Dealing with Damp and Mould

LOCHABER HOUSING ASSOCIATION

Everyone should have a safe and comfortable home. If you notice damp and mould in your home, please tell Lochaber Housing Association as soon as possible. We will take your concerns seriously, investigate the cause and arrange any repairs or other action needed. Our aim is to identify and address the underlying cause, rather than only treating the visible mould.

The easiest way to report damp, mould or condensation to Lochaber Housing Association, is to complete the simple online form: **https://www.lochaberhousing.org.uk/damp-and-mould/**

Alternatively, telephone: 01397 702530 or email: **assetmgt@lochaberhousing.org.uk** as soon as you notice a problem.

Scotland's Introduction of Awaab's Law

From 6 October 2026, new Scottish legislation strengthened protections for tenants where damp and mould are reported in their homes. These changes form part of Scotland's introduction of Awaab's Law, which aims to ensure damp and mould issues are investigated and addressed more quickly.

Under the new regulations, landlords are required to:

- Investigate reports of damp and mould within set timescales.
- Provide tenants with information about the findings of the investigation.
- Start any necessary repair work promptly where damp or mould presents a risk to health or safety.

You can find more information by visiting Awaab's Law: Guidance for Tenants in Scotland: **https://www.gov.scot/publications/awaabs-law-guidance-tenants-scotland/**

Types of Damp and Mould

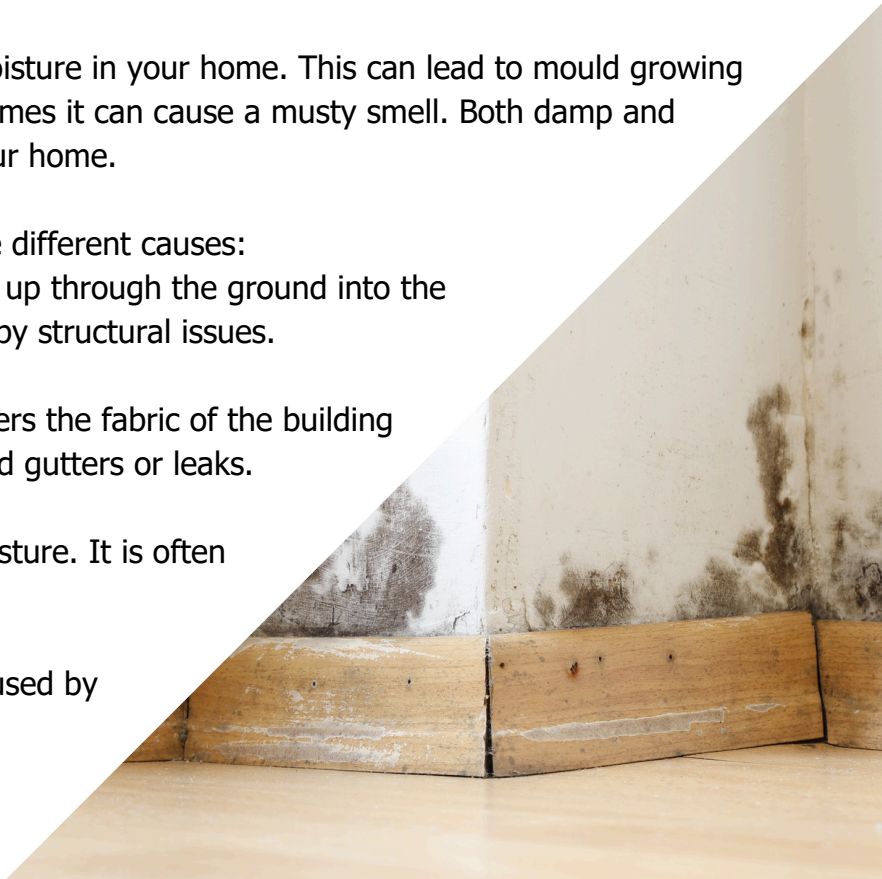
Damp can appear when there is too much moisture in your home. This can lead to mould growing and not all damp and mould is visible. Sometimes it can cause a musty smell. Both damp and mould can affect your health and damage your home.

There are different types of damp which have different causes:
Rising damp – this is when moisture travels up through the ground into the foundations of your home. It is often caused by structural issues.

Penetrating damp – this is when water enters the fabric of the building from the outside. It is often caused by blocked gutters or leaks.

Condensation damp – this is too much moisture. It is often caused by poor ventilation or heating.

Traumatic damp - is typically dampness caused by sudden and severe events.



