



Damp, Mould & Condensation Policy

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Regulatory Standards Mapping		
✓	1	The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
✓	2	The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
	3	The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.
	4	The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
✓	5	The RSL conducts its affairs with honesty and integrity.
	6	The governing body and senior officers have the skills and knowledge they need to be effective.
	7	The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants.

Core Objective Mapping	
	Provision of affordable social housing
✓	Local control and accountability
✓	Efficient local service provision
	Viability
✓	Equality of opportunity for all customers
✓	Legal and regulatory compliance

Governance

HR

Property

Housing &
Factoring

Finance & IT

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Introduction

Overview

- 1.1 Yorkhill Housing Association has developed this policy in line with current sector guidance, including the Scottish Federation of Housing Associations ('**SFHA**'), Association of Local Authority Chief Housing Officers ('**ALACHO**'), The Chartered Institute of Housing ('**CIH**'), The Scottish Housing Regulator ('**SHR**') joint briefing, and the UK Government's Awaab's Law requirements for social landlords (Phase 1 in England).
- 1.2 We also recognise the Scottish Government's plans to introduce Awaab's Law through regulations under the Housing (Scotland) Bill. Our approach will remain aligned with these frameworks and will be updated as Scottish guidance is finalised.
- 1.3 The objectives of this policy are:
 - Provide equality of opportunity for all customers in line with organisational objectives.
 - Comply with legal and regulatory responsibilities and codes of good practice at all times.
 - Facilitate tenancy sustainability and tenants' enjoyment of their homes.
 - Achieve high standards of customer care and satisfaction through robust monitoring of service providers and enabling tenant feedback.
 - Deliver value for money via competitive procurement, consistent with our procurement policy.
 - Provide clear information on repair responsibilities between landlord and tenant.
 - Maintain clear internal procedures for consistent case management and budgeting across repairs and maintenance.

Connected Policies

- 1.4 The following policies are connected with the Damp, Mould & Condensation Policy and may have some relevant or associated content:
 - Asbestos Policy
 - Asset Management Strategy
 - Repairs & Maintenance Policy

Purpose, Scope & Objectives

Purpose

- 2.1 Yorkhill Housing Association is committed to ensuring that all homes are safe, warm, and free from damp, mould, and condensation. This policy sets out our approach to prevention, identification, and remediation of damp and mould issues, safeguarding tenant health and maintaining property standards

Scope

- 2.2 Applies to all properties owned or managed by Yorkhill Housing Association, all staff, contractors, and tenants under agreements where Yorkhill has repairing obligations.
- 2.3 This policy applies to building related damp and mould issues that could impact health and safety. It does not attribute problems solely to lifestyle factors. Yorkhill will work collaboratively with tenants to address root causes and provide support where needed.

Objectives

- Maintain homes to a high standard and minimise risk of damp and mould.
- Ensure prompt response and effective resolution of reported issues.
- Protect tenant health and wellbeing, prioritising vulnerable households.
- Comply with legal, regulatory, and good practice requirements.
- Provide clear guidance and support to tenants on prevention.

Definitions & Legal Framework

Definitions

- 3.1 **Rising Damp:** Moisture from the ground rising through building fabric.
- 3.2 **Penetrating Damp:** Water ingress through external walls or internal leaks.
- 3.3 **Condensation Damp:** Moisture in warm air condensing on cold surfaces; often linked to ventilation, heating and occupancy patterns.
- 3.4 **Mould:** Fungal growth thriving in damp conditions, frequently associated with condensation and poor ventilation.
- 3.5 **Emergency Hazard:** An imminent and significant risk of harm to health or safety where a reasonable landlord would act within 24 hours.
- 3.6 **Significant Hazard:** A significant risk of harm requiring investigation within 10 working days and prompt action.
- 3.7 **Out of Scope:** (No hazard is identified at Assessment) Where no hazard is identified, this does not mean concerns are ignored; advice and preventative support will be offered. This category covers Small, isolated mould spots caused by condensation (e.g., on window frames, seals, or bathroom tiles). These instances usually will not pose an immediate health risk if treated promptly.

