



Damp, mould and cold homes toolkit

for frontline
professionals in
Bath and North East
Somerset



Contents

Introduction	3
Damp, mould and fuel poverty	3
How to use this toolkit	3
Damp, mould and cold decision tool	4
Templates	6
Template 1: SMS (text messaging service) signposting template	6
Template 2: Letter template to raise concerns about the health impacts of damp, mould and/or cold	8
Supporting resources	9
Identifying people at an increased risk	9
Printable factsheets - Damp, mould and cold	10
Webpages for further advice	10
Cost of living advice	10
Cost of living support - Wiltshire Council	10
Cost of living help - South Gloucestershire Council	10
Fuel poverty advice	10
Housing advice	10
Training available for staff	11
Social media resources	11
SNOMED CT Codes	11
Acknowledgements	11



Introduction

Damp, mould and cold homes

We know that housing issues, including damp, mould and cold, are commonly raised with frontline professionals as having significant negative impacts on mental and physical health. This presents an opportunity to Make Every Contact Count (MECC) and signpost clients (patients, service users, residents and students) to support and advice to address these issues.

The national “[Understanding and addressing the health risks of damp and mould in the home](#)” guidance (2024) highlights the serious risks that damp and mould can pose to health, and the imperative to respond quickly, and take practical steps to address damp and mould and prevent and promote health and well-being.

How to use this toolkit

This toolkit aims to support staff to identify and respond to damp, mould and/or cold concerns from the people they support. The toolkit contains the following resources:

- A decision tool to provide guidance on the best course of action to support people who can and cannot advocate for themselves
- Guidance to identify those at increased risk from damp, mould and cold
- Links to advice and guidance to support signposting
- Template letters to raise housing concerns with landlords and enforcement organisations
- Printable factsheets
- Training links for staff
- Social media resources

You may also be supporting people residing outside of B&NES. Resources for neighbouring Council areas (Bristol, South Glos, North Somerset, Wiltshire and Swindon) are also included below.



Damp, mould and cold decision tool

Please use this decision tool to decide whether someone needs further help with damp, mould or keeping their home warm and if so, what you can do to help them.

SELF IDENTIFIED AS NEEDING HELP

Has the person (or their carer/parent/family) raised concerns about damp and mould or keeping their home warm?

OR

STAFF HAVE IDENTIFIED THAT HELP IS NEEDED

Is the client at an increased risk of the negative health impacts of damp mould and cold (**See Resource 1**) OR showing symptoms negatively impacted by damp and mould? Can you smell damp on the person's clothing?

Ask: Do you have any worries about damp and mould or keeping your home warm? If yes, would you like any support?



RECORD

Record concerns about damp, mould and/or cold on your database e.g. primary and secondary care using appropriate SNOMED code (**See Resource 2**)



SIGNPOSTING OR REFERRING

Does the person (or their carer/parent/family) have capacity **to advocate for themselves?**

YES



NO



Talk about the negative health impacts of damp and mould, and/or living in a cold home.

STEP 1 - SIGNPOST for damp, mould and fuel poverty advice (SMS [text messaging service] – see Template 1).

These services can give advice about energy bills, heating your home, financial benefits and carrying out home repairs. They particularly help those on low incomes and struggling to afford to heat their homes.

Bath and North East Somerset resident's information can be found online: People can self-refer for advice and support using the [Centre for Sustainable Energy contact form](#). Further Advice and support can be found here [Damp, Mouldy and Cold Homes](#) & here [Energy at Home](#)

IF STEP 1 HAS ALREADY BEEN COMPLETED & FURTHER ACTION IS NEEDED, REFER TO STEP 2 BELOW

STEP 2

Recommend writing to landlord or housing association officer. Highlight the negative health impacts and include evidence if available e.g. print screenshot of NHS app/print out of medical conditions from GP practice.

Where **significant** health concerns, a letter from a health professional can also be provided using **Template 2**.

If the landlord or housing association has already been contacted with no reply or resolution, report a problem [here](#) to the B&NES Council's Housing Standards Team.

If tenant is in social housing and has completed a complaints process, yet the issue is not resolved, contact [Housing Ombudsman](#)

Talk about the negative health impacts of damp and mould, and/or living in a cold home and with the client's consent:

STEP 1 - REFER for damp, mould and fuel poverty advice (SMS [text messaging service] – see Template 1).

These services can give advice about energy bills, heating your home, financial benefits and carrying out home repairs. They particularly help those on low incomes and those struggling to afford to heat their homes.

