ParadigModern™

Stick-It-2™

Damp Mould and Housing Hazards Guide

The Full Monty Pack

Understand Your Rights

Follow the Repair Clocks

Choose the Right Route

Use Letters and Records

Know When to Get Advice

ENGLAND | CONTENT REVIEW DRAFT V0.3

Start here if your home feels unsafe

The Full Monty Pack | England | Content review draft V0.3

You have found mould again, a repair report has been ignored, or a reply has blamed you for the condition of your home. Take a moment and breathe. If anyone is in immediate danger, use the emergency steps on the next page now.

You do not have to diagnose the building defect before reporting it. Start with what you can see, smell or experience.

1. Check whether anyone needs urgent help.
2. Report the condition to the landlord and ask for an urgency assessment and reference.
3. Keep one short record. Then choose the route for your landlord.

> **How it actually works**
>
> A repair report asks for action on the home. A complaint challenges the handling of that action. Keep both moving if the home remains unsafe.

This is a content review draft for tenants in England. It has separate routes for private landlords, housing associations and council landlords. Private renting is distinct from social renting.

Use the situation finder and linked contents to read only the section you need. This pack contains its own sources and practical tools. Source references such as DM-S02 point to the Sources section.

Complete scoped explanation, legal boundaries, branches and toolkit.

Get urgent help first

If someone has severe breathing difficulty

Call 999 if someone is gasping, choking or cannot get words out, or has another life-threatening symptom. For urgent breathing difficulty that is not an emergency, contact the National Health Service (NHS) on 111. A clinician can assess symptoms; this guide cannot establish their cause. (DM-S07)

Gas or carbon monoxide

If you smell gas or suspect a gas or carbon monoxide emergency, get to safety and call the National Gas Emergency Service on 0800 111 999. For a medical emergency call 999. Do not use an appliance you suspect is unsafe. Follow the emergency operator's instructions. (DM-S18)

Fire or immediate physical danger

For fire or immediate danger to life, call 999. Follow your building's fire instructions and the emergency operator. Do not go back for photographs. Keep away from a collapsing ceiling, exposed live wiring or water near electrical fittings; do not test the defect yourself. (DM-S36)

Also contact the landlord's emergency repairs service as soon as it is safe. Describe the danger and who is affected. Ask what happens now, including safe accommodation if needed. Do not wait for a formal complaint or a completed letter.

> **Do not wait for a clock to run out**
>
> A legal maximum is not advice to stay in danger. Keep reporting any worsening condition, including while a complaint or investigation is underway.

Find your situation

Choose the line that fits. You can return to Contents from the footer.

If this is happening	Go to
Someone may be in immediate danger	Get urgent help first
I rent from a private landlord	Private landlord route
I rent from a housing association	Housing association route
The council is my landlord	Council landlord route
I do not know my tenancy status	Check the agreement for your home
I have an ignored repair or blaming reply	Report the problem and keep a record
I need to complain	Complain when the service fails
I cannot safely stay	If the home cannot be made safe in time
I need a letter or record	Letters and worksheets