Legal & Regulatory Framework

- 3.8 The Association will comply with relevant legislation and standards, including:
 - Housing (Scotland) Acts 1987, 2001, 2006, 2010, 2014 (e.g., duty to keep homes wind and watertight and fit for human habitation).
 - Health & Safety at Work etc. Act 1974; Environmental Protection Act 1990; Equality Act 2010.
 - Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH);
 - Scottish Social Housing Charter.
 - BS 5250:2021 – Management of moisture in buildings (Code of Practice).
 - Awaab's Law (England) – Hazards in Social Housing (Prescribed Requirements) (England) Regulations and guidance; Yorkhill adopts these timeframes for damp/mould cases in Scotland pending Scottish Government (SG) regulations.
- 3.9 The Scottish Government has announced its intention to introduce Awaab's Law via regulation; Yorkhill will monitor and update this policy when Scottish guidance/timeframes are confirmed.

Roles & Responsibilities

Staff and Management Committee

- 3.10 **Management Committee:** Overall accountability for policy approval and monitoring.
- 3.11 **Chief Executive:** Ensures implementation and compliance.
- 3.12 **Property Services Manager:** Day to day management and reporting to Committee.
- 3.13 **Property Services and Project Officers:** Case management, Inspections, diagnosis, data input, IT system updating and managing remedial works.
- 3.14 **Tenants:** Report issues promptly, allow access, and follow guidance.

Our Approach

Reporting & Recording

- 3.15 All reports of damp and mould logged in the HomeMaster IT System per case Management module.
- 3.16 Investigation and remedial actions will consider household circumstances, including health conditions, age, and other vulnerabilities, to ensure proportionate and effective solutions.

Proactive Identification

- 3.17 **Gas Service Engineers:** The Association's Gas Service and Maintenance Contractor has carried out staff training on damp and mould via Upkeep Training to assist when they carry out their check for damp/mould during annual Gas Safety Check visits ('AGSV').
- 3.18 **Non-gas Properties:** Checks during annual smoke detector inspections via Estate Caretaker Team (Estate Caretakers will have in house training sessions on identifying damp and mould) or trained contractor as required.
- 3.19 **Association staff:** monitors for signs during routine visits.
- 3.20 Dates of each annual visit and condition reported from the visit is noted in the SHQS database on receipt of documentation from the contractor/Estate Caretakers.

Hazard Classification

- 3.21 At first contact, staff triage each report as potential emergency, potential significant, or out of scope (no hazard).
- 3.22 When the level of risk cannot be accurately assessed remotely, we will default to an in person inspection. This reflects sector best practice, acknowledging that many damp and mould cases involve a combination of property defects and occupancy factors, which require thorough on-site investigation.
- **Emergency hazard:** suspected imminent risk (e.g., widespread black mould in sleeping areas affecting a child with asthma, or severe water penetration affecting electrical safety).
 - **Significant hazard:** material risk without imminence (e.g., progressive mould due to ventilation defects).
 - **Out of scope:** no hazard on assessment (we will still offer advice and signposting).

Investigation Timeframes (Awaab's Law Model)

- 3.23 Yorkhill Housing Association adopts the following fixed timeframes for damp/mould hazards (ahead of Scottish regulations):
- Emergency hazards: Investigate within 24 hours and undertake safety work as soon as reasonably practicable within the same 24 hour window.
 - Significant hazards: Investigate within 10 working days of becoming aware.
 - Out of Scope: Investigate within 10 working days of becoming aware.

Written Summary of Findings

- 3.24 Yorkhill will keep tenants informed at all stages, including investigation progress, planned works and expected completion dates.
- 3.25 We will provide a written summary of investigation findings to the named tenant within 3 working days of the investigation concluding, including the hazard classification, identified causes, and the agreed action plan. We will follow up with tenants after works to confirm resolution and address any residual concerns.

