

Damp, Condensation & Mould

Your Guide to a Healthy Home • 3Win Property • 2026

3Win Property

Introduction

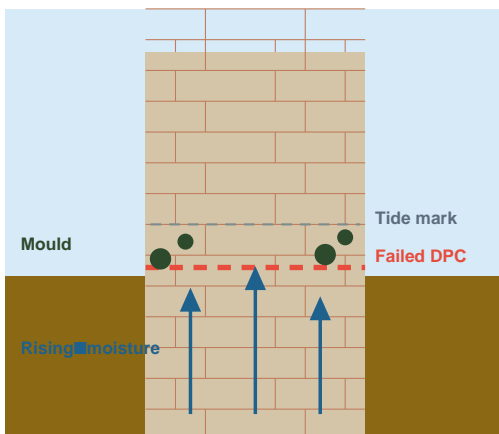
3Win Property is committed to providing safe, comfortable homes. Under the **Homes (Fitness for Human Habitation) Act 2018** we are legally required to keep your home free from serious damp and mould throughout your tenancy. Tenants also have a responsibility: take reasonable steps to reduce moisture and report any problems to us promptly.

Awaab's Law (October 2025)

Following the death of two-year-old Awaab Ishak from mould-related illness, Awaab's Law introduced strict response timeframes in social housing. At 3Win Property we hold ourselves to the same standard. We will respond with urgency and will **not** ask for medical evidence before taking action. Full government guidance: gov.uk/government/publications/damp-and-mould-understanding-and-addressing-the-health-risks-for-rented-housing-providers

The Four Types of Damp

1. Rising Damp



Water rising through a failed damp-proof course (DPC)

Ground moisture seeps upward through walls when the damp-proof course (DPC) is absent or broken.

- Damp musty smell at low level
- Tide marks on the wall up to ~60 cm from the floor
- White salt deposits on brickwork
- Wallpaper peeling near the skirting board
- Affects ground floor only — never upper rooms

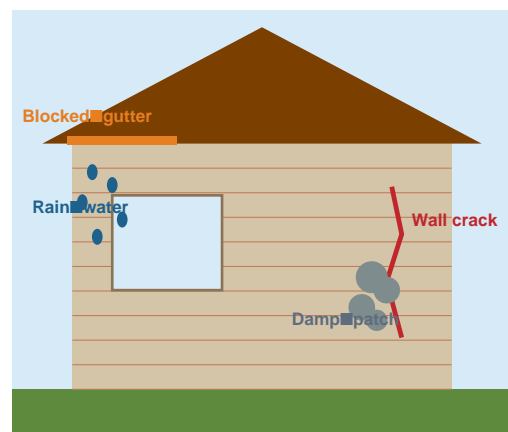
→ **Landlord's responsibility. Report to us immediately.**

2. Penetrating Damp

Water enters from outside through structural defects: blocked gutters, cracked render, missing pointing or damaged roof tiles.

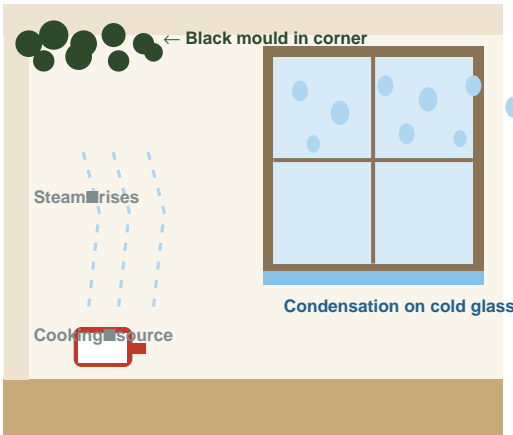
- Dark patches on external walls or ceilings
- Walls or ceilings cold and wet to the touch
- Peeling wallpaper or blistered paintwork
- Patches noticeably worse after heavy rain

→ **Landlord's responsibility. Report as soon as you notice it.**



Rain entering through blocked gutters and cracked walls

3. Condensation & Black Mould — Most Common



Warm moist air meets cold glass — condensation forms, then black mould grows in corners

Warm moist air from cooking, showering and drying clothes meets cold surfaces. Water condenses, soaks in, and black mould grows. This is the most common type in UK rented homes — and it is largely preventable.

- Black mould in corners, on north-facing walls and around windows
- Mould behind wardrobes and sofas against cold outside walls
- Condensation on windows and mirrors on cold mornings
- Persistent musty smell in poorly ventilated rooms

→ **Both tenant habits and property condition play a role.**

4. Defective Plumbing

Leaks from water or waste pipes — most common in kitchens and bathrooms. The damp patch stays wet regardless of weather and may appear on walls or ceilings near pipes, baths, showers or sinks. Check visible pipework and seals. Report any drips or leaks to us straight away — landlord's responsibility.

How Much Moisture Do Daily Activities Add?

Activity	Moisture Added
2 people at home for 16 hours	~1.7 litres
Bath or shower	~1.1 litres
Drying clothes indoors ■	~5.0 litres
Cooking and kettle use	~3.4 litres
Washing dishes	~1.1 litres
Typical daily total	~12+ litres

■ Drying clothes indoors is the single biggest avoidable source — equivalent to leaving 5 litres of open water in the room. Always dry outdoors, or in the bathroom with the extractor fan on, door closed and window slightly ajar.