Bath and North East Somerset resident's information can be found online: Make a referral on behalf of your client for advice and support using the [Centre for Sustainable Energy contact form](#). Further Advice and support can be found here [Damp, Mouldy and Cold Homes](#) & here [Energy at Home](#)

IF STEP 1 HAS ALREADY BEEN COMPLETED & FURTHER ACTION IS NEEDED REFER TO STEP 2 BELOW

STEP 2 – Where significant health concerns and with person's consent:

Recommend writing to landlord or housing association. Provide a letter to the person's carer/family, or landlord directly (if details know) using letter **Template 2**.

If the landlord or housing association has already been contacted with no reply or resolution, report a problem [here](#) to the B&NES Council's Housing Standards Team. Include property address, photos (where able), description of the issue (location and size) and contact details for the client/carer/family.

If tenant is in social housing and has completed a complaints process, yet the issue is not resolved, contact [Housing Ombudsman](#)

Templates

Template 1: SMS (text messaging service) signposting template

Bath & North East Somerset (B&NES) residents:

Dear [add name*],

If you would like support with keeping your home warm and free from damp and mould, see the website www.energyathome.org.uk and contact the [Centre for Sustainable Energy](#) for free advice and support using their [online form](#) or calling 0800 0822 234.

For more information about damp, mouldy and cold homes see [B&NES damp, mouldy and cold homes website](#)

[add if in rented housing AND damp and mould concerns*]

It is important to raise damp and mould issues with your landlord, highlighting the negative impact it has on your health. See the [advice for tenants](#).

Wiltshire residents:

Dear [add name*],

If you would like support with keeping your home warm, please contact **Warm and Safe Wiltshire** for free advice and support. You can use their [online referral form](#) or call **0800 038 5722**.

For information about damp and mould, see the [Wiltshire Council website](#).

[add if in rented housing AND damp and mould concerns*]

It is important to raise damp and mould issues with your landlord, highlighting the negative impact it has on your health. See the [Wiltshire Council advice for tenants](#) for guidance on your rights and responsibilities.

Bristol residents:

Dear [add name*],

If you would like support with keeping your home warm, damp and mould, contact the [Warm Homes Advice & Money Service](#) for free advice and support by using their online form or calling 0800 0822 234.

For information about damp and mould see the [Bristol City Council website](#).

[add if in rented housing AND damp and mould concerns*]

It is important to raise damp and mould issues with your landlord, highlighting the negative impact it has on your health. See the [advice for tenants](#).

North Somerset residents:

Dear [add name*],

If you would like support with keeping your home warm please contact the [Warm Homes Advice & Money Service](#) for free advice and support by using their [online form](#) or calling 0800 0822 234.

For information about damp and mould see the [damp and mould fact sheet](#)

[add if in rented housing AND damp and mould concerns*]

It is important to raise damp and mould issues with your landlord, highlighting the negative impact it has on your health. [See the advice for tenants.](#)

Swindon residents:

Dear [add name*],

If you would like support with keeping your home warm please contact the [Warm & Safe Wiltshire](#) advice service for free advice and support by using their [online form](#) or calling 0800 038 5722.

For information about damp and mould see the [Swindon Borough Council](#) website.

[add if in rented housing AND damp and mould concerns*]

It is important to raise damp and mould issues with your landlord, highlighting the negative impact it has on your health. [See the advice for tenants.](#)



Template 2: Letter template to raise concerns about the health impacts of damp, mould and/or cold

[Insert sender details / Address*]

Re: Concerns about damp and mould in residence

Dear [Landlord/housing provider name*],

I am writing to you concerning a report of damp and mould in the property [Insert Address*].

Following a recent appointment with your tenant [add name*], I have concerns about the presence of damp and/or mould in the property and risk of negative impacts on their health and wellbeing.

Your tenant/their family [has health conditions which could be caused/exacerbated by damp and mould and/or is at an increased risk of the negative impacts from damp and mould exposure*] as highlighted in the 2024 'Understanding and addressing the health risks of damp and mould in the home guidance'.

Add detail within your professional scope (with tenant's consent) –

1. Explain how your client is at an increased risk of the health impacts of damp and mould (see Resource 1).
If medical professional, provide facts about health conditions/status e.g. add details about health conditions caused/exacerbated by damp and mould and severity, hospital admissions risk. **If non-medical professional**, it may be helpful to highlight a medical condition if it has been diagnosed by a medical professional, and/or describe any symptoms/the severity of health conditions you have observed.
2. Add any further information about what you have observed e.g. impact on the individual and their family, damage to belongings.

[My client has identified/ My client's parent/carer/family has identified / During a home visit I have identified*] damp and mould within the home, with particular concern regarding the following: [Delete as appropriate*]

- Visible mould growth on windows and/or surfaces
- Smell of damp
- Leaks inside property
- Windows cannot be opened in all rooms
- Concerns about the adequacy and effectiveness of the heating system

Your tenant has now been signposted to a scheme to help households that are experiencing difficulties heating their home adequately called Energy at Home and may be in touch if any energy efficiency or heating improvements are recommended.

