

Tackling damp and mould Together

At Glen Oaks Housing Association, we are committed to working with you to keep your home safe, warm and free from damp and mould. If left untreated, damp and mould can seriously affect your health, so it's important to report any issues to us as soon as possible, so that we can tackle it together.

Understanding your rights and Awaab's Law

Awaab's Law came into force in Scotland on 6 October 2026. The law was introduced to give tenants stronger protections and places legal duties on social landlords to investigate substantial damp and mould and take appropriate action. This means damp or mould that may cause harm because:

- There is a large amount of it.
- It has been present for a long time.
- Someone living in the home may be more vulnerable because of their age or health.



For more information about Awaab's Law and tenants' rights, visit the Scottish Government website: www.gov.scot/publications/awaabs-law-guidance-tenants-scotland

What will we do if you report damp or mould?

We will ask you for additional information to help us understand the problem, such as how much damp or mould there is, where it is located and whether anyone living in the home may be more vulnerable because of their age or health. You do not have to provide personal information if you do not wish to, and we will never ask you to provide proof of a health condition.

Under Awaab's Law, we must investigate reports of substantial damp and mould within specific timescales.

We will:

- ✓ Visit your home to investigate within 10 working days.
- ✓ Provide you with a written report within 3 working days of the inspection, explaining what we found and any action required.
- ✓ Start repairs within 5 working days of the inspection where substantial damp or mould is identified.
- ✓ Complete repair works within 20 working days.

Importance of access for inspections and repairs

To help us ensure the issue is properly resolved, you will need to provide us with access for inspections, repairs and follow up visits. Please note that if we are unable to gain access to your home, the timescales set out in Awaab's Law may not apply.

Follow-up

We will send you a satisfaction survey so we can understand your experience and make sure you are happy with the service you received.



How can you keep your home healthy?

Damp and mould can affect any home. In most cases, the main cause is **condensation**.

Everyday activities such as cooking, bathing, washing clothes and even breathing create moisture in the air. **A family of four can produce around 14 litres of moisture a day – about 25 pints of water.** Without good ventilation, this moisture can lead to damp and mould.



Helpful tips to prevent damp and mould

Purge ventilation

Open all windows for around **5 minutes each morning and evening** to refresh the air. This removes moisture without making your home cold. Close the windows afterwards and use your heating to restore warmth.



Allow air to circulate

Avoid placing large furniture directly against walls, as this blocks airflow. Do not overfill cupboards and wardrobes, and leave space for air to circulate. Avoid storing items tightly against walls.

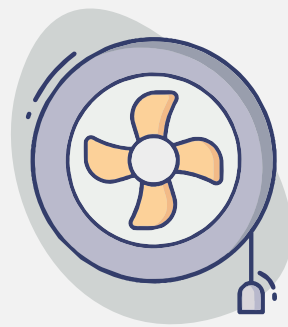


Trickle vents

Make sure **trickle vents are open** on all windows to allow continuous airflow.

Extractor fans

Use extractor fans in kitchens and bathrooms when cooking, showering or bathing. Leave them on for **at least 20 minutes after** to remove excess moisture. Check that fans are working properly and vents are not blocked.



Drying clothes

Drying clothes indoors releases a lot of moisture into the air. Where possible, dry clothes outside or use a tumble dryer. If drying indoors, use one room, keep the door closed, and open a window or trickle vent. Avoid drying clothes on radiators.



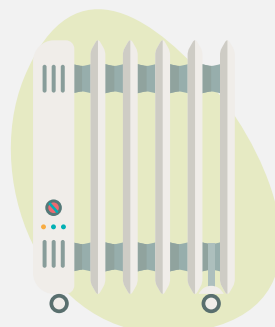
Cooking

Cover pans when cooking and avoid boiling kettles for longer than needed.



Keeping your home warm

Cold rooms are more likely to develop mould. Try to keep your home **above 16°C** where possible. If you are struggling with heating costs, we may be able to help, including fuel vouchers.



If you need support or are struggling to heat your home, please contact our **Welfare Rights team**:

✉ go@glenoaks.org.uk
☎ 0141 638 0999 (Option 2)

What is damp and mould?

Condensation

Condensation occurs when warm, moist air comes into contact with cold surfaces, forming water droplets. Three main factors increase condensation:

1. The amount of moisture produced by daily activities
2. The temperature of the home
3. Air circulation and ventilation

Common areas include bathrooms, kitchens and poorly ventilated rooms.



