

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

21 January 2026

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

Subject: FORMAL COMPLAINT AND FINAL NOTICE BEFORE LEGAL ACTION: Persistent and Severe Damp and Mould – Property: Grotty Flat, 22 Fake Road, Fake Town, FK1 1FK

Dear Sir/Madam,

This letter constitutes a formal complaint regarding the severe and persistent damp and mould issues at Grotty Flat, 22 Fake Road, Fake Town, FK1 1FK. It follows two previous communications, dated 15 May 2024 and 12 December 2025, to which we have received no adequate response or remedial action. The situation has deteriorated significantly over an extended period, and this is our final attempt to resolve this matter amicably before initiating formal legal proceedings.

We initially notified you of substantial damp and mould growth, particularly in the Front Master Bedroom and our son's bedroom, shortly after taking possession of the property. This was formally communicated in our first letter dated 15 May 2024. Despite this notification and our subsequent follow-up letter sent on 12 December 2025, which detailed the worsening conditions, including the spread of mould to soft furnishings and personal belongings, and the detrimental impact on our health, we have endured a prolonged period of silence and inaction from your company. The absence of any substantive response or plan to address these serious issues over these extended periods is unacceptable and has exacerbated the problem.

The damp and mould infestation at Grotty Flat has now reached critical levels. Extensive black mould covers walls and ceilings, accompanied by significant dampness, peeling wallpaper, and a pervasive musty odour. Signs of rot are evident in window frames, and excessive condensation is a constant problem throughout the property. Critically, this environmental hazard is severely impacting our health. As you are aware, I suffer from COPD and rely on ongoing oxygen therapy and nebuliser treatment. The mould exacerbates my condition, causing constant and debilitating coughing fits and breathing difficulties, particularly at night, which significantly disrupts my sleep and recovery. My son, who suffers from asthma and requires daily medication, has also seen his health significantly decline due to this direct exposure to hazardous mould spores. We possess medical advice recommending he sleep in an unaffected area of the property due to the immediate danger posed by these conditions to his respiratory health. The property is, for us, demonstrably unfit for human habitation.

Furthermore, the persistent damp and mould has resulted in significant damage to our personal belongings. My son's bed and mattress, along with a considerable quantity of my clothing, have been rendered unusable and have had to be discarded due to contamination. This represents a direct financial loss, estimated at £550, in addition to the loss of amenity and the general distress caused by living in such dangerous and unhygienic conditions.

We must impress upon you your statutory obligations as a landlord under UK 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 throughout the tenancy. Damp and mould are recognised as significant hazards under the Housing

Health and Safety Rating System (HHSRS). Your failure to address these issues, particularly after repeated notifications and in light of the severe health impacts, constitutes a clear breach of this statutory duty. Furthermore, your obligations under **Section 11 of the Landlord and Tenant Act 1985**, requiring the maintenance of the property's structure and exterior, and sanitary conveniences, are not being met.

Therefore, we formally demand the following immediate actions:

1. An **immediate and thorough inspection** of the property by a qualified, independent surveyor specialising in damp and mould remediation. This inspection must be arranged and completed within five (5) working days of the date of this letter.
2. A comprehensive diagnostic report detailing the precise root cause(s) of the persistent damp and mould.
3. The execution of all necessary and effective **remedial works** to permanently eradicate the damp and mould and address its underlying causes to a professional standard.
4. A detailed action plan, including a clear written schedule for the commencement and completion of all proposed remedial works.
5. Full reimbursement for the damaged personal belongings, totalling £550.
6. A proportionate rent reduction for the period from when the issues were first reported until the property is fully remediated and deemed safe and habitable.

Please be advised that this letter serves as a final formal notification. Should we not receive a substantive written response outlining your agreed plan of action, including confirmation of the inspection date, within seven (7) working days of the date of this letter, we will have no alternative but to consider this a definitive failure to meet your legal obligations. In such an event, we will proceed with seeking legal remedies, which will include pursuing action through the courts for breaches of statutory duty, seeking damages for health impacts and property damage, and potentially terminating the tenancy due to the property being unfit for human habitation.

We will provide reasonable access for inspections and works, provided at least 24 hours' written notice is given. We are available on weekdays between 10:00 AM and 4:00 PM.

Yours faithfully,

John Doe