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Council**

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Comhairle Siorrachd
Chlach Mhanann

Housing Service Damp and Mould Policy August 2025



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1. Scope of the Policy

Clackmannanshire Council is committed to ensuring that its housing stock is well maintained, safe, secure and compliant with the Scottish Housing Quality Standard (SHQS), and that tenants live in warm, comfortable, safe and secure homes that are free from damp and mould. The Council recognises the negative impacts that damp and mould can have on tenants' health and well-being, and as such aims to respond to any damp and mould concerns raised by tenants quickly and effectively.

Clackmannanshire Council's Damp and Mould Policy provides a framework of how the Council will aim to prevent, respond to and manage any damp and mould concerns within Council-owned properties and any communal areas. This Policy should be read in conjunction with Clackmannanshire Council's Scottish Secure and Short Scottish Secure Tenancy Agreements.

2. Aims of the Policy

The policy aims to:

- Outline how the Council will respond to and implement a proactive and early intervention approach in the management of any damp and mould issues within Council properties;
- Outline how the Council plans to help prevent the occurrence of damp, mould, and condensation in Council properties by maintaining and improving the condition of Council housing;
- Outline the Council's and Tenants' responsibilities in responding to and managing any damp, mould and condensation issues;
- Support tenants to resolve any damp and mould issues and provide them with comprehensive advice on managing and controlling damp and mould within their homes;
- Provide clarity and improve collaborative working with Council tenants to resolve issues relating to damp, mould, and condensation.

3. Types of Damp

There are different causes of damp and mould which may require different solutions:

Penetrating Damp occurs when water enters the property through the external structure of the building, or where internal leaks cause damp, rot and damage to internal surfaces and structure.

Rising Damp is caused by moisture from the ground rising up through the fabric of the building, after being absorbed from the surrounding ground.

Condensation occurs when warm, moist air touches cooler surfaces such as tiles or windows. Condensation is often caused by high levels of moisture in the air, combined with poor ventilation and usually leads to moisture on walls, windows and ceiling if left untreated for a long period of time.



Environmental conditions that can increase the risk of condensation and subsequent damp and mould include, but are not limited to:

- Insufficient ventilation;
- Inadequate heating;
- Insufficient loft insulation;
- High humidity;
- Property overcrowding.

4. Council's Responsibilities

The Council is responsible for maintaining the tenant's home as set out in Clackmannanshire Council's Tenancy Agreement. It is responsible for repairing and maintaining the structure and the exterior of the property as well as any installations within the property which are provided by the Council. The Council will carry out repairs or other work necessary to keep the property in a liveable, wind and watertight condition which is reasonably fit for human habitation. This includes carrying out repairs relating to water penetration, rising dampness and condensation.

The Council will ensure that sufficient internal staffing resources are in place to effectively and efficiently respond to any issues of condensation, damp and/or mould concerns reported by tenants.

Where relevant and appropriate, the Council may undertake works to assist in managing and controlling damp and condensation such as the installation of extractor fans, upgrading heating systems and undertaking additional energy efficiency measures.

The Council will seek to maintain its housing stock to an acceptable standard so that tenants can heat their homes to a reasonable temperature and at a reasonable cost, this will aid in reducing instances of condensation and mould issues. Tenants will be offered appropriate advice and guidance on how to prevent and manage damp in their homes, such as improving ventilation and maintaining appropriate heating.

5. Tenant's Responsibilities

In line with Clackmannanshire Council's Tenancy Agreement, Council tenants are responsible for reporting any arising issues, damage, or required repairs to the property, including reporting any signs of damp and/or mould as soon as they are discovered as well as faulty equipment that may affect the effective management of moisture in the home, including faulty extractor fans or issues with the heating system.

Tenants must provide the Council with access to their property for any inspection and repair works following adequate notice. Tenants are also responsible for taking reasonable care of the property and all fittings and fixtures within it as set out in the Tenancy Agreement, including adequately heating and ventilating the property.

Tenants should follow guidance provided by the Council on preventing the build-up of condensation and mould.



6. Prevention and Guidance to Tenants in Managing Damp and Mould

Before the start of their tenancy, tenants will receive information on how to effectively manage and prevent condensation, damp and mould in their home.

To prevent mould and damp from becoming an issue which would require further intervention, tenants should:

- Maintain a warm living environment, between 18 and 21 degrees Celsius;
- Keep rooms well-ventilated and open windows, do not cover any air vents;
- Use extractor fans and close kitchen and bathroom doors when the rooms are in use to prevent the steam from escaping;
- Use lids on pans when cooking;
- Leave gap between furniture and walls;
- Regularly clean all vents and extractor fans to prevent build-up of dust and blockage;
- Wipe down any moisture and condensation from surfaces, including windows and sills;
- Do not dry clothes indoors unless the room is isolated and well ventilated.

The tenants should also regularly check for any issues. Signs of damp and mould can include:

- Damp and musty smell;
- Mould or mildew on walls, floor or ceilings;
- Excessive condensation on windows;
- Walls, floors or ceiling that feel cold or damp.

The Council is committed to ensuring effective systems are in place to prevent and address issues related to damp, mould, and condensation. To support this, the Council is adopting innovative technologies designed to identify and mitigate potential problems. This includes the trialling of indoor air quality monitors and smart sensors to measure humidity and CO₂ levels and identify areas that may be at risk of damp.

