



22 November 2022

Dear Chief Executive

## Understanding and remedying damp and mould issues in tenants' homes

The tragic case of Awaab Ishak, who died of a respiratory condition caused by mould in his home has rightly focused attention on the responsibility of registered providers to ensure that the homes they provide are well-maintained and of a decent standard. It demonstrates the serious effects that having damp and mould in homes can have on peoples' health and it has highlighted once again the importance of providers listening to their tenants' concerns, understanding their diverse needs, removing barriers to accessing services and responding promptly.

Damp and mould are potential hazards under the Housing Health and Safety Rating System and failing to address them could lead to failure of the Decent Homes Standard and our Home Standard. All providers should have systems in place to identify and ensure that their homes are free from hazardous levels of damp and mould, and to deal with cases promptly and effectively

As we move into winter, cases of damp and mould are likely to increase. We therefore expect you to have a comprehensive understanding of the extent of potential damp and mould issues in your homes, and to be taking action to remedy them. If you are unable to satisfy yourself of this, you should contact us immediately by emailing [enquiries@rsh.gov.uk](mailto:enquiries@rsh.gov.uk).

I look forward to working with you to improve conditions for tenants and residents.

Yours sincerely

Fiona MacGregor  
Chief Executive

