



Hazards including Damp & Mould Policy & Procedure

1. Purpose

This policy sets RMHS's approach to dealing with identified hazards in our residents' homes under the Housing Health & Safety Rating System (HHSRS). This policy outlines how RMHS will prevent, identify, and address hazards including damp and mould in its properties, ensuring resident safety and property integrity.

2. Legal and Regulatory Framework

RMHS complies with the following legislation and guidance:

- The Landlord and Resident Act 1985
- The Homes (Fitness for Human Habitation) Act 2018
- The Housing Health and Safety Rating System (HHSRS) under the Housing Act 2004
- The Environmental Protection Act 1990
- Relevant guidance from the Housing Ombudsman and MHCLG
- Social Housing (Regulation) Act (2023) - Awaabs Law.
- Renting Homes (Wales) Act 2016
- Repairing Standard (Housing (Scotland) Act 2006, Enhanced 2024)
- Tolerable Standard (Housing (Scotland) Act 1987)
- Scottish Government Dampness and Mould Guidance (2024)

3. Policy Statement and Approach

We are committed to ensuring that:

- All residents live in homes that are safe, healthy, and free from hazards including serious damp and mould.
- We take a zero-tolerance approach to hazards including damp and mould and treat them as a health and safety issue.
- We act promptly and proactively to prevent hazards including damp and mould, and respond quickly when it arises.
- Residents are listened to and supported, with clear communication and transparency about actions taken.

The Chief Executive Officer (CEO) is the designated Responsible Person for ensuring the organisation complies with this policy and meets all relevant regulatory requirements.



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4. Principles

- **Early Intervention:** Reports of hazards including damp and mould will be treated urgently and investigated promptly.
- **Health First:** Hazards including damp and mould are treated as potential risks to health, not just a maintenance issue.
- **Prevention:** Design, ventilation, and insulation improvements will be prioritised where risks are identified.
- **Communication:** Residents will receive clear updates and guidance on preventing and reporting issues.
- **No Blame Culture:** Issues will never be dismissed as resident 'lifestyle' concerns.
- **Data Driven:** Use of repairs data and stock condition inspections to identify high-risk properties proactively.

5. Definitions

- **HHSRS** – The HHSRS is a risk assessment tool which determines whether a property contains any hazards and is safe to live in. It is a system where Local Authorities have the power and duties to act where applicable against any landlord who has failed/ or is failing to mitigate certain hazards in their homes. This is also a requirement for providers to rectify under Decent Homes.
- **Hazard** – A potential source of harm or adverse health effect on a persons or person. Under HHSRS there are currently 29 hazards of which the most common are damp and mould, excess cold, falls and fire safety. (Definitions are found in the [Government's HHSRS Guidance Document](#)).
- **Emergency Hazard:** An emergency hazard is one that poses 'an imminent and significant risk of harm' to the health or safety of the resident. An 'imminent and significant risk of harm' is defined as 'a risk of harm to the occupier's health or safety that a reasonable social landlord with the relevant knowledge would take steps to make safe within 24 hours'. This includes prevalent damp and/or mould that is having a material impact on a resident's health, for example their ability to breathe.
- **Significant Hazard:** a hazard that poses a 'significant risk of harm' to the health or safety of a resident. A 'significant risk of harm' is defined as 'a risk of harm to the occupier's health or safety that a reasonable landlord with the relevant knowledge would take steps to make safe as a matter of urgency'.

6. Operational Specifics

- RMHS will investigate any potential emergency hazards and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable, both within 24 hours of becoming aware of them
- Any potential significant hazards will be investigated within 10 working days of becoming aware of them. Due to the age and potential vulnerability of RMHS's residents, all damp and mould that will be treated as a potential significant hazard unless it is a potential emergency hazard.
- A written summary of investigation findings will be provided to the resident within 3 working days of the conclusion of the investigation
- If the investigation identifies a significant hazard, relevant safety work will be undertaken within 5 working days of the investigation concluding and begin, or take steps to begin, any further required works within 5 working days of the investigation concluding, if the investigation identifies a significant or emergency hazard.
- If steps cannot be taken to begin work in 5 working days this must be done as soon as possible, and work must be physically started within 12 weeks and completed as soon as possible.
- if relevant safety work cannot be completed within specified timeframes, we will secure the provision of suitable alternative accommodation for the household, at RMHS's expense.
- RMHS will keep the resident updated throughout the process and provide information on how to keep safe
- All properties will be reviewed during stock condition inspections for signs of damp and mould.
- Any property which has suffered significant damp and mould issues or are at higher risk of damp and mould will have a Positive Input Ventilation (PIV) system installed.
- Guidance will be provided to residents on managing condensation and reporting problems early in damp and mould cases.
- If damp and mould issues are exacerbated by hoarding or reduced use of heating due to financial hardship, the Property Services team must refer to RMHS's Housing Officer to support (see Housing Management Handbook)
- All cases will be recorded and monitored centrally to identify recurring patterns or hotspots.

