

SafeHome

Report. Track. Protect.

HOUSING ISSUE CASE FILE

CASE REFERENCE

SH-2026-000147

DOCUMENT TYPE

Formal Complaint — Housing Complaint Case File

ISSUE TYPE

Damp & Mould

PROPERTY ADDRESS

14 Elmwood Court, Manchester

DATE GENERATED

8 June 2026

RESIDENT NAME

Sarah Thompson

CURRENT STATUS

Awaiting Response

A structured record of evidence, communications and events maintained by the resident. Not legal advice.

Formal Complaint — Housing Issue

This document is a resident-prepared formal complaint compiled from the resident's own records. It presents facts, evidence and a chronology of events. It does not constitute legal advice, makes no legal conclusions, and asserts no finding of breach by any party.

I am writing to raise this matter as a formal complaint. The housing issue set out below has been reported previously and I have not yet been able to record a satisfactory resolution. I am therefore asking that this be handled under your formal complaints procedure. A full record of the issue, the evidence gathered, recorded health impacts, household circumstances and the history of contact to date is provided below for ease of reference.

Formal Complaint Position

Original Report Date: 2 January 2026

Days Since First Report: 157 days

Days Since Last Communication: 108 days

Days Since Last Portal Submission: 114 days

Current Status: Awaiting Response

Executive Summary

Automatically generated from information recorded by the resident. Not legal advice.

This case concerns a reported damp & mould issue at 14 Elmwood Court, Manchester. The matter has been recorded for 157 days and is currently "Awaiting Response". The resident has recorded 6 health impact entries, 8 items of evidence (6 photographs, 2 documents), 2 portal submissions, 5 logged communications and 3 household vulnerabilities.

Issue Type: Damp & Mould

Property: 14 Elmwood Court, Manchester

Duration: 157 days

Current Status: Awaiting Response

Health Impacts Recorded: 6

Evidence Recorded: 8

Previous Reports Recorded: 2

Vulnerabilities Recorded: 3

Why This Matter Requires Attention

- The issue has been recorded for 157 days and remains "Awaiting Response".
- Health impacts have been recorded for the household (6 entries).
- The household includes recorded vulnerabilities: Child under 5, Asthma, Pregnancy.
- 8 items of supporting evidence has been recorded.

- The resident has attempted contact: 2 portal submissions and 5 logged communications.

This summary is provided for context only to help the reader understand the case at a glance. It makes no legal conclusions.

Health & Occupant Impact Summary

Displays only information entered by the resident. Provided for context only — no legal conclusions are made.

This case includes:

- Symptoms reported by occupants
- GP attendance recorded
- Hospital attendance recorded
- Missed school recorded
- Medical concerns recorded
- Asthma / respiratory condition recorded in household

These factors may be relevant when assessing the urgency of this issue and the priority of a response.

<p>2</p> <p>SYMPTOMS</p>	<p>1</p> <p>MISSED SCHOOL</p>	<p>0</p> <p>MISSED WORK</p>
<p>1</p> <p>GP REFERENCES</p>	<p>1</p> <p>HOSPITAL REFERENCES</p>	<p>1</p> <p>MEDICAL CONCERNS</p>

Date	Type	Details
15 February 2026	Symptoms	Both children reporting sore throats and the adult occupant experiencing recurring headaches attributed to the damp environment.
8 February 2026	Hospital Visit	Attended out-of-hours service after the child struggled to breathe overnight; nebuliser administered.
27 January 2026	Missed School	Child kept off nursery for two days due to a severe asthma flare-up.
18 January 2026	GP Visit	GP appointment regarding the child's worsening asthma symptoms; damp housing noted as a likely contributing factor.
18 January 2026	Medication Change	Reliever inhaler dosage increased by GP following the appointment.
6 January 2026	Symptoms	Child (age 4) experiencing increased night-time coughing and wheezing, waking 3-4 times per night.

Requested Actions

The resident respectfully requests the following in relation to this housing issue:

- Investigation of the reported issues
- Written findings following the investigation
- Proposed remedial actions
- Timescales for any required works
- Ongoing communication regarding progress

Housing Issue Summary

Issue Type: Damp & Mould
Property Address: 14 Elmwood Court, Manchester
Date First Recorded: 2 January 2026
Days Open: 157 days
Current Status: Awaiting Response
Evidence Count: 8
Photo Count: 6
Document Count: 2
Portal References: NH-88213, MCC-2026-4471
Communications Logged: 5
Health Entries Logged: 6

Resident Concerns

Reproduced from the resident's own records. Accepted English translations are used where available.

Issue Description

Black mould first appeared on the north-facing external wall of the main bedroom in late December 2025 and has since spread across the wall behind the wardrobe, around the window reveals and onto a section of the ceiling. Despite wiping the affected areas with mould remover on numerous occasions, the mould returns within days. The bedroom is permanently cold and the window streams with condensation every morning, leaving the curtains and sill damp. The room is used by my two children, including my youngest who is four years old and has been diagnosed with asthma. We have had to move both children into the smaller second bedroom, which is now overcrowded, because the main bedroom is no longer safe to sleep in. The damp has also caused a musty smell throughout the flat and has begun to damage our furniture and the children's clothing stored in the affected wardrobe.

Portal Notes

- Logged the mould issue through the online repairs portal with photographs attached.
- Raised a health and safety concern with the local authority due to the lack of response from the landlord.

Communication Notes

- Reported the mould in the main bedroom and requested an inspection as soon as possible. Attached two photographs.
- Received an automated acknowledgement confirming a reference number but no inspection date.
- Called the repairs line and was told the case would be 'escalated' but given no firm date.

