



Damp and Mould

What you need to know

For Customers

 **Look Ahead**
CARE, SUPPORT AND HOUSING

Damp and mould: what you need to know

Damp and mould in your home can produce toxins that are harmful to your health. We want to prevent these problems and keep you safe, healthy, and happy in your home.

Damp and mould are related issues with different sources, including rising damp, penetrating damp, service leaks, and condensation. Mould is often caused by condensation, which occurs when there's excess moisture in poorly heated or ventilated spaces.

Your rights under Awaab's Law

Awaab's Law is a new rule that gives you important rights as a resident. If you report damp, mould, or a serious hazard, your landlord must:

- Investigate the problem within 10 working days.
- Tell you what was found within 3 working days of the investigation (unless the issue is already resolved).
- Make your home safe within 5 working days, or within 24 hours in an emergency.
- Offer you somewhere else to stay if your home can't be made safe in time.
- Keep you informed all the time.

What you need to do

We can support you better when you tell us if something is wrong. If you find damp, mould, or another serious hazard in your home, please report it straight away.

How to report a problem:

If Look Ahead is your landlord and/or usually manages your repairs:

- Contact our Customer Contact Centre by calling **0333 010 4600** or email us at repairs@lookahead.org.uk
- Complete our online repair request form: lookahead.org.uk/customer-hub/repairs-and-maintenance
- Tell your support worker or housing officer.

If Look Ahead is not your landlord, and/or does not usually handle your repairs, contact your landlord, or your property manager.

If you are not sure about who to contact, speak to your support worker or housing officer.

Tell us about you

When you report a problem, please let us and/or your landlord or property manager know if you or someone you live with:

- Have health conditions (e.g. asthma, COPD, cardiovascular issues, compromised immune system).
- Are a child (under 18) or an adult aged 65 or over.
- Have support needs related to physical or learning disability, or limited mobility.
- Have mental health needs or stress (e.g., related to anxiety, depression, overcrowding, noise).
- Face communication barriers such as language or digital access.
- Have low income or limited access to heating/appliances.
- Have made complaints before that haven't been sorted.



Things to consider in your home

In order to reduce damp, condensation and mould in buildings, you should be aware of your surroundings.



Produce less moisture

Keep lids on pans and cook with the kitchen door closed, dry clothes outdoors if possible, or in the bathroom with the door closed and extractor fan on. Avoid drying clothes on radiators.



Ventilate your home

A building with plenty of air flow is less likely to have damp and mould. Use extractor fans, open windows for a few minutes daily, and keep a gap between furniture and walls.



Heat your home

Cold rooms are more likely to get damp and mould. Use heaters with timers and temperature control if you don't have central heating.



Check for signs

Does the air feel heavy or humid? Have you been coughing or have an irritated throat? This can be a sign of damp and mould.



People and Pets

Lots of people or large pets in one space will create more moisture in the atmosphere.



Clean mould properly

Use a fungicide product (not bleach) and follow the instructions.

Frequently asked questions

What is an emergency?

Anything that is an immediate risk to your health or safety, such as severe mould, water leaks near electrics, or structural damage.

Will I get in trouble for complaining?

No. It is your right to live in a safe and healthy home. You cannot be evicted or treated unfairly for reporting a problem.

What if I am unhappy with how Look Ahead has dealt with my complaint?

You can contact your local council for support, or speak to the Housing Ombudsman: www.housing-ombudsman.org.uk

Where to get more information

- Speak to your support worker or housing officer.
- Contact our Customer Contact Centre: call **0333 010 4600** or email us at repairs@lookahead.org.uk
- Visit the Government's website for advice. Go to the URL below or scan the QR code

<https://www.gov.uk/government/publications/awaabs-law-guidance-for-tenants-in-social-housing/awaabs-law-guidance-for-tenants-in-social-housing>



If you have damp and mould in your home

The most important thing is to report to it us.

You can call **0333 010 4600**

Email repairs@lookahead.org.uk

Via our website lookahead.org.uk/customer-hub/repairs-and-maintenance



[**lookahead.org.uk**](https://lookahead.org.uk)