

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

12/12/2025

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

Subject: URGENT: FORMAL FOLLOW-UP - Ignored Correspondence Regarding Severe and Worsening Damp & Mould - Property: Grotty Flat, 22 Fake Road, Fake Town, FK1 1FK - Ref: CR/02/22

Dear Sir/Madam,

I am writing to you today as a formal follow-up to my previous correspondence dated **04 January 2026**, which was sent to you via Recorded Delivery concerning the severe damp and mould issues at the property known as Grotty Flat, 22 Fake Road, Fake Town, FK1 1FK.

To date, I have received absolutely no response to my letter. The lack of acknowledgement or action is unacceptable, and the situation at the property has, in the interim, significantly worsened, exacerbating the already serious concerns regarding habitability and health.

Since my initial notification, the damp and mould problem has spread and intensified. We are now seeing the appearance of new patches of **green mould** in addition to the existing black mould. The growth is demonstrably more extensive, having spread further along ceilings throughout the property. Crucially, the mould infestation has now extended onto the carpets themselves, posing a direct health risk and contaminating the living space.

This deterioration has also resulted in further damage to personal belongings. My son's bed and mattress have been irrevocably ruined by the mould and have had to be discarded, representing a direct financial loss of approximately **£300**. Additionally, a significant quantity of my clothing, including a rack of shirts and trousers, has also been ruined. Despite attempts to clean them, the mould persists and continues to grow, even after intensive washing, with an estimated replacement cost of **£250**.

The impact on health, previously detailed, has also worsened considerably. The increased prevalence of mould and dampness is now causing **persistent and severe coughing** for both myself and my son. As you know, I suffer from COPD and rely on ongoing oxygen therapy and nebuliser treatment, and my son has asthma. The continued exposure to these hazardous environmental conditions is severely aggravating our existing respiratory conditions. The property is rapidly becoming, and may already be, unfit for human habitation, especially for vulnerable individuals such as ourselves.

I must strongly remind you of your **legal obligations** as a landlord under UK housing law. The **Homes (Fitness for Human Habitation) Act 2018** places a direct duty upon you to ensure that the property is, and remains, fit for human habitation. Damp and mould are recognised as serious hazards under the Housing Health and Safety Rating System (HHSRS). Your failure to address these issues, particularly after being formally notified and seeing the situation worsen, constitutes a clear breach of this statutory duty. Your obligations under **Section 11 of the Landlord and Tenant Act 1985** regarding the repair and maintenance of the property are also clearly not being met.

Given the severity of the situation, the lack of response, and the escalating health risks, I formally demand the following immediate actions:

1. An **immediate, thorough inspection** of the property by a qualified, independent surveyor experienced in damp and mould remediation. This inspection must be arranged and completed within **5 working days** of the date of this letter.
2. A detailed diagnostic report identifying the precise root cause(s) of the persistent damp and mould (e.g., structural defects, inadequate ventilation, plumbing issues, condensation management failures, thermal bridging).
3. The implementation of all necessary and effective **remedial works** to permanently eradicate the damp and mould and address its underlying causes. These works must be undertaken to a professional standard, ensuring a lasting solution.
4. Provision of a comprehensive **action plan**, including a clear, written schedule detailing the commencement and completion dates for all proposed remedial works.
5. Reimbursement for the **damaged personal belongings**, totalling **£550** (broken down as £300 for the bed/mattress and £250 for clothing).
6. A **rent reduction** proportionate to the loss of amenity and the hazardous living conditions, commencing from the date of my original letter (**04 January 2026**) until the property is fully remediated and deemed safe and habitable.

I will provide reasonable access for the inspection and subsequent works. Please provide at least 24 hours' written notice for any visits. I am available on weekdays between 10:00 AM and 4:00 PM. I also wish to inform you that I have new photographic and video evidence supporting the current state of the property, which will be made available if this matter is disputed.

I expect a **substantive written response** outlining your agreed plan of action within **7 working days** of the date of this letter. This response must include confirmation of the inspection date, the proposed timeline for works, and confirmation of compensation for damaged items and the rent reduction.

Should you fail to provide a satisfactory response and demonstrate a commitment to immediate and effective action within this timeframe, I will be left with no alternative but to:

* Escalate this matter formally to the local authority's **Environmental Health Department** and **Private Sector Housing Team** to investigate the property as a statutory nuisance and unfit for human habitation.

* Consider further legal avenues, which may include seeking damages, rent suspension, or appointing a surveyor to carry out works and recover costs from you.

Yours faithfully,

John Doe