



VENTILATION, COMPLIANCE AND RESIDENT WELLBEING

A Social Housing Provider's Practical Guide
to Welsh Housing Quality Standard and
Ventilation Solutions

INTRODUCTION

As a social housing provider, you carry the responsibility of protecting residents' health and wellbeing. With the Welsh Housing Quality Standard coming into effect on 1st April 2026, the pressure to act quickly on damp, mould, and other hazards has never been greater.

Short-term fixes are no longer enough, as lasting compliance depends on consistent, evidence-based solutions that deliver healthier, safer homes.

This guide is designed to help you prepare. Inside, you'll find practical guidance on meeting new regulatory requirements, proven approaches to tackling damp and mould, and strategies for building stronger compliance frameworks.

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UNDERSTANDING THE IMPLICATIONS OF THE WELSH HOUSING QUALITY STANDARD

Compliance isn't just about meeting standards - it's about creating trust, safeguarding communities, and delivering homes that people can feel safe in.

By focusing on effective ventilation, clear reporting, and timely response, providers can reduce complaints, strengthen accountability, and improve the quality of life for residents.

As the Welsh Housing Quality Standard comes into effect in April 2026, social housing providers must respond to damp, mould, and other serious hazards within tight timeframes (see table on next page).



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Action	Timeframe / requirement
Investigate hazards "assessed likelihood of imminent harm"	Within 24 hours
Remedy hazards "assessed likelihood of imminent harm"	Within 24 hours following investigation
Investigate hazards "with no assessed likelihood of imminent harm"	Within 10 working days
Remedy hazards "with no assessed likelihood of imminent harm"	Within 5 working days following investigation
A hazard that "will not be possible to remedy a hazard within the timescales above. In this case, a written summary plan must be provided to the tenant (hard copy or electrical)"	Within 5 working days

THE CONSEQUENCES OF NON-COMPLIANCE

Failing to meet the requirements of The Welsh Housing Quality Standard exposes social housing providers to significant legal, financial, and reputational risks. Providers must be able to demonstrate they have taken all reasonable steps to comply with the law.

Legal & regulatory risks

- **Civil action:** Tenants can take landlords to court for repair orders.
- **Housing Ombudsman:** Investigates complaints and can take enforcement action.
- **Regulator of Social Housing:** Has powers to investigate and impose sanctions, including penalties.
- **Fitness for human habitation claims:** Strengthened rights under the Landlord and Tenant Act 1985 (Section 10A) may lead to multiple claims.

Financial & reputational risks

- **Costly fines:** Substantial penalties for breaches of the law.
- **Reputation:** Failure to act on damp and mould can cause lasting harm to credibility and public trust.

Criminal liability

- **Health & safety offences:** In the most serious cases, where failures result in significant harm or death, landlords could face criminal charges.

Understanding key timelines, KPI expectations, and the potential consequences of non-compliance is essential for effective planning. Financial and reputational risks can be significant, but clear, structured processes help providers stay ahead.

Why The Welsh Housing Quality Standard?

The Welsh Housing Quality Standard (WHQS) sets clear expectations to ensure homes in Wales are safe, healthy, and fit to live in.

Its strengthened focus is informed by the tragic death of Awaab Ishak, aged two, who died in December 2020 due to prolonged exposure to mould in his family's rented home. His parents' campaign led to Awaab's Law, which introduced firm timescales and accountability for landlords to address serious hazards.

The Welsh Government has used the principles of Awaab's Law to raise standards through WHQS. From 1 April 2026, landlords in Wales are expected to act promptly, transparently, and effectively when issues such as damp and mould are identified. WHQS helps protect tenants' health, improves housing conditions and leads to safer homes across Wales.





THE HIDDEN CHALLENGES OF VENTILATION AND PROPERTY MAINTENANCE

Behind every case of damp and mould lies a complex mix of factors. Social housing providers are often balancing multiple pressures that make prevention and resolution more challenging than it first appears.

Root causes of condensation and mould

Condensation and mould rarely have a single cause, rather they arise from a combination of circumstances:

- **Cost of living pressures:** Many residents reduce heating or ventilation to save money, unintentionally creating conditions where moisture builds and mould thrives.
- **Resident behaviour:** Everyday lifestyle factors such as drying clothes indoors, poor air circulation, or blocking vents can increase risk.
- **Building design and maintenance history:** Older housing stock, insufficient insulation, and legacy maintenance practices can leave properties vulnerable to recurring problems.