The data collected by these sensors will provide real-time insights into the condition of properties, enabling more proactive and predictive maintenance. This approach allows for better planning and informed decision-making to support tenants and protect their homes, and prevent any damp and mould issues from escalating.

At the stage where tenants move out and properties become void, the Council will conduct an inspection to assess the condition of the property. Any required repair and remedial works will be carried out, including addressing any damp, mould or condensation issues before re-letting the property to address the issue and reduce the risk of damp and mould from returning.



7. Tenant Support

Clackmannanshire Council recognises that some tenants may struggle to keep their homes warm, leading to damp and mould issues. In such circumstances, tenants will be provided support and guidance where possible and referred to the Council's [Home Energy Advice Team](#) who can offer free and impartial energy efficiency advice and a fuel poverty service for tenants struggling to pay their energy bills or where there are issues with energy supply.

If damp and mould is caused by overcrowding, the Council will support the tenant by exploring alternative housing options and will assist the tenants with applying for a tenancy transfer in line with Clackmannanshire Council's Allocations Policy, where appropriate and where the tenant wishes to do so.

8. Reporting Issues

Tenants should report any condensation, damp and/or mould issues and concerns as soon as they are noticed or identified. Reports can be made using the following methods:

- Online using the [online contact form](#);
- By calling the Repairs Centre on 01259 452000;
- Directly to their Housing Officer.

When making a report, tenants should provide as much detail as possible, including:

- The extent and the location of the problem;
- Information about any children in the household;
- Any medical or health concerns of any members of the household.

Timely and accurate reporting allows the Council to assess and address issues quickly, and take action to prevent further damage to the property, as well as reduce health risks associated with damp and mould.

9. Responding to Reports

Once a report is received, the Repairs team will assess the urgency of the concern. Priority will be given to households with young children, pregnant individuals or those with a medical condition which could be exasperated by damp and mould.

Once at the property, a dedicated Council Officer will then carry out an initial, non-intrusive survey to assess and determine the extent of the damp and mould issue. If further investigation is required or the problem is deemed significant, an external contractor will conduct a more detailed survey to identify the extent of the issue and the required remedial action.



10. Remedial Action

Remedial action will depend on the type, severity and the extent of the condensation, damp and/or mould issue. Actions may include, but are not limited to:

- Advice and information to tenants on how to manage condensation and mould, including steps to improve ventilation and heating;
- Installing additional insulation or ventilation;
- Applying damp-proofing treatments to walls.

In severe instances of damp and mould within the property, the Council may temporarily decant the tenant to another property whilst the necessary works are being carried out.

Clackmannanshire Council is committed to addressing condensation, damp, and mould concerns promptly, ensuring that repairs are done effectively to prevent recurrence. Resolution timescales may depend on the severity and the extent of the issue.

11. Equal Opportunities and Diversity

Clackmannanshire Council is committed to the elimination of unlawful discrimination, advancing equality of opportunity and fostering good relations between people.

The Council believes that equality of opportunity should be a guiding principle in all of its activities. The Council aims to ensure that its commitment to equality is embedded in all council services and in the organisations that it funds.

In accordance with the Equality Act 2010, the Council is actively working towards the elimination of policies and practices that discriminate unfairly on grounds including age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race including colour, nationality, ethnic or national origin; religion or belief; sex; and sexual orientation.

12. Privacy Statement

Clackmannanshire Council must adhere with its legal obligations under Data Protection Legislation as set out in the Data Protection Act 2018 and UK General Protection Regulation (GDPR).

In order to provide the required and/or requested services, the Council will collect, store and process relevant personal information or data.

Personal information may also be shared with other partner agencies and organisations.

Personal information will be kept securely, as long as required by law and/or by specific service requirements. Once the data is no longer required, it will be securely disposed of. The Council



has a Record Retention Schedule which sets out the period of time and reasons for keeping particular records. The Retention Schedule is available on request.

Under the Data Protection Act 2018 and the Freedom of Information (Scotland) Act 2002, individuals have the right to access personal information and data held about them by Clackmannanshire Council as well as the right to access information from records held by the Council.

To submit a Subject Access or Freedom of Information request, please follow [the link](#).

To make a complaint in relation to the Council's handling and processing of personal data and information, please contact the [Information Commissioner's Office](#).

For further information on Clackmannanshire Council's data protection practices, please visit the Council's [Data Protection Statement](#). For the Council's Data Protection Policy, please follow the [link](#). For further information on freedom of information laws, please visit the [Scottish Information Commissioner webpage](#).

13. Complaints

If the service user is dissatisfied with the provided services and/or the standards of service, please follow the Council's Complaints Procedure. Complaints can be made in person, in writing, by email or online. For further information on the Complaints Procedure and how to make a complaint, please visit the [Council's Complaints Procedure webpage](#).

If the service user remains dissatisfied with the final decision or the way the complaint has been handled following the Council's Complaints Handling Procedure, they can make a complaint to the Scottish Public Services Ombudsman (SPSO) by completing a [complaints form found online](#) or calling on 0800 377 7330.

For further information on how to make a complaint to SPSO, please visit the [SPSO website](#).

14. Monitoring and Reviewing

The policy will be continuously monitored to ensure that it is performing efficiently against the aims set out in the policy as well as against the new damp and mould indicators linked to the Scottish Social Housing Charter.

The Council will review and evaluate this policy every 3 years to ensure the adherence to the relevant legislation and statutory guidance as well as changes in organisational practices and policies.