flooding. Mould grows well on paper products, cardboard, ceiling tiles, and wood products. Mould can also grow in dust, paints, wallpaper, insulation, plasterwork, carpet, fabric, and upholstery. Mould reproduces

by means of tiny spores which are very small and exist in the air. They will colonise a suitable habitat very quickly and produce more spores.

5. Our Management Approach

5.1 Our approach to the prevention, treatment and remediation of dampness and mould will benefit our customers and includes the following:

- Recording reports of dampness and mould
- Effective Inspection and Diagnosis
- Case Management
- Remedial Action

5.2 In addition, any complaints received via the Hanover Complaints process relating to dampness and mould will be fully assessed and appropriate action taken.

5.3 Going forward our tools will include better data, improved reporting and identification of mould, condensation and dampness, end-to-end customer service with better joined up advice, guidance and support, and preventative technology systems. Our Dampness and Mould Procedure gives full details on this approach.

6. Customer Service/Satisfaction

6.1 The Dampness and Mould policy will contribute to Hanover's commitment to increasing Customer Satisfaction.

7. Employee Responsibility

7.1 **The Director of Asset Management** is responsible for ensuring the implementation of this policy and supporting procedures by employees, and for the maintenance of all the necessary records on the housing system/register to enable the compilation of regular reports on performance.

7.2 **The Head of Investment and Sustainability** provides direct day to day supervision and will ensure that employees involved in dampness and condensation issues, including Regional Maintenance Managers, the Repairs and Voids Team Leader and Repairs Advisors take appropriate corrective action and provide feedback on a daily or weekly basis.

8. Training and Development

8.1 Training will be delivered to all relevant employees on the contents of this policy, and the associated procedure. This requirement will be detailed in the Learning and Development Learning Needs Analysis.

8.2 Repairs employees will be trained to assist in the identification, reporting and remediation of damp, mould and condensation. This training will include providing employees with the skills to identify and differentiate between signs of damp and condensation and understand the causes and remedies.

- 8.3 We will ensure that all employees have an awareness of the policy and receive adequate training to enable them to report issues of damp and mould and to support our customers.

9. Legal and Regulatory Framework

- 9.1 In approving and implementing the Dampness and Mould Policy Hanover aims to adhere to following legislation and contractual obligations:

- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2014
- Data Protection Act 2018 and the UK General Data Protection Regulation
- Equality Act 2010
- Human Rights Act 1998
- The Energy Performance of Buildings (Scotland) Regulations 2008
- Scottish Housing Quality Standard
- Scottish Secure Tenancy Agreement

10. Data Protection

- 10.1 Hanover will treat all personal data in line with our obligations under the Data Protection Act 2018, the UK General Data Protection Regulation and Hanover's Privacy Policy and Data Retention Policy. Information regarding how Hanover process personal data and the legal basis for processing personal data is set out in Hanover's Fair Processing Notices.

11. Monitoring & Evaluation

- 11.1 The Investment and Planning Coordinator is responsible for monitoring progress on all cases. In cases where dampness and condensation are not being addressed and improvements in performance are required, the Head of Investment and Sustainability must analyse the reasons for failure and adopt appropriate measures to achieve the desired outcome.
- 11.2 Targets will be set for monitoring performance for each aspect of dealing with dampness and mould.
- 11.3 The Director of Assets will monitor the effectiveness of the dampness and mould policy by considering the reports presented to the Senior Management Team.
- 11.4 Our performance will be regularly benchmarked against other comparable landlords.

12. Reporting Requirements

- 12.1 Key Performance Indicators for dampness and mould will be collated and monitored on a monthly basis and reported via OMT, SMT and ELT, as necessary.
- 12.2 In addition, relevant Key Performance Indicators will also be reported to the Audit Risk and Performance Committee on a quarterly basis.

13. Risk Management

- 13.1 The management of dampness and mould represents risk to Hanover in that:
- Unresolved dampness and mould issues may pose a danger to the health and safety of customers.
 - Hanover may be subject to litigation in cases where dampness and mould have not been properly treated.
 - The fabric of our properties will be subject to deterioration and damage resulting from untreated damp and mould.
- 13.2 Given the importance of these risks the effective management of this policy is vital.

14. Review

- 14.1 This policy will be reviewed every three years or sooner if required.

Revision History

<u>Version Number</u>	<u>Revision Date</u>	<u>Approval Date</u>	<u>Approved by</u>	<u>Review Reason</u>
1		31.7.2025	SMT	
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