Health implications

The consequences extend beyond property damage. Damp and mould can significantly affect residents' health:

- **Respiratory risks:** Conditions such as asthma, bronchitis, and chronic respiratory illness are directly linked to poor indoor air quality.
- **Mental health impacts:** Living with persistent damp and mould can cause stress, anxiety, and a reduced sense of security in the home.

Resource constraints

Addressing these challenges is made harder by systemic pressures:

- **Workforce shortages:** A lack of skilled engineers and maintenance teams makes it difficult to keep pace with demand.
- **Budget limitations:** Rising costs and competing priorities leave little flexibility for proactive upgrades or large-scale interventions.

Evolving resident expectations

Residents today are more aware of their rights, health implications, and the standards they should expect. Social providers are under increasing pressure to act quickly, provide clear communication, and deliver long-term solutions rather than short-term fixes. Meeting these expectations requires not only investment in technology but also in processes, partnerships, and resident engagement.



TECHNOLOGICAL SOLUTIONS FOR COMPLIANCE

At envirovent, we offer a complete, evidence-based, and compliant solution to help you prepare and act - now and into the future.

Our UK-manufactured products, expert assessments, and nationwide installer network provide social housing providers with timely, practical support to tackle condensation, damp, and mould challenges head-on. As well as supplying ventilation systems to third party contractors or supply chain wholesalers, we help you deliver on your duty of care with confidence and accountability.

Advanced ventilation technologies

With over 35 years of expertise, our award-winning ventilation systems help address condensation and mould at their source. Housing providers across the UK trust us to deliver solutions that improve living conditions and reduce ongoing maintenance costs.

Compliant, award-winning ventilation products to suit any property

The Infinity 8 extractor fan and ATMOS® PIV offer powerful, compliant moisture control with unique, market-leading designs. Infinity 8's filterless extractor fan ensures high performance and easy maintenance, while ATMOS® PIV delivers continuous filtered air to effectively prevent condensation and mould. Combined with intelligent remote monitoring from our partnership with Vericon, these solutions enable providers to proactively maintain healthier, safer homes for residents.



Our social housing solution

envirovent ventilation solutions + Vericon insights =
a proactive maintenance solution that gives you
confidence beyond compliance



FILTERLESS INFINITY

Filterless WC, Bathroom & Kitchen Extractor Fan

The Filterless Infinity Fan is designed and manufactured in the UK specifically for the rigours of social housing where there is a need to remove moisture and improve indoor air quality for all in the dwelling over the long term with minimal maintenance.

Comes with an unparalleled, no quibble 8-year maintenance-free and renewable warranty, datalogger, simple exchangeable cartridge and variable speed control.



• 2025: Building Communities awards - Winner: **Innovative Product of the Year**



• 2025: Shortlisted - ASCP **Product of Year**

Our ventilation solutions are easy to install and space-saving to stock, as Infinity 8 is suitable for multiple property conditions, meets building regulations and helps to improve first time fix and meet compliance.

Positive feedback from customers:

- Easy to fit
- Help with compliance
- Help with condensation action and mould issues





ATMOS® RANGE

Energy efficient condensation-control that transforms a stagnant and stale atmosphere into a fresh and healthy environment, ATMOS® PIV delivers continuous filtered air to effectively prevent condensation and mould.

- ATMOS® draws air from outside and filters it before pushing it down into the home.
- Filtered air gently circulates around your property, reducing the pollutants and irritants that can cause illness and allergies.
- Humidity levels are reduced to help combat condensation and mould.
- 10-year warranty reduces ongoing maintenance costs



RANGE OF VENTILATION SOLUTIONS

As a UK manufacturer our product range also includes MVHR, MEV, dMEV and ducting solutions, designed to deliver good indoor air quality all year round.

Our range of MVHR units supply fresh, filtered air while removing stale, moist air. With efficiency levels often exceeding 90%, our MVHR solutions help lower heating bills while creating a comfortable, healthy, and well-ventilated living environment. Our free ventilation design service will also provide detailed technical drawings to fully comply with your project needs and the latest building regulations.



REMOTE ENVIRONMENTAL DATA LOGGING

In partnership with Vericon, we provide access to real-time data on relative humidity levels and temperature levels, so that you can take a proactive approach to your housing stock, with 24/7 access to the Vericon Ecosystem highlighting properties at risk where preventative measures can be taken.