You may find the Council energy website useful if you decide to explore any work to improve energy efficiency - www.energyathome.org.uk

I would also be grateful if you would contact the tenant to discuss.

Yours Faithfully,

[Your name*], [Your role*]

[Your contact details*]

* add/delete as appropriate

Supporting resources

Identifying people at an increased risk

People at an increased risk from damp and mould are identified below:

Population groups:

- Pregnant women, their unborn babies and women who have recently given birth,
- Children and young people up to age 16 years (whose organs are still developing and are therefore more likely to suffer from physical conditions such as respiratory problems)
- Older people, aged 65+

Health conditions:

- Respiratory conditions (e.g asthma, Chronic Obstructive Pulmonary Disease (COPD), cystic fibrosis, other chronic lung conditions)
- Skin conditions (such as eczema)
- Cardiovascular conditions (e.g angina, heart failure)
- Immunocompromised or have weakened immune system (e.g taking immunosuppressants, undergoing chemotherapy or have had a transplant)
- People living with a mental health condition
- People who are bedbound, housebound or have mobility problems making it more difficult for them to get out of a home with damp and mould and into fresh air

OR

Experienced any of the following in the last 6 months:

- Repeated instances of coughing, wheezing or breathing difficulties or throat infections
- Repeated instances of dry, itchy, cracked, or sore skin
- Recurrent irritation of the eyes
- Recurrent nasal congestion, runny nose or sneezing
- Frequent worry about damp and mould impacting mental health
- Any A&E or hospital admissions due to breathing concerns or tightness of chest

Source: [Understanding and addressing the health risks of damp and mould in the home](#)

Printable factsheets - Damp, mould and cold

[Damp, Mouldy and Cold Homes factsheet](#)

[Damp, Mouldy and Cold Homes factsheet for students](#)

[Damp and mould - Centre for Sustainable Energy](#)

Damp and mould advice easy read - [Advice leaflet damp and mould](#)

Translated factsheets - [Factsheets in other languages](#)

Webpages for further advice

[Bath & North East Somerset Website](#)

[Wiltshire Council Website](#)

[Swindon Borough Council website](#)

[Bristol City Council Website](#)

[South Gloucestershire Council Website](#)

[North Somerset Council Website](#)

[Damp and mould in private rented homes - Shelter England](#) (includes letter templates for tenants)

[Damp and mould in social housing - Shelter England](#) (includes letter templates for tenants)

[Make Things Right | Social housing issue? Know how to complain.](#)

Cost of living advice

[Cost of living advice and guidance - B&NES Council](#)

[Cost of living support - Bristol](#)

[Cost of living advice - Swindon Borough Council](#)

[Cost of living support - Wiltshire Council](#)

[Cost of living help - South Gloucestershire Council](#)

[Cost of living advice and guidance - North Somerset Council](#)

Fuel poverty advice

[Energy at Home - B&NES Council](#)

[How we help you - Centre for Sustainable Energy](#) (Bristol, North Somerset and Swindon)

[Warm and Well | a fitter home for a healthy future](#) (South Glos)

[Warm and Safe Wiltshire](#) (Wiltshire)

[Warm and Safe Wiltshire](#) (Swindon)

Housing advice

[Housing Advice Bath & North East Somerset Council](#)

[Citizens Advice Bristol](#) – 03444 111 444

[Housing Matters](#) (drop-in sessions available) – free advice line 0117 935 1260

[Shelter Bristol](#)

Training available for staff

Fuel poverty awareness [Contact CSE](#)

Fuel poverty awareness (South Glos) - [Training | Warm and Well](#)

Helping people living in cold homes e-learning (national) - [e-learning for healthcare](#)

[Home Fire Safety awareness](#) available via Avon Fire and Rescue Service – email hfs.agency@avonfire.gov.uk

Social Media Resources

[Social media assets Instagram](#)

[Social media assets Facebook](#)

SNOMED CT Codes

Damp in house (13E4.) (SNOMED: 398081001)

Mould growth in home (Ua0MO) (SNOMED: 224255009)

Rising damp in home (Ua0ML) (SNOMED: 224252007)

Penetrating damp in home (Ua0MM) (SNOMED: 224253002)

Mould on surfaces in home (Ua0MP) (SNOMED: 224256005)

Mould on bedding in home (Ua0MR) (SNOMED: 224258006)

Mould on clothing in home (Ua0MQ) (SNOMED: 224257001)



Acknowledgements

This resource was originally developed by the Bristol One City Damp and Mould Working Group which includes health, care, and housing staff.

The toolkit was piloted between January and March 2025 to gain feedback which has been included in this final version to ensure the toolkit is relevant for all staff. It has been adapted with relevant advice, signposting and template letters for use in Bath and North East Somerset.