



LET-BUY-INVEST PROPERTIES

Condensation, Damp & Mould — Information for Tenants

Effective Date: 01/07/2026 | Version: 1.0 | Policy Owner: LBI-JN

1. Introduction

This guide explains what causes condensation, damp, and mould, how you can help prevent it in your home, and what Let-Buy-Invest Properties ("we", "us", "our") will do if a problem occurs. Damp and mould are common issues that can usually be prevented or resolved quickly when tenants and landlords work together. Please read this guide and get in touch as soon as you notice a problem — the earlier we know, the easier it is to fix.

2. Condensation, Damp & Mould — What's the Difference?

These terms are often used interchangeably, but they have different causes and different solutions:

Type	What It Is	Who Is Responsible
Condensation	Warm, moist air meeting a cold surface (e.g. windows, external walls) and turning to water droplets. Caused by everyday activities like cooking, bathing, drying clothes, and breathing.	Usually the tenant, through day-to-day ventilation and heating habits — though poor insulation or ventilation in the property can make it worse.
Rising Damp	Groundwater moving up through a wall from the ground, usually where a damp-proof course has failed or is missing. Often shows as a tide mark near skirting boards.	Let-Buy-Invest Properties — this is a structural repair issue.
Penetrating Damp	Water getting in from outside, e.g. through a leaking roof, faulty guttering, cracked render, or a damaged window seal.	Let-Buy-Invest Properties — this is a structural repair issue.

Mould is a fungus that grows where there is persistent moisture, from any of the sources above. It commonly appears as black, green, or white spotting on walls, ceilings, window frames, or in wardrobes and other poorly ventilated spaces.

3. What Causes Condensation

An average household produces a surprising amount of moisture every day through ordinary activities, including:

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- Cooking and boiling kettles or pans without lids
 - Showering and bathing
 - Drying washing on radiators or indoors without ventilation
 - Breathing and sweating while sleeping
 - Using portable gas or paraffin heaters

This moisture turns into water droplets when it meets a cold surface, such as a window, mirror, or external wall — this is condensation. Left unaddressed, it can lead to mould growth, particularly in colder months and in rooms with poor airflow.

4. Signs to Look Out For

- Water droplets or misting on windows, especially in the morning
- Black or green spotting on walls, ceilings, or around window frames
- A musty or damp smell in a room, cupboard, or wardrobe
- Peeling wallpaper or paint, or a soft, crumbling plaster surface
- Mould developing on clothes, shoes, or furniture kept against an external wall

If you notice any of these signs, please don't ignore them — contact us using the details in Section 7 as soon as possible.

5. Simple Steps You Can Take

You can reduce condensation significantly with a few everyday habits:

- Keep a low, steady background heat on during cold weather rather than heating the property intensely for short periods
- Open windows or trickle vents for a short time each day, even in winter, to let moist air escape
- Use extractor fans in the kitchen and bathroom when cooking, bathing, or showering, and for 15–20 minutes afterwards
- Cover pans while cooking and avoid leaving kettles boiling unnecessarily
- Dry washing outdoors where possible; if drying indoors, use a well-ventilated room with a window open or an extractor running
- Avoid blocking air vents, grilles, or trickle vents in windows
- Leave a small gap between furniture and external walls to allow air to circulate
- Wipe down condensation from windows and sills each morning with a cloth

These steps help reduce the moisture in the air, but they are not a substitute for reporting a structural damp problem — please see Section 2 to check who is responsible before assuming a problem is condensation.

6. What We Will Do

Let-Buy-Invest Properties is responsible for:

- Keeping the structure of the property, including the roof, walls, guttering, and damp-proofing, in good repair
- Ensuring extractor fans, trickle vents, and heating systems provided with the property are working correctly
- Investigating all reports of damp or mould promptly and fairly, without assuming the cause is down to how you live in the property
- Carrying out repairs or remedial works to address the underlying cause, not just treating visible mould
- Keeping you informed throughout, and offering alternative accommodation if the property cannot be made safe within a reasonable time

7. Reporting a Damp, Mould, or Condensation Issue

Please report any concerns as soon as you notice them, using any of the following:

- Email: info@let-buy-invest.co.uk
- Telephone: 0800 158 3548 (24 hours)
- Post: Let-Buy-Invest Properties, 200b Mitcham Road, CR0 3JG
- Online: www.let-buy-invest.co.uk

Please include your address, a description of the problem, and photos if possible, as this helps us assess the issue quickly and send the right contractor first time.

7.1 Our Response Times

While Awaab's Law currently applies in full to registered social housing providers, Let-Buy-Invest Properties has adopted the same response timescales as best practice across all the properties we manage, including temporary accommodation placements. We expect similar legal requirements to be extended to temporary and privately let accommodation in the future, and we are committed to meeting this standard now.

Severity	Example	Our Commitment
Emergency	Severe mould or damp posing an immediate risk to health (e.g. affecting a young child, elderly person, or someone with a respiratory condition).	Assessed within 24 hours. Interim safety measures taken immediately; alternative accommodation offered if the property cannot be made safe.
Significant	Notable mould growth or damp affecting a room, but not posing an immediate emergency.	Investigated within 10 working days. Repairs or remedial works completed within 5 working days of the investigation.
General / Early-stage	Early signs of condensation, slight window misting, or a general query.	Advice provided straight away. Follow-up inspection within 20 working days if needed.

7.2 Temporary Accommodation Placements

If you have been placed with us by a local council, please report damp, mould, or condensation concerns to us directly first, using the details above, so we can investigate and respond. If you remain unhappy following

our response, you should then raise the matter with your placing council, consistent with our Complaints Handling Procedure.

8. Health Risks of Damp and Mould

Damp and mould are not just a cosmetic issue — prolonged exposure can affect health, particularly for babies, young children, older people, and anyone with asthma, allergies, or a weakened immune system. Symptoms can include coughing, wheezing, skin irritation, and worsened respiratory conditions. If you or anyone in your household is experiencing health symptoms you believe are linked to damp or mould, please tell us when you report the issue, and seek medical advice if needed, so we can treat it as a priority.

9. What Happens After You Report a Problem

- We will acknowledge your report and carry out an initial assessment
- Where needed, we will arrange a visit or survey to identify the cause
- We will explain the cause to you and what repair or remedial work is planned
- We will carry out the necessary work within the timescales set out in Section 7.1
- If the property cannot be made safe within that time, we will discuss suitable alternative accommodation with you

10. Further Advice

If you have any questions about this guide, or would like advice on managing condensation in your home, please contact us using the details below.

- Contact: Jelena Nasi
- Email: jelena.nasi@let-buy-invest.co.uk
- Telephone: 0800 158 3548 (24 hours)
- Address: 200b Mitcham Road, CR0 3JG
- Website: www.let-buy-invest.co.uk

Approved by: JN Date: 01/07/2026 Next Review Date: 01/07/2027