

Sheffield Damp and Mould Checklist



Guidance for professionals
supporting tenants



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This checklist is for professionals supporting tenants who may be facing damp and mould issues in their home.

It helps professionals empower tenants by providing information, signposting support, and ensuring they understand:

- ✓ **The health risks of damp and mould**
- ✓ **Their right to repairs**
- ✓ **How to report issues to their landlord**
- ✓ **Steps to take if issues aren't resolved**



Advice for Tenants and Homeowners:

If tenants are experiencing damp, condensation or mould, the cause is often linked to inadequate heating, ventilation, or insulation. In most cases, Private or Social Landlords/Council Housing Services are responsible for making necessary improvements.

Next steps for tenants:

- Report the issue in writing to your landlord as soon as possible.
- If the landlord does not act, seek further advice (see part 3).

A report should be made if there is visible mould, a musty mould smell, water damage, or persistent condensation that doesn't improve with ventilation. Tenants don't need to wait until the issue worsens, reporting these issues to your landlord early helps prevent further damage and health risks.

For further support identifying Damp and Mould, please see Private Housing Standards Damp & Mould Leaflet.

For owner-occupiers, resolving damp and mould issues is the homeowner's responsibility. Improving ventilation, heating, and insulation can help prevent problems. Support may be available through local home improvement schemes.

Checklist:

The checklist includes guidance, advice, signposting, and a template letter for reporting concerns.

Sections:

- **Explain** – Why damp and mould matter and tenant repair rights
- **Support** – How to report and escalate issues
- **Further Advice** – Signposting to housing support services

Explain

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Support

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1. Explaining that damp and mould harms health

Damp and mould primarily affect the airways and lungs, but they can also affect the eyes and skin. The respiratory effects of damp and mould can cause serious illness and, in the most severe cases, death.

The presence of damp and mould can also affect tenants' mental health. This could be due to worries about the health impacts of damp and mould, unpleasant living conditions, and destruction of property and belongings, among other concerns.

Everyone is vulnerable to the health impacts of damp and mould, but people with certain health conditions (including lung, heart, skin, allergies and immune system conditions) children, pregnant women and older adults are at greater risk of more severe health impacts.

Useful link:

<https://www.gov.uk/government/publications/damp-and-mould-understanding-and-addressing-the-health-risks-for-rented-housing-providers>

2. Right to repairs

Landlords must ensure rented homes are safe, healthy, and free from hazards like damp and mould. They are legally required to carry out repairs once notified and must maintain shared areas even without a tenant's request.

https://england.shelter.org.uk/professional_resources/legal/housing_conditions/responsibility_for_repairs

3. Encourage tenants to report damp and mould

Tenant Choice: Professionals should be aware that tenants may choose not to report or escalate issues, and this decision should be respected.

Reporting Damp and Mould

- All tenants should report damp and mould directly to their landlord and keep records of requests and responses.
- Tenants with health conditions (e.g. lung or heart issues, allergies, weakened immunity, mental health concerns, pregnancy) may wish to disclose this when reporting repairs.
- Tenants should keep copies of any letters, emails or messages sent about repairs as evidence.
- Council tenants can report issues by calling 0114 273 5555 or 0114 293 0000 or using the online reporting form:
www.sheffield.gov.uk/council-housing/reporting-damp-and-mould
- Social housing tenants should follow their landlord's repair process (see Appendix 1).
- Private tenants should report in writing using Template Letter A (Appendix 2).

4. Escalating damp and mould concerns

If a landlord does not acknowledge, inspect, or propose actions within 14 days, tenants can escalate the issue:

- Council Tenants can escalate through the Council's complaints process online, by phone (0114 293 0000), at a Neighbourhood Office or visit
- ***www.sheffield.gov.uk/your-city-council/complain-about-council-service***.
- Social housing and private tenants can escalate to the Private Housing Standards team by calling 0114 273 4680 or online at:
www.sheffield.gov.uk/council-housing/reporting-damp-and-mould

Note: The Private Housing Standards team will request copies of letters/emails/messages sent to the landlord.

5. Offering assistance to those who need help

Most tenants can report damp and mould independently with the right information. However, some may need help due to literacy barriers, language difficulties, or lack of internet access.

In these cases, professionals can:

- Report the issue on the tenant's behalf with their consent.
- Assist in escalating unresolved cases.
- Help tenants complete an online form or phone call.

6. Further Housing Information and Support Services

For general housing issues, including difficulties paying household bills, improving home warmth, or seeking advice on housing rights, the following resources may be helpful:

- www.sheffield.gov.uk/council-housing
- www.shelter.org.uk
- citizensadvice.org.uk

These organisations provide guidance on a range of housing concerns, including financial support, tenants' rights, and home improvement options.

For owner occupiers more information guidance and help can be found at:

www.property-care.org/homeowners/advice/condensation

Appendix 1

Social landlord (non-Council) repairs and maintenance web links

Acis Housing

www.acisgroup.co.uk/your-home/repairs-and-maintenance/

Anchor Housing

www.anchor.org.uk/existing-residents/report-a-repair

Arches Housing

www.archeshousing.org.uk/current-residents/repairs/

Clarion Housing

www.myclarionhousing.com/repairs-and-maintenance/request-a-repair

Johnnie Johnson Housing

www.jjhousing.co.uk/manage-your-home/maintenance-and-repairs/

Great Places Housing Group

www.greatplaces.org.uk/customers/reporting-a-repair/

Guinness Partnership

www.guinnesspartnership.com/for-tenants/repairs/report-a-repair/

Home Group

www.homegroup.org.uk/report-a-repair

Places for People

www.placesforpeople.co.uk/help-support/report-an-issue/report-a-repair/report-a-repair-england/

Incommunities

www.sanctuary.co.uk/information-residents/your-home/repairs

Sanctuary Housing

www.sanctuary.co.uk/information-residents/your-home/repairs

South Yorkshire Housing Association

www.syha.co.uk/homes/my-home/book-a-repair/request-a-repair/

Together Housing

www.togetherhousing.co.uk/your-tenancy/repairs-and-alterations/report-a-repair/

Yorkshire Housing

www.yorkshirehousing.co.uk/your-home/report-a-repair/

Letter A – For use by social and private tenants – to the landlord or managing agent

Landlord/managing agent name and address

Dear [landlord/managing agent name]

RE: [ADDRESS OF PRIVATE RENTED PROPERTY]

I write to you as I have concerns about damp and mould issues at my rental property.

Housing Conditions

The following defects appear to exist at the property:

List of problems at the property [delete or add to this list as needed]:

The defects at the property could present a risk to my/myself and my family's [delete as needed] health and wellbeing.

Please arrange to inspect the property as soon as possible and arrange for any necessary remedial works to be carried out. Access will be available by contacting [insert contact number for tenant and name].

Can you also provide me with details of what remedial works you intend to undertake and the timescales for completion.

Your duty

In accordance with sections 9A, 10 and 11 of the Landlord & Tenant Act 1985 and section 4 of the defective premises act 1972, you have a legal duty to:

- maintain the property in state that is fit for human habitation,
- rectify any defects,
- take steps to ensure the tenant and their occupants would be reasonably safe from personal injury or from damage to their property caused by any defect(s).

Please respond in 14 days to provide details of what action you intend to take to remedy the issues.

Yours faithfully,

[Name]
[Address]

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formats, please contact 0114 273 4680

Sheffield City Council
www.sheffield.gov.uk



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