- MultiDot sensors are located in specific problem areas. Providers can remotely monitor property conditions and are alerted to high humidity levels.
- Alerts providers when heating or moisture levels are likely to encourage the growth of mould so they can fix issues before they escalate.
- Realtime reporting helps providers meet their reporting obligations with a complete audit trail of actions to demonstrate compliance.
- Using connected technology to monitor damp and mould can help reduce health risks, prevent property damage and save you time and money.
- Help mitigate complaints and disrepair cases, with data, evidence-based results and auto generated compliance reports. issues





A COMPREHENSIVE SUPPORT MODEL

envirovent equips your teams or contractors with the right solutions, skills, expert guidance, and ongoing support and training needed to close compliance gaps and improve resident wellbeing consistently. **It's more than technology, it's partnership.**

Providers working with us experience faster issue resolution, fewer complaints, and greater regulatory assurance. Ventilation isn't just another box to tick - it's a critical tool in delivering safer, healthier homes and meeting regulatory demands with certainty.

Help and support with disrepair

Expert support, free property surveys and ventilation solutions, like our ATMOS® PIV range, with up to 10-year parts and labour guarantees makes us the UK's first choice ventilation partner.

Reactive maintenance

Products like our ATMOS® Loft and the Infinity 8 Extractor Fan, with exchangeable cartridge system, we're on hand with long-term reactive maintenance solutions for you and your properties.

Retrofit & WH:SHF solutions

Every property is different which is why the right ventilation solution is vital. With over 35 years' experience, you can trust we'll develop the right ventilation strategy for you.

Capital investment projects

Enjoy savings year after year, on your planned works and major capital works with our ventilation solutions that are built to out-perform your asset plan.

Expert installations team with nationwide coverage

Finding a trustworthy and qualified person to install and commission your ventilation system can be a difficult process and time consuming.

That's why we offer our very own nationwide expert installation service throughout the UK who specialise in installing ventilation systems to meet different property types and conditions. Trained in providing the highest level of customer service and with an intimate knowledge of our products and complexities of ventilation system installation, testing and commissioning.

Using fully trained, accredited engineers gives social housing providers confidence that every installation is compliant, safe, and audit-ready. Dedicated planning controllers manage scheduling and communication,

keeping both landlords and residents informed throughout the process, while Which? Trusted Traders endorsement and strict workmanship standards ensure quality and trust.

Our installers ensure the ventilation system is installed to meet the exact requirements of your project and building regulations:

- Ensures your ventilation installations are done by accredited people, adhering to building regs, which strengthens legal defensibility.
- Helps reduce risk of non-compliance due to poor installation or lack of proven commissioning/ documentation.
- Supports swift resolution and record-keeping (e.g. proof of installation, who did it, when, compliance of system) - all of which matter under tighter regulatory regimes.



Bespoke training for your own in-house teams

We offer ongoing education, accreditation and support from our team of experts, including:

- 1. NICEIC Ventilation Course:** Gain accredited skills to design, install, and commission ventilation systems with confidence, ensuring every project meets the highest standards.
- 2. CPD accredited Condensation & Mould Workshop:** Protect your housing stock and safeguard resident wellbeing with proven strategies to tackle damp, condensation, and mould at the source.
- 3. CPD accredited Domestic Ventilation Workshop:** Empower your in-house teams with the knowledge and best practice needed to deliver compliant, efficient ventilation solutions.
- 4. Call Centre training:** Equip customer service teams with the expertise to resolve ventilation queries quickly, boosting resident satisfaction and reducing follow-up calls.
- 5. Part F Building regulations training:** Stay ahead of compliance requirements with clear, practical guidance on the latest Approved Document F standards.



FUTURE-PROOFING YOUR PROPERTY PORTFOLIO

Anticipating regulatory changes

The regulatory landscape for social housing is tightening, with damp and mould now a central focus under The Welsh Housing Quality Standard. But this is only the beginning. Emerging trends suggest greater emphasis on environmental performance, indoor air quality, and tenant wellbeing.

Future compliance requirements are likely to include stricter energy efficiency standards, mandatory data reporting, and increased transparency in how providers respond to hazards. Preparing now will help you stay ahead of these shifts.

Strategic compliance approach

Meeting today's deadlines is essential, but sustainable compliance demands a proactive mindset. Rather than reacting to resident complaints or inspection failures, leading providers are embedding preventative maintenance programmes that spot risks early and reduce long-term costs.

