



Damp, mould and condensation

The introduction of Awaab's Law in October 2025 sets important new standards for social housing landlords around damp, mould and emergency hazards.

Awaab's Law is named after two-year-old Awaab Ishak, whose tragic death in 2020 was caused by untreated mould in his Rochdale home.

As a responsible social housing landlord, we are fully committed to meeting the new standards to keep you and your family safe in your homes.

In this leaflet, we set out:

- what causes mould
- our timetable for action when you report damp and mould to us, and
- some simple tips to help you manage everyday condensation.

What causes mould?

Mould grows in damp homes. Your damp problem could be caused by:

- a fault with the building that needs to be repaired – such as a leak or a fault with the structure, or
- (more commonly) too much condensation.

In either case, we are ready to investigate, make any repairs that are needed and offer simple tips about the way you use your home.



What we will do about damp and mould

If you have damp or mould in your home, please report it as a repair as soon as possible.

We will:

- inspect your property within **10 working days**
- send you a summary report within **three working days** of the inspection
- fix any damp and mould that could harm your health or safety, within **five working days** of the inspection
- within **12 weeks**, complete any work needed to stop this happening again, and
- complete all repair works within a reasonable time period.

We will keep records of our work to fix damp and mould, and note down anything that stops us from completing the work within these timescales.

If it's an emergency

Damp and mould are considered an emergency if they cover a significant area of your home and are affecting your health.

If our inspection finds that the damp or mould is an emergency, we will carry out repairs within 24 hours.

If your home is unsafe to live in while we do the work, we will offer you temporary accommodation until it is safe to return.

If your home is affected by other emergency hazards that affect your health and safety, we will investigate and make safe within 24 hours – in line with our existing emergency repairs targets.

Tackling condensation

The most common cause of damp is condensation.

How we can help with condensation

When we investigate any mould in your home, we may find that the problem is caused by condensation. Condensation is the moisture that forms when warm, damp air touches a cold surface. Too much condensation can also cause mould.

As a responsible landlord, our investigation will look at ways to help you manage condensation. We will start by checking with you that your heating and any built-in fans are working properly.

We will also give you some simple advice.

Check out this video from Hackney Council

Hackney Council's YouTube channel includes a very useful video on 'How to prevent damp and mould'.

The video features a member of their repairs team tackling mould in one of the Council's rented flats. Go to: <https://www.youtube.com/watch?v=7nq71pGBGI8> or use the QR code.



Simple tips for residents

On these pages, we include some simple tips for reducing everyday condensation. However, if these tips are not working for you for any reason, please call us. We will be happy to offer advice or revisit your home.

Our tips are designed to help you:

- make less moisture
- remove any condensation
- keep rooms well aired
- keep them warm, and
- treat any spots of black mould that appear with an anti-fungal spray that you can buy from a DIY store or online.



1. Make less moisture

Everyday activities put moisture into the air – but there are ways to limit this.

■ Avoid drying clothes on radiators. The best place to dry clothes is in the garden or on a balcony. Otherwise, it is best to dry them in the bathroom, with the door shut and a fan running, or with a window left open. [Call us if your fan is not working or if your window will not open.](#)



■ If you have a tumble dryer, keep the filters clean and regularly empty any water collected. The machine will get warm when it's in use, so leave a gap around it for air to circulate.



■ Cover boiling pans and turn off kettles quickly. Keep kitchen doors shut while cooking.



■ Keep bathroom doors shut when you are showering or taking a bath.

■ Put the cold water in first, if you are running a bath.

2. Remove condensation

When drops or pools of water form on windows and cold surfaces, be ready to remove them.

- Wipe down windows and sills, or use a rechargeable window vacuum cleaner, to remove condensation and pools of water. Ideal times to do this are first thing in the morning and after cooking in the evening.



- Reduce the moisture left on tiling and shower screens, after showering, by giving them a quick wipe down.

- Running a dehumidifier will remove excess water and make your home feel warmer. A larger version is pictured, but you can also buy small ones to focus on a particularly damp spot. [Call us if you need advice about using a dehumidifier.](#)



3. Keep rooms well aired

Fresh air needs to move freely around your home. Mould will tend to grow in places where damp air gets trapped.

- Always use your bathroom and kitchen fans until the steam has gone. Opening a window will speed this up. Keep your fans clean – they won't work properly if they are clogged up with dust. [Call us if your fans are not working.](#)



- Keep curtains or blinds open for at least four to five hours every day, so that trickle vents can work properly and to stop mould growing around your windows.



- Keep windows around your home open for a while every day (five to 10 minutes is enough) and always keep trickle vents open. [Call us if your windows won't open or if a trickle vent is blocked.](#)



- Pull any furniture away from the wall to a leave a gap for air to circulate. Avoid putting any furniture right up against external walls.



- Try not to overfill cupboards and wardrobes. Opening the doors for a while each day can help remove stale air.

4. Heat your home

In the winter, try to keep every room in your home warm during the daytime.

There is advice about how best to use your heating controls at: <https://energysavingtrust.org.uk/advice/thermostats-and-heating-controls>

If you are getting behind with your energy bills, you can:

- contact your energy provider to agree a repayment plan you can afford, and/or
- go to www.turn2us.org.uk to search for grants and to check you are getting all the benefits you can claim for.

If you are in crisis, go to your



Council's website, to check out the hardship support they offer. You may be able to get vouchers to help you buy food or essential household items, or to pay energy bills.

Shian has a Welfare Fund and other schemes you can apply for. You are always welcome to call us.



Shian
Housing
Association
Ltd

Contact us

Phone 020 8985 7120

Email info@shian.org.uk

SMS texting 07535 269 269

Opening hours: Weekdays 9am to 4.30pm (except Wednesdays – 12.30pm to 4.30pm).



Website
www.shian.org.uk



Facebook [shian@shian.org.uk](https://www.facebook.com/shian.org.uk)

X [@shian_housing](https://twitter.com/shian_housing)

Write to us

Shian Housing Association
76 Mare Street
Hackney E8 3SG

5. Treat spots of mould

It's important to treat any mould that appears quickly, so that it doesn't spread.

Wipe away spores using a mould cleaner, following the instructions on the pack. You should keep the area well aired as you do this, to avoid breathing in the spores. Throw away the cloth afterwards.



Once any mould is removed, painting walls and ceilings with anti-mould paint can stop mould returning for several years. [Call us if you need further advice on treating your home with mould cleaner or repainting.](#)

Report repairs

Hot water and heating repairs

If you live in Dorothy Smith Lane, Joshua Court or Reedham Close, order hot water/heating repairs as you do all other repairs.

If you live elsewhere, contact Sureserve Compliance South directly on 020 8269 4500 and select option 1.

Other repairs during office hours

The best way to order your repair is online using the MyTenancy portal at shian.mytenancy.co.uk

However, you can also email us (non-emergencies only) at: repairs@shian.org.uk

Out-of-hours emergencies

Phone (24 hours) 020 8985 7120

Shian Housing Association We're here to help

We hope you have found this leaflet useful.

If you need more information or you would like us to visit your home to give you more advice about your problem with damp, mould and condensation, give us a call.