Making The Property Safe and Starting Works

- 3.26 If a significant hazard is identified, the property will be made safe and begin/take steps to begin further required works within 5 working days of the investigation concluding.

- 3.27 Where steps cannot be taken within 5 working days, we will begin work as soon as possible and in all cases within 12 weeks.
- 3.28 Works will be completed within a reasonable time period, proportionate to scope and access.
- 3.29 The Association will begin any supplementary preventative works within 5 working days of investigation conclusion and complete them within a reasonable timeframe, proportionate to scope and access.

Alternative Accommodation (Decant)

- 3.30 If relevant safety work cannot be completed within specified timeframes or the property cannot be made safe, Yorkhill will secure suitable alternative accommodation for the household at our expense until the hazard is resolved.
- 3.31 Decanting will be considered a last resort where the property cannot reasonably be made safe while occupied. The safety and health of tenants will always be the primary consideration when determining whether a decant is required.

Access Protocol and Record-Keeping

- 3.32 We will maintain detailed records of first contact date/time; attempts to arrange access (calls, texts, letters); tenant communications; investigation notes; photographs; measurements; and decisions. Good record keeping is essential to demonstrate reasonable endeavours and compliance.

Relationship to Yorkhill Repairs Categories

- 3.33 Awaab's Law timescales under the 'Investigation Timeframes' section will override general reactive repair categories (Emergency 4 hours, Urgent 2 days, Routine 3 days, Appointment 5 days or Programmed works 15 days) for damp/mould cases. These standard categories continue to apply to non hazard repairs.

Why Override Standard Repair Categories?

- 3.34 Standard reactive repair times (e.g., Emergency – 4 hours, Urgent – 2 days) do not specifically address the health critical nature of damp and mould hazards. Awaab's Law introduces hazard based timeframes that prioritize tenant safety over generic repair urgency.

Technical Standards and Remediation

- 3.35 Yorkhill Housing Association utilises the principles of **BS 5250:2021** – Management of Moisture in Buildings, as the technical benchmark for investigations and remediation of damp and mould hazards.
- 3.36 Moisture problems can damage buildings and harm health. Following BS 5250 ensures homes remain dry, safe, and compliant with legal and health standards.
- 3.37 We will consider hazard concepts when assessing risk (e.g., damp/mould, excess cold), acknowledging Scottish Government plans for a similar approach.
- 3.38 Yorkhill will assess damp and mould issues in line with SHQS and Tolerable Standard requirements, using hazard classification to prioritise health-critical cases.

Proactive Measures

- 3.39 We will continue proactive investment (e.g., cavity extraction/refill, ventilation upgrades, energy efficiency improvements, retrofit) to prevent damp/mould recurrence and address root causes.

Tenant's Responsibilities

- 3.40 Tenants are expected to take reasonable steps to help reduce condensation, while Yorkhill remains responsible for addressing the underlying cause. Practical measures include opening windows for ventilation, using extractor fans, covering pans when cooking, and keeping furniture slightly away from external walls.
- 3.41 We will provide tenants with practical advice on preventing damp and mould, including tips on ventilation, heating, and moisture control. This guidance will be shared through our website, newsletters, and tenant handbook. Each case will be assessed fairly and consistently, considering both the property condition and how it is occupied—without assuming issues are caused by lifestyle choices. Where needed, we will signpost tenants to energy advice and financial support services to help maintain safe heating and ventilation levels.

Training

- 3.42 All staff receive awareness training on damp/mould health impacts and customer care; technical training for maintenance/inspection staff covers diagnosis, BS 5250 approaches, ventilation, and remediation methods.

Monitoring and Reporting

- Quarterly reports to Committee on caseload, case detail as required and resolution times
- We will monitor evolving Annual Return to the Charter indicators on tenant/resident safety and damp/mould management and adapt our reporting accordingly.
- From April 2026, Yorkhill will report on new ARC indicators including: average resolution time for damp/mould cases, percentage of reopened cases, and number of open cases at year-end.

