

Guidance for agents and landlords: dealing with condensation, damp and mould problems

Damp and mould can occur as a result of excess moisture and condensation in a property. If left unattended these issues can have significantly harm the occupiers' health and wellbeing. This guidance sets out actions and steps letting agents and landlords can take to address this important issue.

Step one

Once the damp and mould issue has been raised or identified

When a potential issue of damp and mould is raised, **this should be taken seriously and actioned as a matter of urgency**. Identifying the root cause and the severity of the issue should happen as soon as possible and particular urgency taken when health concerns have been raised or the occupants of the property have known vulnerabilities and are at a greater health risk from the harms of damp and mould.

Communicating with the occupants during this time is crucial. Living with mould and damp can be extremely distressing so it is important to keep occupants up to date so they are assured you are taking the issues seriously and are being proactive in your actions.

Step two

Identifying the works required

In order to identify an appropriate resolution, you should **consider hiring specialists** to fully identify the issues and the root causes of the problem. Once the cause and severity of the issue has been found, works to rectify the problem should be undertaken as soon as possible.

Where there are known vulnerabilities or health impacts, you should consider if it is appropriate or viable to offer alternative accommodation whilst the works are undertaken. It is important to **ensure communication is consistent, clear and compassionate throughout this process**.

Step three

Addressing the issue

Once the issue has been identified, **you should work to address and resolve the problem as soon as reasonably possible**. Where professionals are required to remove mould or correct construction defects this should be communicated and arranged with the occupants of the property.

Where the problem is addressed directly, it is recommended safety precautions are taken when using strong chemicals and the correct protective clothing is used.

Step four

Reducing the risk or occurrence or re-occurrence

Some practical steps can be taken to tackle mould and damp. You should discuss these with the occupants in the first instance or once an underlying issue has been rectified.

This can include:

- Discussing potential causes and solutions with occupants that could reduce excess moisture, for example using an air dryer instead of drying clothing on warm radiators. Making small, reasonable adjustments to the occupants' behaviour can help to reduce the mould and damp risk
- Checking with tenants that they are using ventilation systems within the property such as extractor fans in the bathroom or the trickle vents in the windows. It is also useful to check if these are in good working order when asking these questions.
- Providing occupants with dehumidifiers to help reduce the build-up of moisture
- Advising or supplying relevant mould and damp preventative or cleaning products
- Signposting relevant guidance on condensation damp and mould such as [GOV.UK](https://www.gov.uk)