

Tenant Fact Sheet: Damp, Mould & Ventilation

Understanding Your Rights and Keeping Your Home Healthy Under Awaab's Law

About Awaab's Law

From 27 October 2025, new UK legislation called Awaab's Law gives tenants stronger rights when it comes to damp, mould, and unsafe living conditions.

Landlords must:

- Investigate emergency hazards (like dangerous electrics or severe mould) within 24 hours.
- Investigate significant damp or mould issues within 10 working days.
- Start repairs within 5 working days of confirming a serious problem.
- Keep you updated in writing about what they're doing and when it will be done.

Spotting the Signs of Damp and Mould

- Black, green, or brown mould spots on walls, ceilings, or windowsills
- Musty smells
- Condensation on windows or walls
- Peeling paint or wallpaper
- Cold, damp patches on walls or ceilings

How to Reduce Condensation and Mould

Here are some simple steps to help prevent damp and mould from building up:

Ventilate

- Open windows when cooking or showering.
- Keep trickle vents (small window vents) open where fitted.
- Make sure extractor fans in kitchens and bathrooms are working properly — report if broken or noisy.

Heat and Insulate

- Keep rooms at a steady temperature. Avoid blocking radiators with furniture.

Manage Moisture

- Dry clothes outside where possible, or use a vented tumble dryer.
- Keep lids on pans when cooking.
- Wipe away condensation daily in problem areas.

Don't Block Airflow

- Leave a gap between furniture and external walls.
- Don't cover air bricks or vents — they help airflow.

Your Rights Under Awaab's Law

If your landlord fails to respond within the specified timeframes:

- Follow up in writing — keep copies of emails or letters.
- If there's no progress, make a formal complaint to your landlord.
- If that doesn't work, escalate to the Housing Ombudsman.

Need Support?

If you're having difficulty getting your landlord to respond, consider reaching out to:

- Citizens Advice: www.citizensadvice.org.uk
- Housing Ombudsman: www.housing-ombudsman.org.uk
- Shelter: www.shelter.org.uk