- Sent a follow-up email attaching the GP letter and explaining the impact on my child's asthma. Requested an urgent inspection.
- Received a letter stating an inspection would be arranged in due course, with no specific date provided.

Health Diary Entries

- Child (age 4) experiencing increased night-time coughing and wheezing, waking 3-4 times per night.
- GP appointment regarding the child's worsening asthma symptoms; damp housing noted as a likely contributing factor.
- Reliever inhaler dosage increased by GP following the appointment.
- Child kept off nursery for two days due to a severe asthma flare-up.
- Attended out-of-hours service after the child struggled to breathe overnight; nebuliser administered.
- Both children reporting sore throats and the adult occupant experiencing recurring headaches attributed to the damp environment.

Recorded Household Vulnerabilities

The information below has been provided by the resident to assist in understanding household circumstances.

- Child under 5
- Asthma
- Pregnancy

Additional notes

My youngest child (age 4) has clinically diagnosed asthma and uses a preventer inhaler daily. I am also currently 24 weeks pregnant. Both factors make continued exposure to damp and mould a serious concern for our household.

The following household circumstances have been recorded by the resident and may be relevant when considering the urgency and handling of this issue. This information is provided for context only.

- Household includes a young child (under 5).
- A household member has asthma or a respiratory condition.
- A household member is pregnant.
- 6 health impact entries have been recorded in relation to this issue.

Case Timeline

A chronology of the case, most recent first. Internal document-generation activity is omitted.

Date	Event	Details
20 February 2026	Response received	Letter received stating an inspection would be arranged, with no date confirmed.
14 February 2026	Complaint escalated	Health and safety complaint raised with Manchester City Council.
2 February 2026	Follow-up sent	Follow-up email sent to the repairs team with the GP letter attached.
18 January 2026	GP visit logged	GP appointment regarding asthma; damp housing noted as a contributing factor.

Date	Event	Details
10 January 2026	Acknowledgement received	Automated acknowledgement received from the housing association.
9 January 2026	Evidence uploaded	Initial photographs of the bedroom mould and window condensation uploaded.
6 January 2026	Health entry added	Child's worsening night-time asthma symptoms recorded.
2 January 2026	Issue reported	Mould in main bedroom first reported via landlord portal (Ref: NH-88213).

Communication History

4 communications have a supporting file uploaded by the resident. Uploaded files are listed in the Evidence Register.

Date	Method	Summary	From	Attachment
20 February 2026	Letter received	Letter confirming an inspection will be 'arranged'	Northside Housing Association	Yes
2 February 2026	Email sent	Follow-up email with GP letter attached	Sarah Thompson	Yes
28 January 2026	Phone call	Chased inspection appointment by phone	Sarah Thompson	—
10 January 2026	Email received	Automated acknowledgement of repair request	Northside Housing Association	Yes
2 January 2026	Email sent	Initial report of bedroom mould to repairs team	Sarah Thompson	Yes

Evidence Summary

6 PHOTOGRAPHS	2 DOCUMENTS	2 PORTAL SUBMISSIONS
2 ACKNOWLEDGEMENTS	5 COMMUNICATIONS	6 HEALTH ENTRIES

Evidence Register

Each item of evidence is assigned a unique reference for ease of identification.

Reference	Description	Date	Type
IMG-001	Black mould across the north-facing external wall of the main bedroom, behind where the bed previously stood.	9 January 2026	Photograph

Reference	Description	Date	Type
IMG-002	Heavy condensation pooling on the bedroom window sill, photographed at 7am before the room was ventilated.	9 January 2026	Photograph
IMG-003	Mould growth on the wall behind the children's wardrobe, with visible damage to stored clothing.	18 January 2026	Photograph
DOC-001	Letter from Dr A. Khan (Elmwood Medical Centre) confirming the child's asthma diagnosis and noting worsening night-time symptoms.	20 January 2026	Document
IMG-004	Mould spreading onto the bedroom ceiling in the corner above the window.	4 February 2026	Photograph
IMG-005	Damp and mildew on the lower edge of the bedroom curtains caused by ongoing condensation.	4 February 2026	Photograph
IMG-006	The smaller second bedroom where both children now sleep, showing the overcrowding caused by vacating the main bedroom.	10 February 2026	Photograph
DOC-002	Repeat prescription record showing increased reliever inhaler usage during January and February 2026.	12 February 2026	Document
COM-001	initial-report-email.png	2 January 2026	Communication (Email sent)
COM-002	repair-acknowledgement.pdf	10 January 2026	Communication (Email received)
COM-003	followup-email-with-gp-letter.png	2 February 2026	Communication (Email sent)
COM-004	inspection-letter.pdf	20 February 2026	Communication (Letter received)

Guidance Commonly Relevant to This Situation

The references below are provided for information only. They are general signposts to recognised UK housing standards and guidance relevant to this type of issue. They do not constitute legal advice, make no legal conclusions, and assert no finding of breach by any party.

- Awaab's Law (Social Housing (Regulation) Act 2023) — Introduces timescales for social landlords to investigate and address damp and mould hazards.
- HHSRS — Damp & Mould Growth Hazard — The Housing Health and Safety Rating System recognises damp and mould as a potential hazard category.
- Housing Ombudsman — Spotlight on Damp and Mould — Guidance encouraging a proactive approach to reports of damp and mould.
- Housing Ombudsman — Vulnerable residents — Guidance encourages landlords to take account of household vulnerability when responding to reports.
- HHSRS — Damp & Mould and respiratory health — The rating system recognises that damp and mould can carry heightened risk for occupants with respiratory conditions such as asthma.

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