

Damp and mould response guide

What to do in the first 14 days of a report.

Response times for damp and mould reports are now tightly defined, and the record of what you did matters as much as the work itself.

This guide sets out a sequence that satisfies the investigation duty and produces the evidence pack at the same time.

Triage on the day of report

- ☐ Record the report with date, time, rooms affected and any health concerns raised
- ☐ Ask for photographs from the resident before attending
- ☐ Flag vulnerability, infants or respiratory conditions for priority attendance
- ☐ Book the investigation visit and confirm it to the resident in writing

The investigation visit

- ☐ Surface and ambient temperature, relative humidity and moisture readings per affected room
- ☐ Airflow test on every mechanical extract, recorded in litres per second
- ☐ Thermal imaging where cold bridging or hidden saturation is suspected
- ☐ External inspection above and around the affected area for fabric defects
- ☐ Photographs of every reading, defect and affected surface

Deciding the cause

- ☐ Condensation — cold surfaces, seasonal pattern, poor or failed ventilation
- ☐ Penetrating damp — external defect directly above or behind the affected area
- ☐ Plumbing leak — localised, worsening, unrelated to season or occupancy
- ☐ Construction moisture or rising damp — confirm before specifying any injection work

Remedial sequence

- ☐ Make safe and treat visible mould so the resident sees action immediately
- ☐ Correct the moisture source: fabric repair, leak repair or ventilation upgrade
- ☐ Dry the structure and confirm with readings before closing anything up
- ☐ Insulate cold bridges where condensation was the cause
- ☐ Redecorate last, and reinspect at the next heating season

Communication and records

- ☐ Written summary to the resident explaining the cause and the plan
- ☐ Target dates for each stage, with updates if they move

☐ Post works reinspection recorded against the original report

We carry out the investigation visit, the evidence pack and the remedial works as one instruction, so nothing falls between contractors.