



Tenant Information Sheet

From October 2026, new rules are being introduced to make sure damp and mould are dealt with quickly.

This means your landlord will need to:

- Check the problem within a set time after you report it.
- Explain their findings to you in writing.
- Start repairs as soon as possible if needed.
- Keep you updated if anything is delayed and tell you why.

If you spot damp or mould in your home, it is important that you contact your landlord as soon as you can. This stops the damp or mould getting worse over time.

What is damp and mould?

Damp can appear when there is too much moisture in your home. This can lead to mould growing. Both damp and mould can affect your health and damage your home.

There are different types of damp which have different causes:

- **Condensation** – this is too much moisture. It is often caused by poor ventilation or heating.
- **Penetrating damp** – this is when water enters the fabric of the building from the outside. It is often caused by blocked gutters or leaks.
- **Rising damp** – this is when moisture travels up through the ground into the foundations of your home. It is often caused by structural issues.

What should you look out for?

Mould often looks like black, green, or brown patches on walls, ceilings, or around windows.

Condensation can cause water droplets down your windows and walls. You may see mould around your windowsill.

Rising damp will only affect the ground floor of a building. You may see a horizontal watermark and rot on floor skirtings.

Penetrating damp can cause discoloured patches on the wall. You may also see peeling or bubbling paint or wallpaper.

Not all damp and mould are visible. Sometimes it can cause a bad, musty smell.



What to do when you spot damp or mould?

If you notice damp or mould in your home, it's important to notify your landlord as soon as possible. You cannot be evicted for reporting repair issues.

Your landlord may ask you a few questions to get a better understanding of the issue. They will also likely need access to your home for inspections and repair work. This is necessary for ensuring your home can be made safe.

If you suspect hidden damp behind your wallpaper or carpets, you should not try to remove these yourself. This can release mould spores.

Your landlords' responsibilities

After you tell your landlord, they must:

- Investigate the issue within 10 working days.
- Give you a written report within 3 working days after the investigation.
- If repairs are needed, begin the work within 5 working days.

If your landlord cannot meet these timescales, they must explain why there's a delay, say when they will fix it, and take steps to limit the damp or mould in the meantime.

How can you help prevent issues?

You should try to help reduce condensation in your home. Some top tips are:

- Make sure your air vents are not covered and that your extractor fans are working.
- Dry wet clothes outdoors. If you must dry clothes indoors, it can help to dry them in a room with the door closed and the window open or fan on.
- Use an extractor fan and open the window when bathing, cooking or during other high moisture tasks. If possible, leave windows open and extractor fans on for about 10-15 minutes after.
- Try to keep temperatures in all rooms to above 18°C when you are using them.

Extra support

You should contact your landlord in the first instance if you have any concerns.

There are wider webpages that you might also find helpful:

- [If you have damp or mould in your rented home - Citizens Advice](#)
- [Types of damp and mould and who's responsible - Shelter Scotland](#)
- [Help with the cost of living - Cost of Living Support Scotland](#)