



RCH Group Policy: Dampness & Mould

2026 - 2028

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This policy is available on request, in other languages and in other formats such as large print, audio format and braille as required.

1. Scope

- 1.1 This is a River Clyde Homes policy and therefore applies to Staff, Board and Committee members of River Clyde Homes. This policy applies to all residential properties owned and managed by RCH, including social rented homes, temporary accommodation, supported housing and communal areas. It applies to all RCH employees, contractors and subcontractors acting on behalf of the organisation.

2. Introduction

- 2.1 The purpose of this policy is to ensure that River Clyde Homes (RCH) manages and addresses all forms of dampness and mould in a proactive, safe and consistent manner across all homes and communal areas for which it is responsible.
- 2.2 Damp and mould can have a serious impact on health, quality of life as well as the fabric of the property. RCH therefore adopts a zero tolerance, health first approach, recognising that the presence of damp or mould is a potential hazard which must be investigated promptly and resolved effectively.
- 2.3 This policy reflects strengthened Scottish housing legislation coming into force from October 2026 and is informed by the principles underpinning Awaab's Law, placing clear duties on landlords to investigate, communicate and remediate damp and mould within defined timescales.
- 2.4 RCH will comply with all relevant legislation, regulation and statutory guidance relating to dampness, mould, health and housing standards. This includes:
- Housing (Scotland) Act 2025,
 - Investigation and Commencement of Repair (Scotland) Regulations 2026,
 - Scottish Housing Quality Standard,
 - Tolerable Standard (Damp and Mould) Guidance,
 - Equality Act 2010
 - Scottish Social Housing Charter.
- 2.5 As an employer and registered social landlord (RSL), RCH have specific health and safety duties under the **Health and Safety at Work (etc.) Act 1974** in relation to damp, mould, and condensation:
- **Section 2:** duty to employees – to ensure, so far as is reasonably practicable, the health, safety, and welfare at work of all employees.

- **Section 3:** duty to others – to ensure, so far as is reasonably practicable, that persons not in the employment of the association but who may be affected by its activities, are not exposed to risks to their health or safety. ‘Others’ can include tenants, residents, visitors, contractors and members of the public.

2.6 In addition to the overarching health and safety duties, **The Investigation and Commencement of Repair (Scotland) Regulations** comes into force across Scotland on 6th October 2026. This regulations introduce new duties for landlords to investigate reports of dampness and mould and ensure repairs are undertaken within a set timeframe.

2.7 There are several other pieces of legislation, regulatory standards and guidance with which RCH should comply, specifically in this instance, in relation to the management of damp, mould and condensation within homes they provide for rent.

These include:

- The Environmental Health Protection Act 1990
- The Housing (Scotland) Act/s
- The Equality Act 2010
- Property Factors (Scotland) Act 2011
- Tenements Scotland Act 2004
- The Control of Substances Hazardous to Health Regulations 2002
- The Scottish Social Housing Charter
- The Scottish Housing Quality Standard
- The Tolerable Standard
- Scottish Housing Quality Standard (SHQS)
- EESSH (Energy Efficiency Standard for Social Housing)
- Putting Safety First – A briefing note on damp and mould for social housing practitioners

2.8 The Scottish Housing Regulator (SHR) places a critical importance on tenant and resident safety within social housing providers in Scotland; the Scottish Housing Quality Standard developed by the Scottish Government requires that the homes provided by social landlords:

- Meet the Tolerable Standard
- Are free from serious disrepair
- Are energy efficient
- Have modern facilities and services
- Are healthy, safe and secure

3. Definitions

- 3.1 Damp refers to the unwanted presence of moisture within a building caused by condensation, penetrating damp, rising damp or a combination of these factors.
- 3.2 Mould is a fungal growth that develops in damp conditions and can pose risks to health, particularly for those with underlying health conditions e.g. respiratory.
- 3.3 A hazard is damp or mould which poses, or may pose, a risk to the physical or mental health of occupants, regardless of its cause.
- 3.4 A property may be considered unfit for human habitation where damp or mould presents a material risk to health and requires immediate mitigation and remediation. This would be determined during a Damp, Mould and Condensation (DMC) survey, where appropriate actions are identified which includes decanting tenants.

4. Policy Statement and Responsibilities

- 4.1 RCH is committed to providing warm, dry and healthy homes. We recognise that damp and mould are housing condition issues and not lifestyle problems.
- 4.2 Where damp or mould is identified, RCH will act promptly, communicate clearly with customers and take reasonable steps to protect health while permanent remedial works are carried out.

Investigation, Communication and Repair Timescales

- 4.3 Where RCH becomes aware of damp or mould through customer reports, inspections or staff observations, we will, in line with statutory requirements:
- Complete initial case triage using scripted questions within the case management tool on Active H, this will identify any vulnerabilities of tenants, property condition and condition photos from tenants
 - Complete an investigation by a competent person within 10 working days of the report
 - Provide the customer with a written summary of findings within 3 working days of completing the investigation
 - Commence any required remedial works within 5 working days of the investigation concluding
 - Once remedial works confirmed as complete, the case will be closed, and a post inspection will be scheduled to take place 6 weeks after this date

- If the post-inspection find that remedial measures have not been successful, the case will be re-opened, and the process as noted above will begin again.
- Post inspection reports will be provided to tenants to confirm resolution or next steps, as appropriate

4.4 Where these timescales cannot be met due to circumstances beyond RCH's reasonable control, we will explain the reasons in writing and provide revised timescales.

Interim Safety Measures

4.5 On completion of case management triage questions, where damp or mould has been identified as an immediate or significant risk to health, RCH will take proportionate interim action to reduce that risk while permanent solutions are planned or implemented.