Rising damp

Rising damp occurs when moisture from the ground rises through walls due to a failed or missing dampproof course. It usually affects ground floors and basements and appears as a visible "tide mark" low on the wall.



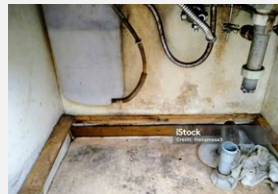
Penetrating damp

Penetrating damp is caused by rainwater entering through the external structure of a building. It can affect walls, ceilings and roofs at any level and often appears as dark watermarks on or near external walls. These patches may worsen in heavy rain.



Leaking pipes and faulty plumbing

Leaks from damaged or ageing pipework can cause damp patches and mould. These areas usually stay damp regardless of the weather. Common locations include under sinks or behind walls.



Traumatic Damp

Traumatic damp is caused by a sudden event, such as a burst pipe, flooding or a leaking water tank. Damp can appear quickly on walls, ceilings or floors and may lead to mould growth if not dealt with promptly.



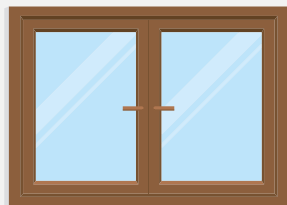
Roof leaks

Missing or damaged roof tiles can allow rainwater to enter the property. In flats, leaks may come from the property above.



Poor ventilation

Lack of airflow prevents moisture from escaping and leads to damp. This commonly affects bathrooms, kitchens and rooms with limited ventilation.



Sealant Mould

Mould on bath, shower or sink sealant is usually caused by ageing sealant rather than a damp problem within the property. If the sealant has deteriorated, please report it as a routine repair.



Want to learn more about preventing condensation in your home?

We've created a helpful information video that explains simple steps you can take to protect your home from condensation and reduce the risk of damp and mould. You can watch it anytime on our YouTube channel [@GlenOaksHousingAssociation](#).

Working together to tackle damp and mould

What if the problem returns?

Some damp and mould issues can take time to fully resolve and problems can sometimes appear to improve and then return. If this happens, please let us know. We will continue to investigate the issue and take any further action needed to ensure the problem is properly resolved.

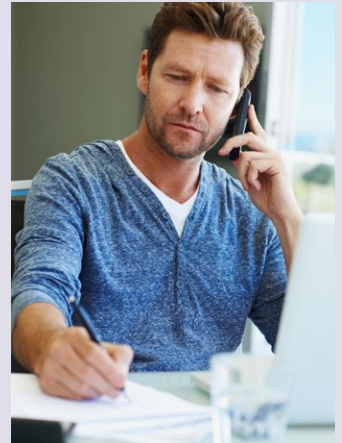
Complex Cases

Some damp and mould issues require further investigation to identify the underlying cause. If circumstances beyond our control affect our ability to meet the timescales set out in Awaab's Law, we will explain this to you in writing, keep you updated and advise when the inspection or repair will take place. Where possible, we will take temporary measures to help reduce the impact of damp and mould while investigations are ongoing.

What if I am unhappy with the outcome?

If you do not agree with the findings of our investigation, please contact us and explain why. We will consider any new information you provide and decide whether a further investigation is required.

If you are unhappy with how we handled your damp and mould report, we will investigate your concerns through our complaint's procedure. If we do not meet the timescales required under Awaab's Law, you may also have rights under the Right to Repair scheme. This includes a potential right to compensation.



Heating Your Home Helps Prevent Damp and Mould



A warm home reduces the risk of condensation, which is the most common cause of damp and mould in Scotland. There is support out there if you are struggling with energy costs or need advice on how to reduce costs.

Help With Heating Costs

LEAP provides free, personalised energy advice to help households stay warm and manage heating costs. Their trained advisors can guide you on reducing bills, improving energy efficiency, and finding better tariffs, offering tailored support to help keep your home warmer and reduce the risk of damp and mould.

Phone (Scotland): 0800 029 4543

Website: <https://applyforleap.org.uk>



HEAT offers free, confidential support for anyone struggling with heating costs or energy debt. Their team can help you manage your energy account, resolve supplier issues, access energysaving upgrades, and improve the warmth of your home, which can also lower the risk of damp and mould.

Phone: 0800 092 9002

Email: heat@thewisegroup.co.uk

Website: <https://www.heat-thewisegroup.co.uk>

HEAT

If you are concerned in any way about damp and mould in your home please contact our Assets Team on

✉ assets@glenoaks.org.uk ☎ 0141 638 0999 option 5