Type of damp or mould	Example causes	Potential indicators
Rising damp 	• Damaged or deteriorated damp proof course. • Ground level raised next to wall, presence of material / earth against the wall.	• Moist smelling odour possibly coming from damp carpets. • Visible fungi or rot on lower surfaces • Rotten, discoloured, crumbling or deteriorating wooden floor.
Penetrating damp 	• Damaged, displaced or missing roof tiles or flashings. • Defective, missing or blocked guttering and down pipes.	• Damp or discoloured patches on walls and ceilings. • Loose or bubbling wallpaper, flaking paintwork, soft plaster. • Bad, musty odour. • Fungus growth on walls, carpets.
Condensation damp 	• Inadequate heating, ventilation or thermal insulation. • Overcrowding. • Poor air circulation.	• Water droplets on windows, walls or ceilings. • Visible fungi.
Traumatic damp 	• Leaking water from waste and heating pipes. • Overflowing baths or sinks. • Burst pipes.	• Fungus growth on carpets • Damp or discoloured patches on walls and ceilings. • Loose or bubbling wallpaper, flaking paintwork, soft plaster.

Understanding the Damp and Mould Reporting Stages and Resolution Process

The introduction of Awaab's Law includes new reporting and resolution timescales that we must keep to.

- ☑ We will investigate reports of damp or mould within 10 working days of becoming aware of them.
- ☑ We will produce a written summary of the investigation findings and provide this to the tenant or their representative within 3 working days of the investigation concluding.
- ☑ If the investigation determines substantial damp or mould, we will ensure the repair work is commenced within 5 working days uponm completion of the investigation.
- ☑ Upon commencement, we will ensure the repair is completed within a maximum of 20 working days.
- ☑ We will ensure the house will continue to be substantially free from damp and mould, as far as is reasonably practicable.

Very occasionally though, there may be circumstances that prevent us from keeping to these, in which case will will keep you informed and give you a clear explanation of why the timescales have not been met.

How to Report Damp and Mould

1	**Tell us as soon as you notice damp, mould, persistent condensation, wet patches or a musty smell in your home.**
Tenant will Contact us using the **Online Report Form** or email: **assetmgt@lochaberhousing.org.uk** Tell us your address, where the problem is, what you have noticed and how long it has been present. If it is safe, take photographs. Tell us about any health concerns or vulnerable household members.	**LHA will** Listen to your concerns, ask relevant questions, record the report and explain what will happen next.
2	**We review the information to understand the seriousness of the problem and how quickly action is needed.**
Tenant will Tell us if the problem is getting worse, if there is an immediate safety concern, or if anyone's health may be affected.	**LHA will** Assess risk, consider household circumstances and prioritise the response in line with our damp and mould procedures.
3	**Where an inspection is required, we arrange a suitable appointment within 10 days.**
Tenant will Tell us when access is possible and about any communication needs, mobility requirements, pets or other support needed for the visit.	**LHA will** Confirm the appointment and keep you informed if arrangements change.
4	**A member of our team or an appointed contractor visits the affected areas to identify the extent and likely cause of the damp or mould.**
Tenant will Provide access and, where possible, clear the affected areas. Ask to see identification if you are unsure who is at the door.	**LHA will** Treat you and your home with respect, inspect safely, consider possible causes and explain our initial findings.
5	**Using the inspection findings, we agree what must be done to remove the damp or mould and address the underlying cause, such as a leak, ventilation fault or insulation issue.**
Tenant will Ask questions, tell us about any concerns and confirm when access can be provided.	**LHA will** Explain the findings, proposed work, expected timescales and any practical advice relevant to your home.
6	**We complete the agreed treatment and repairs to address both the mould and its cause, as far as reasonably practicable.**
Tenant will Provide access and follow agreed safety or aftercare advice. Contact us promptly if appointments must change.	**LHA will** Work safely, protect your home, keep you updated and explain what has been completed.
7	**After the work, we check whether the issue has been resolved and invite feedback on your experience.**
Tenant will Check the result and tell us if damp or mould remains, returns, or if you have concerns about the work.	**LHA will** Review the outcome, arrange further investigation where needed, update our records and use feedback to improve the service.

What Can I Do to Help Prevent Damp, Mould and Condensation?

There are simple steps you can take to reduce excess moisture in your home and help prevent damp and mould from developing:

- ☑ Open windows regularly to improve air circulation.
- ☑ Keep trickle vents open where fitted.
- ☑ Keep kitchen and bathroom doors closed when creating steam.
- ☑ Put lids on pans while cooking to reduce moisture in the air.
- ☑ Dry clothes outdoors where possible or in a well-ventilated room.
- ☑ Wipe condensation from windows and sills when it appears.
- ☑ Heat your home consistently where possible to help reduce condensation.
- ⚠ Avoid placing large furniture directly against external walls, leaving a small gap for airflow.
- ⚠ Do not block air vents or ventilation systems.
- ☑ Report leaks, faulty extractor fans, heating problems or signs of damp and mould promptly so they can be investigated and repaired.

Remember...

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Email: **assetmgt@lochaberhousing.org.uk** as soon as you notice a problem.

Lochaber Housing Association
101 High Street, Fort William, PH33 6DG
Telephone: 01397 702530
Email: **housingmgt@lochaberhousing.org.uk**

My LHA Self-Service Account:
https://www.lochaberhousing.org.uk/my-LHA/

Lochaber Citizens Advice Bureau:
Dudley Road, Fort William, PH33 6JB
Telephone: 01397 705311
Freephone: 0808 800 4444



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