



Regulator of
Social Housing

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22 November 2022

Dear Chief Executive

Assurance on addressing risks relating to damp and mould 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 all registered providers – private and local authority – 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 their homes can have on people's 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; 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 ensure that their homes are free from hazardous levels of damp and mould, and to identify and deal with cases promptly and effectively.

As we move into winter, cases of damp and mould are likely to increase. We are therefore seeking assurance from all providers that they have a clear understanding and strong grip on damp and mould issues in their homes and are addressing risks to tenants' and residents' health. Where we consider providers are not meeting the standards, including the Decent Homes Standard, we will take appropriate action.

To inform this work, please provide:

- Firstly, your approach to assessing the extent of damp and mould issues affecting your properties, including how you assess the prevalence of category 1 and 2 damp and mould hazards
- Secondly, and in the context of that approach, your most recent assessment of the extent of damp and mould hazards in your homes, including the prevalence of category 1 and 2 damp and mould hazards
- Thirdly, given those findings, the action you are taking to remedy any issues and hazards, and ensure that your homes meet the Decent Homes Standard
- Lastly, tell us how you ensure that individual damp and mould cases are identified and dealt with promptly and effectively when raised by tenants and residents

Explanations should be supported with recent data. If data are not available, this should be noted.

The address for service of any
legal documents on RSH is:
Level 1A, City Tower, Piccadilly Plaza,
Manchester M1 4BT

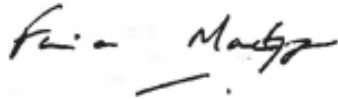


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Submission of this information should be made through this MSForms survey <https://forms.office.com/r/ravGxEizWR> by 19 December 2022. We will review all the information provided and may request further information if necessary. Should you identify that your homes do not meet the relevant standards, you should self-refer immediately.

I look forward to receiving your data and working with you to improve conditions for tenants and residents – ensuring they are treated equitably and with respect, there are no barriers to reporting problems, and that their concerns are appropriately addressed.

Yours sincerely

A handwritten signature in black ink, appearing to read "Fiona MacGregor". The signature is written in a cursive style with a horizontal line underneath.

Fiona MacGregor
Chief Executive