Complaints & Review

Complaints

- 3.43 Complaints are managed under Yorkhill's Complaints Policy. Tenants can escalate unresolved complaints to the Scottish Public Services Ombudsman ('SPSO').

Review

- 3.44 Policy reviewed every 3 years or sooner if required by law/regulatory change, including the introduction of Awaab's Law in Scotland.
- 3.45 The Association will ensure the Policy stays in line with the SFHA and Scottish Government schedules for April 2026 and compliance by April 2027.

Equalities

Equalities Impact Assessment

Yorkhill Housing Association Equality Impact Assessment Tool			
Name of Policy/proposal to be assessed	Damp, Mould & Condensation	Is this a new policy or a revision?	New
Person responsible for the assessment.	Robert Calvert, Property Services Manager		
Briefly describe the aims, objectives and purpose of the policy.	The Association's approach to handling issues with damp, mould or condensation.		
Who is intended to benefit from the policy/proposal (e.g. applicants, staff, tenants, contractors).	Tenants and staff will benefit from a clear procedure, and guidance on regulatory and legislative requirements in relation to damp, mould & condensation.		
What outcomes are wanted from this policy/proposal (e.g. the benefits to customers).	A clearer, and well-handled, process for dealing with cases of damp and/or mould.		
Which protected characteristics could be affected by the proposal? (tick all that apply)			
<input checked="" type="checkbox"/>	Age	<input checked="" type="checkbox"/>	Disability
<input type="checkbox"/>	Marriage/Civil Partnership	<input type="checkbox"/>	Pregnancy/Maternity
<input type="checkbox"/>	Race	<input type="checkbox"/>	Religion or Belief
<input type="checkbox"/>	Gender	<input type="checkbox"/>	Gender Reassignment
<input type="checkbox"/>	Sexual Orientation		
If the policy/proposal is not relevant to any of the protected characteristics listed above state why and end the process here:			
Describe the likely positive or negative impact(s) the policy/proposal could have on the protected characteristics identified.	Positive impact		Negative impact
	Issues of mould can adversely impact those with conditions relating to breathing, or those who are vulnerable due to their age. This is a clearer process and as such should be a positive impact.		
What actions are required to address the impacts arising from this assessment? (This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).			

Appendix A

Relevant Legislation & Guidance

- **Awaab’s Law (England) – Guidance for social landlords** (timeframes for emergency and significant hazards).
- **BS 5250:2021 – Management of moisture in buildings (Code of Practice)**.
- **GWSF note for members on Awaab’s Law in Scotland (Sept 2025)** – sector considerations on access, hazard definitions, behaviour factors.
- **HHSRS – hazard guidance** (England, for context on hazard thinking).
- **Housing (Scotland) Acts** and Tolerable Standard
- **Scottish Government announcement: Awaab’s Law to come to Scotland** (intention to introduce via regulation).
- **Scottish sector briefing on damp & mould** (SFHA/ALACHO/CIH/SHR).
- **Scottish Social Housing Charter (Nov 2022)** – outcomes on communication, housing quality, repairs, value for money.
- **SFHA Putting Safety First guidance** (Feb 2023)

Appendix B: Hazard Classification & Timeframes

Classification	Definition	Investigation	Written summary	Make safe & start works	Long-stop for starting	Alternative accommodation	Preventative works
Emergency hazard	Imminent & significant risk of harm	Within 24 hours	Within 3 working days of investigation conclusion	Safety work asap within 24 hours	n/a	Provide if not safe within timeframes	
Significant hazard	Significant risk of harm (not imminent)	Within 10 working days	Within 3 working days of investigation conclusion	Begin or take steps within 5 working days	Within 12 weeks to physically start	Provide if property cannot be made safe	Start within 5 working days of investigation conclusion: complete within a reasonable timeframe
Out of scope	No hazard identified	Proportionate check/advice	Written advice if requested	n/a	n/a	n/a	n/a

These timeframes mirror the **Awaab’s Law guidance for England (Phase 1)** and are adopted by Yorkhill for damp/mould cases in Scotland, pending SG regulations.