

For Noting

Agenda Item: 10.3
Date of Meeting: 25/09/24

To: The Management Committee
From: The Technical Services Manager
Subject: Damp and Mould Policy – Tenant Consultation

1. Introduction and Purpose

- 1.1 The above Policy was previously approved by Committee subject to tenant consultation.
- 1.2 The purpose of this report is to present the consultation findings to Committee.

2. Outcome of Tenant Consultation

- 2.1 The consultation leaflet was issued via a link text or emailed to the majority of our tenants, with the remaining tenants (approximately 20%) receiving a paper copy with the Summer Newsletter. Tenants were given a choice of ways of providing their feedback including:

- completing an electronic survey by text or email;
- completing a hardcopy survey and returning it to us

The consultation ran from 25 June to 02 August 2024.

Feedback Received

- 2.2 Two copies (one hard and one electronic) of the survey questionnaire were requested by tenants but none were returned by the deadline.
- 2.3 No completed surveys were returned.
- 2.4 As no feedback was received, no changes to the previously approved policy are proposed.

3. Risk

- 3.1 When considering damp and mould we have identified the main risks under the following risk categories and the measures we have taken to mitigate such risks.

Risk Category	Mitigating Measure
Property/ Stock Condition – <ul style="list-style-type: none">Poor condition of our property/ failing SHQS Legislative & Regulatory – <ul style="list-style-type: none">Failure to comply with our legal requirements Reputation – <ul style="list-style-type: none">Lack of demand for our stock, bad press, tenant dissatisfaction	Having a clear and comprehensive Damp and Mould Policy which governs how we deal with damp and mould within our properties mitigates the stated risks.

4. Delivery of our Strategic Objectives

Area	Related Strategic Objective(s)
Damp and Mould Policy	1. Provide high quality and affordable homes 2. Engage effectively with tenants and service users 3. Deliver value for money 7. Achieve the highest standards in all that we do

5. Application of our Core Values

Area	Related Core Value(s)
Damp and Mould Policy	Accountable and Compliant Efficient and responsible

6. Compliance and Assurance

- 6.1 Having a Policy in place to cover damp and mould and periodically reviewing it, contributes to good governance. This approach means we are compliant with Regulatory requirements as follows:

Compliance Source	Details
The Scottish Social Housing Charter	4. Quality of Housing 5. Repairs, maintenance and improvements

6.2 Evidence Bank

Evidence	Assurance Exercise Location
<ul style="list-style-type: none"> • Cover Report • Damp and Mould Policy 	Tenant and Resident Safety

6.2.1 Committee is reminded that our Assurance Exercises are available in the Committee Log-in Area of our website, which Committee can access at any time.

7. Summary

7.1 The Damp and Mould Policy was previously approved by Committee subject to tenant consultation, this consultation has now taken place.

7.2 The outcome of the consultation is detailed in Section 2.

7.3 Risk has been considered at Section 3.

7.4 Section 4 shows how having a Damp and Mould Policy and periodically reviewing it, contributes to the delivery of our strategic objectives.

7.5 Section 5 shows how having a Damp and Mould Policy and periodically reviewing it, applies to the delivery of our Core Values.

7.6 Section 6 sets out how we comply with Regulatory requirements.

7.7 Committee is asked to note that the Damp and Mould Policy has been through a tenant consultation process and no changes were proposed and that the policy should now be implemented for use.