This may include the following:

- attendance by specialist contractor for removal of visible mould where safe to do so
- provision of additional temporary heating or ventilation
- in agreement with tenants, restricting use of affected rooms
- where risks cannot otherwise be controlled, providing temporary accommodation
- Where required by legislation, such measures will be provided at no cost to the customer

Use of Technology and Training

4.6 RCH recognises that a proactive and preventative approach to dampness and mould is supported by the effective use of information, appropriate technology and staff knowledge.

4.7 We will use our housing management and asset systems to record, monitor and review damp and mould cases, enabling us to identify repeat issues, higher risk properties and trends across our housing stock. This information will support earlier intervention and inform planned maintenance and investment decisions, particularly in relation to heating, ventilation and insulation.

4.8 Where appropriate, RCH will make proportionate use of diagnostic or preventative tools to better understand the causes of damp and mould and reduce the likelihood of recurrence.

4.9 RCH will ensure that staff and contractors are appropriately trained to identify signs of damp and mould, understand associated health risks and respond consistently

and supportively when concerns are raised. Contractors are expected to report any signs of damp or mould encountered during visits, regardless of the purpose of the work.

Roles and Responsibilities

4.10 The RCH Board and the Chief Executive Officer are responsible for providing governance oversight and assurance that damp and mould risks are being effectively managed.

4.11 The Director of Property Services has overall responsibility for adherence to and the implementation of this policy. The Head of Property Services has responsibility for the operations supporting delivery.

4.12 The Senior Asset & Compliance Manager is responsible for overseeing case management delivery to ensure processes are being followed and providing reporting data for internal and external reporting requirements.

4.13 The Asset Team Leader and Asset Officers are responsible for day-to-day delivery, including:

- DMC inspections
- Escalating severe cases to Asset Team Leader and housing colleagues as appropriate
- Identifying decant requirements and arranging with Housing Officer
- Identifying and issuing repairs
- Providing survey of findings to tenants
- Maintaining and updating Case Management cases on Active H
- Ensuring repairs are completed in line with KPI's and contractor SLA's
- Once repairs completion evidence is presented closing case and arranging for post inspection appointment with tenant
- Record keeping and escalation where required

4.14 Contractors and operatives acting on behalf of RCH must identify and report signs of damp or mould and complete works to the required standard.

Customer Responsibilities

4.15 Customers are responsible for reporting damp or mould issues promptly, allowing reasonable access for inspections and repairs, and raising any ongoing concerns. RCH will provide advice in a supportive manner and will not delay investigation or remediation based on suspected lifestyle factors.

- 4.16 Once RCH receives a report of damp or mould, we will arrange access to complete a survey of the issues with the tenants within 10 working days. Upon making a report of damp or mould tenants have a responsibility to provide access within this timescale to ensure we investigate and resolve any issues.
- 4.17 If access is not granted at the pre-arranged appointment, a no access card will be issued and further attempts to contact the tenant will be made, including referral to the Housing Officer. The case will **not be closed solely due to lack of contact**. RCH will continue to take reasonable steps to gain access and fulfil its statutory duty to investigate and address damp and mould. Where access continues to be refused or unavailable, escalation procedures will be initiated, which may include forced access in line with legal and tenancy requirements.
- 4.18 Where timescales cannot be met due to lack of access, the tenant will be informed in writing, including the reason, risk implications, and revised timescales.
- 4.19 If a case is raised by a tenant with photographic evidence highlighting a severe case of mould, and access is not granted as per the agreed appointment and no further contact is made or received by the tenant, RCH reserves the right to force access to the property to fully investigate and resolve the issue. This is for the health and wellbeing of the tenants and aligns with our legal responsibility as a landlord to provide safe homes for our tenants. In this circumstance we will hand deliver a letter to the tenant to advise our intentions, including a date for forced entry with a minimum notice period of 24hrs.
- 4.20 Where appropriate we might also attempt to contact via telephone calls and text messaging.

Supporting Vulnerable Customers

- 4.21 RCH recognises that some customers may be more vulnerable to the effects of damp and mould, including households with children, older people, pregnant residents or those with existing health conditions. Such households will be prioritised, and service delivery adapted where necessary to provide appropriate support.

5. Equality, Diversity and Inclusion

- 5.1 The RCH Group will apply this policy fairly and consistently. In implementing this policy, we will not directly or indirectly discriminate against any person or group of people because of their race, religion or belief, gender, disability, age, sexual orientation, or any other grounds. Our commitment to equality and fairness will apply irrespective of factors such as age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or other personal attributes.

5.2 This policy will be applied fairly and consistently. RCH will make reasonable adjustments to ensure that all customers can access services, information and support.

6. Data Protection

6.1 All personal data collected in relation to damp and mould cases will be managed in accordance with data protection legislation and RCH's data governance policies.

7. Complaints

7.1 Customers who are dissatisfied with how their damp or mould case has been managed may raise a complaint through RCH's Complaints Procedure. Where dissatisfaction remains, customers may refer the matter to the Scottish Public Services Ombudsman.

8. Monitoring, Performance and Reporting

8.1 RCH will monitor performance against this policy on an ongoing basis. Key performance indicators will include, but are not limited to:

- compliance with statutory investigation and repair timescales
- the number and severity of damp and mould cases within the reporting year
- number of re-opened cases within the reporting year
- time taken to resolve cases of damp or mould within the reporting year
- customer satisfaction

8.2 Performance information will be reported regularly to the Executive Leadership Team and the RCH Board to provide assurance, support scrutiny and drive continuous improvement. Where performance concerns are identified, appropriate corrective action will be taken.

9. Review

9.1 This policy will be reviewed every two years, or earlier where required due to legislative change, regulatory guidance, complaints, notifiable events or learning from performance monitoring.