

John Doe
Grotty Flat, 22 Fake Road
Fake Town
FK1 1FK

15/05/2024

Fake And Useless Properties Limited
Unit 55, Tower-Bridge Industrial Estate
FK1 1FK

Subject: FORMAL NOTIFICATION: Significant Damp and Mould Problem Requiring Urgent Remedial Action – Grotty Flat, 22 Fake Road, Fake Town, FK1 1FK

Dear Sir/Madam,

This letter serves as a formal notification of a severe and ongoing damp and mould problem at the property known as Grotty Flat, 22 Fake Road, Fake Town, FK1 1FK. We are writing to you today to request your immediate attention and remedial action to address these issues, which have significantly impacted the habitability of the premises and pose serious risks to the health of its occupants.

We first became aware of the extent of the damp and mould issues on or around 1st January 2026. The problem is not confined to a single area but affects multiple rooms within the property. Specifically, the **Front Master Bedroom** is suffering from extensive black mould growth across its walls and ceiling, particularly prominent on the entire front wall and extending approximately one metre onto the ceiling. This growth is accompanied by visible dampness, leading to significant degradation and peeling of the wallpaper, and a distinct, unpleasant musty odour pervades the room. Furthermore, signs of rot are now apparent in the window frames, and we are experiencing excessive condensation on both windows and walls.

In addition, my son's bedroom, situated at the front of the property, is also severely affected. The entire front wall, against which his bed is unfortunately positioned due to the room's limited size, is covered in mould. This growth extends across the adjacent section of the ceiling. The mould is a pervasive black growth, possesses a strong and offensive smell, and has regrettably spread directly onto his bed frame, a piece of furniture essential for his comfort and well-being. This room similarly suffers from peeling decorative finishes and severe condensation issues. These environmental conditions collectively create an unhealthy and frankly unacceptable living environment.

It is imperative that you understand the profound and immediate health implications arising from this situation. I, John Doe, suffer from COPD and rely on ongoing oxygen therapy and a nebuliser. The presence of this damp and mould is severely aggravating my existing medical condition, causing constant and debilitating coughing fits and wheezing, especially during the night, which significantly disrupts my sleep and recovery. My son, who has asthma and requires daily medication, is also suffering a significant decline in his health directly attributable to these environmental factors. We possess a doctor's letter recommending that he sleep in an alternative, unaffected part of the property due to the immediate danger posed by these conditions to his respiratory health. Both of us are considered vulnerable individuals, and the property is, for us, rapidly becoming unfit for human habitation.

We wish to draw your attention to the fact that this is not the first instance of us reporting these critical issues. On or around 2nd January 2026, I formally reported this matter via telephone to Grotty Properties Letting Agency Limited. Unfortunately, the response received was dismissive and unhelpful, offering no assurance of action or

plan for resolution. This lack of adequate response has unfortunately compelled us to escalate this concern formally through this letter.

We remind you of your ****legal obligations**** as landlord and/or managing agent under UK housing law, including, but not limited to, the Landlord and Tenant Act 1985 and the Homes (Fitness for Human Habitation) Act 2018. These statutes place a statutory duty upon you to maintain the property in a state of good repair and, crucially, to ensure that it is fit for human habitation at all times throughout the tenancy. The current state of damp and mould clearly contravenes these statutory duties, creating a serious health hazard and rendering the property substandard.

To rectify this serious situation, we formally request the following actions:

1. An ****immediate inspection**** of the property by a qualified professional to thoroughly assess the full extent and severity of the damp and mould.
2. A comprehensive survey to accurately diagnose the root cause of the damp and mould problem (e.g., structural issues, inadequate ventilation, plumbing leaks, or thermal bridging).
3. The execution of all necessary and effective ****remedial works**** to permanently eliminate the damp and mould and address its identified cause(s).
4. You to provide us with a detailed report outlining your professional findings on the cause, the proposed remedial works, and a clear, actionable schedule for their completion.

We are available for inspections and access to the property on weekdays during the following times: Mondays, Tuesdays, Wednesdays, and Fridays, between 10:00 AM and 4:00 PM. Please provide at least 24 hours' notice for any proposed appointments.

We expect to receive a substantive response outlining your immediate plan of action within **7 working days** of the date of this letter. Failure to address these serious matters promptly and effectively may leave us with no alternative but to seek further advice, including from the local authority's Environmental Health or Private Sector Housing team, and to consider our legal options to ensure our home is made safe and habitable.

Yours faithfully,

John Doe