Investing in proactive strategies - regular property health audits, structured ventilation upgrades, and predictive maintenance - ensures consistent compliance, fewer

emergency repairs, and improved resident satisfaction.

Technology roadmap

Technology is a critical enabler for future compliance. Upcoming innovations include connected ventilation systems with real-time monitoring, predictive analytics that flag risks before they escalate, and digital platforms for streamlined resident communications and record-keeping.

Committing to continuous improvement and technology adoption helps providers move beyond "box ticking" into delivering lasting, healthy homes. A clear technology roadmap ensures your housing stock remains compliant, efficient, and resilient against future regulatory demands.

The regulatory landscape for social housing is tightening, **with damp and mould now a central focus** under The Welsh Housing Quality Standard.



THE WELSH HOUSING QUALITY STANDARD COMPLIANCE CHECKLIST

1. Hazard identification & investigation



- Do you log reports of damp, mould, or other HHSRS hazards as soon as you become aware?
- Are hazards assessed to confirm whether they present a significant risk?
- Are hazards with imminent harm investigated within 24 hours?
- Are hazards with no imminent harm investigated within 10 working days?

2. Remedial action & timelines



- Are hazards made safe as soon as possible where imminent harm is identified?
- Are imminent-harm hazards remedied within a further 24 hours?
- Are other significant hazards remedied within 5 working days of investigation?

3. Delays & Summary Plans



- Where timescales cannot be met, is a written summary plan issued?
- Is the summary plan issued within 5 working days?

4. Tenant Communication



- Are tenants kept informed throughout investigation and works?
- Are tenants given safety advice while issues remain unresolved?

5. Records & Readiness



- Are records kept of reports, investigations, works, and communications?
- Do staff and contractors understand their WHQS Element 1c responsibilities?

FROM PREDICTIVE SOLUTIONS TO PROVEN PROTECTION – WE’VE GOT YOU COVERED

Providers working with us experience faster issue resolution, fewer complaints, and greater regulatory assurance.

Ventilation isn’t just another box to tick - it’s a critical tool in delivering safer, healthier homes and meeting regulatory demands with certainty.

Stay compliant and in control, to meet the needs of The Welsh Housing Quality Standard and beyond, with certified ventilation, real-time monitoring, retrofit expertise, and training from envirovent and Vericon.

5 STEPS TOWARDS COMPLIANCE



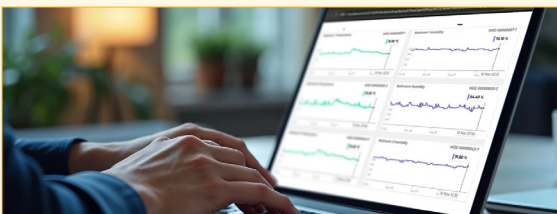
Step 1: Request a survey

It all begins with a simple property survey request to envirovent, putting expert support in motion.



Step 2: On-Site specialist visit

At a time that suits the provider and the resident, one of our Ventilation Specialists visits the property to conduct a detailed condensation and mould survey.



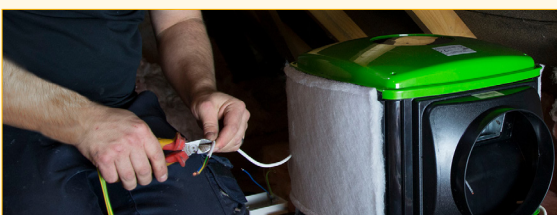
Step 3: Insightful reporting & recommendations

The provider receives a clear property report and, if needed, a tailored quotation for ventilation solutions designed to resolve any issues.



Step 4: Expert workshops & installation

If workshops or training are requested, a fully qualified Ventilation Engineer delivers them, ensuring best practice and compliance.



Step 5: Lasting results

The chosen envirovent solution is installed, leading to healthier air, fewer problems, and ultimately, happier residents.



WHY ENVIROVENT?

Positive Outcomes for Social Providers:

- Legal compliance with The Welsh Housing Quality Standard
- Reduced risk of disrepair claims
- Healthier, safer homes for residents
- Built-in data logging offers real time proactive and actionable information direct from the property
- Supports compliance with The Welsh Housing Quality Standard, documented audit trail with environmental data from Vericon Systems
- Cost-effective long-term ventilation strategy
- 8-year warranty on Infinity 8- and 10-year warranty on ATMOS PIV reduces long-term maintenance costs
- Access to network of qualified local experts providing national coverage
- Ongoing education, accredited training, and support
- Our award-winning range includes extractor fans, PIV, MEV, dMEV, MVHR and ducting solutions, designed to deliver good indoor air quality all year round

TAKE CONTROL OF CONDENSATION, MOULD & DAMP - FAST

Request a **Free Property Survey** today and get professional support you can trust.