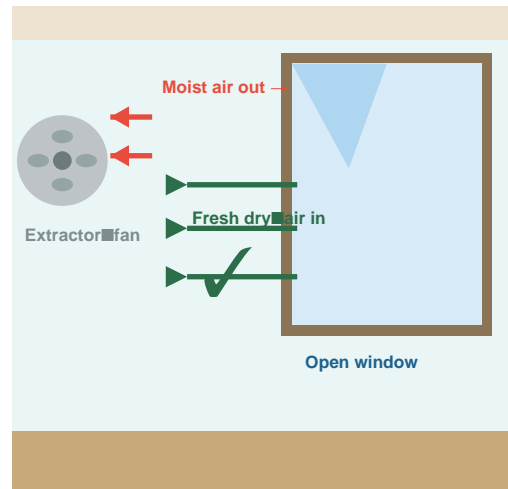
What You Should Do

Produce Less Moisture

- Cover pans when cooking; don't leave kettles boiling unnecessarily.
- Dry clothes outdoors wherever possible.
- If drying indoors: bathroom only, extractor fan on, door closed, window ajar.
- Never dry clothes directly on radiators.
- Run cold water first when filling a bath to reduce steam.

Ventilate Properly

- Use extractor fans whenever cooking or showering — keep running a few minutes after.
- Keep kitchen and bathroom doors closed while those rooms are in use.
- Open bedroom windows for up to an hour each morning; fold back the duvet.
- Wipe condensation from windows and windowsills every morning.
- Leave at least 9 inches (22 cm) between furniture and cold outside walls.
- Never block air bricks, trickle vents or chimney flues.



Good ventilation: fresh dry air in, warm moist air out

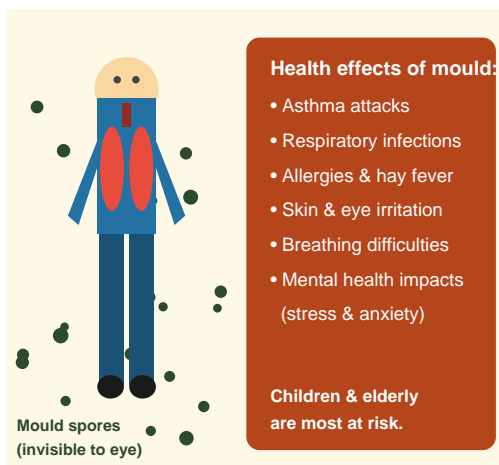
Heat Your Home Consistently

- Keep the thermostat at a minimum of 15°C in cold weather.
- Low background heat all day is more effective than short high-heat bursts.

Treat Small Patches of Mildew Promptly

- Wear rubber gloves. Use a fungicidal mould spray from any DIY store (~£5).
- Wipe — do not brush (brushing releases spores into the air).
- Redecorate with fungicidal paint. Never apply ordinary emulsion over mould.
- If mould keeps returning, report it to us in writing — repeated mould may indicate a structural problem.

Health Risks — Please Read



Mould spores (brown dots) affect the airways and lungs — right panel shows health effects

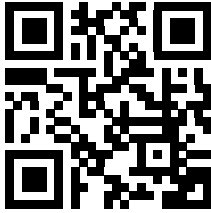
According to UK Government guidance (DHSC / MHCLG / UKHSA, updated April 2026), damp and mould primarily affect the airways and lungs but can also affect the eyes and skin. In the most severe cases exposure can cause death — as in the tragic case of Awaab Ishak. Mental health can also be affected through stress and anxiety.

- Asthma attacks and chronic respiratory conditions
- Respiratory infections
- Allergies, skin and eye irritation
- Breathing difficulties
- Stress, anxiety and mental health impacts

Children, older adults and those with existing health conditions face the greatest risk. If anyone in your home experiences health problems linked to damp or mould, report it to us immediately and seek medical advice.

How to Report a Problem to Us

Always report damp or mould **as soon as possible and in writing**. When submitting your report please include: the **location** in the property, the **approximate size** of the affected area, and **photographs**.



Scan to report online

Online (quickest): wkf.ms/48LJZW8

Email: info@3win.co.uk — request a read receipt

When reporting please include:

- Exact location in the property (room, wall, ceiling)
- Approximate size of the affected area
- When you first noticed it
- Photographs — upload via the online form or attach to your email

We will acknowledge within 2 working days.

Your legal rights: Under the Homes (Fitness for Human Habitation) Act 2018 we must respond within 14 days with a plan to resolve the issue. If we fail to act, you may contact Coventry City Council's Private Sector Housing team or Citizens Advice: 0800 144 8848.

Quick-Reference Checklist

Daily	Wipe condensation from windows and windowsills • Use extractor fans when cooking or showering • Keep kitchen and bathroom doors closed
Weekly	Check bathroom corners and window frames for mould • Inspect under sinks for any drips
Monthly	Confirm extractor fans are working • Ensure thermostat holds minimum 15°C in cold weather
Immediately	Report any new or worsening damp, black mould larger than a credit card, or water ingress — in writing via the online form or email

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Further guidance: [gov.uk/government/publications/damp-and-mould-understanding-and-addressing-the-health-risks-for-rented-housing-providers](https://www.gov.uk/government/publications/damp-and-mould-understanding-and-addressing-the-health-risks-for-rented-housing-providers) |
Citizens Advice: 0800 144 8848 | Version 2026