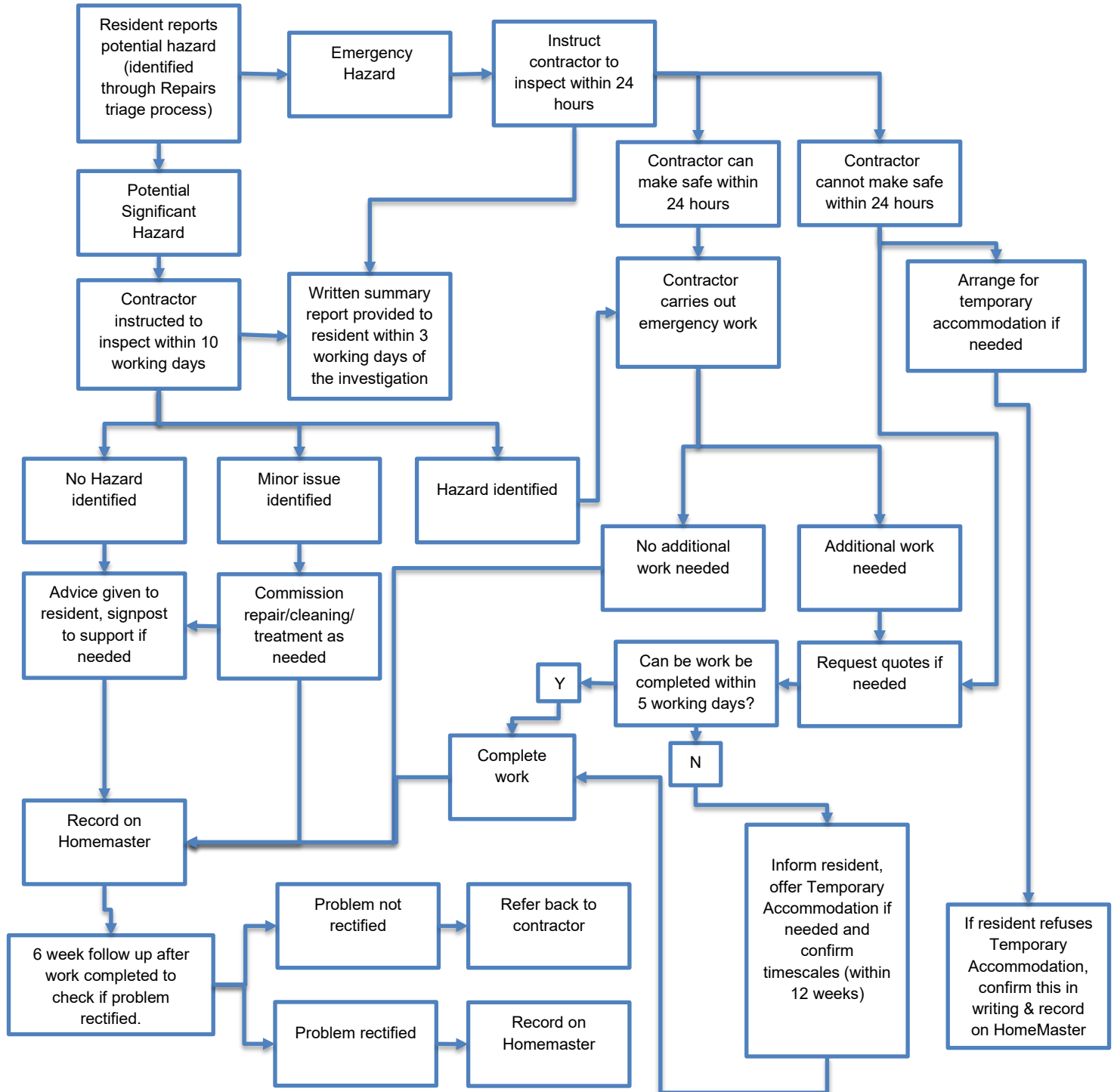


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7. Monitoring and Record-Keeping

- All hazards including damp and mould cases will be logged in Homemaster system.
- Monthly reviews will track open cases, completion timescales, and resident satisfaction.
- Quarterly reports to the Board on cases and responses.
- Customer satisfaction and complaint data will be reviewed quarterly to ensure confidence in our approach.
- Photos, inspection notes, and completed work logs will be retained for at least 3 years.

8. Procedure (Flowchart)



Version Control

Version: 1.0

Review cycle: Annually until Awaabs Law is embedded and then every 3 years unless there is a significant incident or a change to regulations

Approval Date: September 2025

Review Date: September 2028