One of our local envirovent ventilation experts will work with you to understand your unique situation and arrange a survey at a time that suits you. Our specialists are fully trained to provide clear advice and practical solutions designed to significantly reduce condensation and mould.

What our Free Property Survey includes:

- On-site assessment of any condensation, damp, or mould issues in your property
- Accurate readings of relative humidity levels to pinpoint problem areas
- Identification of underlying causes with tailored recommendations for effective solutions



Take the first step with no obligation -

call **01423 810 810**, email

customer@envirovent.com

or **visit our website.**



Our Social Housing Team is one of the UK's largest providers to Social Housing Associations and City Councils.

We can help with compliance on standards and regulations, free property survey and ventilation design services, and information on our wide range of products to suit any project.



James Kane,

Head of Sales, Social Housing

"With The Welsh Housing Quality Standard driving tenant expectations and making compliance non-negotiable, we're here to partner with social housing providers - **combining award-winning products with expert knowledge, certified ventilation, real-time monitoring, and training.** Whether it's new installations, supply or retrofit projects, we've got you covered."

Kenny Ransome,

Technical Surveyor at Selby District Council

"We were recommended this service as a quick and efficient way to deal with condensation and mould affecting our housing stock. **It's a brilliant service that we are very happy with, it has eradicated countless cases of condensation and mould from our properties.**"

Darren Ibell,

Head of Asset Management & Development at Broxtowe Borough Council.

"Having worked with Envirovent for a number of years and consistently specified their products across numerous work streams, **I continue to see the benefits of their range of ventilation products in social housing settings.**

In recent years, disrepair claims have rocketed. This has left many providers inundated with claims. Many don't have the time or resources to adequately respond to these claims or defend themselves due to a lack of evidence to rebuff allegations, leading to significant financial loss and an impact on core services, such as repairs. The new Infinity model, and its running time data counter loggers, has provided a significant source of information. This is because the Datalogger helps to determine if a fan has been tampered with, or shut off for any period of time.

The added benefit is that the new internal fan unit will fit in existing Infinity fan housings, meaning it is simply the replacement of the cartridge, rather than the whole unit, reducing costs, and minimising disruption to customers. Win, win!!"

WHY ENVIROVENT? THE PROOF BEHIND OUR PROMISE

- **As a UK manufacturer with our own in-house installation team, we provide a complete service** – from expert system design and technical support to installation and aftercare. Our award-winning range includes extractor fans, PIV, MEV, dMEV, MVHR and ducting solutions, designed to deliver good indoor air quality all year round..
- **Trusted Market Leader in social housing ventilation for over 35 years**, and one of the UK's largest providers to Social Housing Associations and City Councils.
- **Compliant, Award-winning Products:** Infinity 8 extractor fan and ATMOS® PIV offer powerful, compliant moisture control with unique, market-leading designs. Infinity 8's filterless extractor fan ensures high performance and easy maintenance, while ATMOS® PIV delivers continuous filtered air to effectively prevent condensation and mould. Combined with intelligent remote monitoring from our partnership with Vericon, these solutions enable providers to proactively maintain healthier, safer homes for residents.
- **Proactive Risk Identification** as the long-lifecycle, precision-engineered Infinity 8 has built-in data logging, complemented by Vericon's MultiDOT sensors that monitor humidity and temperature levels in key areas, alerting housing providers to potential risks before they escalate.
- **Regulatory Compliance Support** aids housing providers in meeting regulatory requirements, including compliance with The Welsh Housing Quality Standard, by offering robust and tailored products with built-in automated data logging and enhanced reporting features, ensuring properties are maintained according to legal standards.
- **Seamless Integration with Existing Systems:** envirovent's ventilation solutions integrate seamlessly with Vericon's platform, delivering a cohesive system that enhances property management without requiring major infrastructure changes.
- **Delivers Full-service Support:** One of the few providers delivering integrated technology, installation service, free site surveys, condensation & mould reports, and data through a local ASM network, backed by national installation capability for consistent, expert service.
- **Provides Comprehensive Accredited Training:** CPD accredited training & NICEIC ventilation course, Part F training from our team of experts.





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