

A young child with blonde hair is looking out a window. The window glass is covered in condensation, suggesting a cold or humid environment. The child is pointing towards the window. The background is a bright, overcast sky.

VENTILATION, COMPLIANCE AND RESIDENT WELLBEING

A Practical Guide to Welsh Housing Quality
Standard and Ventilation Solutions for
Landlords and Letting Agents

INTRODUCTION

As a Landlord or Letting Agent, 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.

CONTENTS

Understanding the implications of Welsh Housing Quality Standard	4
The consequences of non-compliance	6
The hidden challenges of ventilation and property maintenance	7
Solutions for compliance	9
A comprehensive home survey service	12
Future-proofing your property portfolio	14
Welsh Housing Quality Standard compliance checklist	15

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, landlords 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, landlords 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 landlords to significant legal, financial, and reputational risks. Landlords 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.
- **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 landlords 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. Landlords 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. Landlords 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.



SOLUTIONS FOR COMPLIANCE

At envirovent, we offer a complete, 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 landlords 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. Landlords 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 Cyclone 8 extractor fan and ATMOS® PIV offer powerful, compliant moisture control with unique, market-leading designs. Cyclone 8's filterless extractor fan ensures high performance and easy maintenance, while ATMOS® PIV delivers continuous filtered air to effectively prevent condensation and mould, enabling landlords to proactively maintain healthier, safer homes for residents.





CYCLONE 8

Filterless WC, Bathroom & Kitchen Extractor Fan

The Cyclone 8 is a major advancement in extractor fan technology, designed to deliver high performance in controlling humidity levels in kitchens, bathrooms and utility rooms using the lowest energy consumption.

Incorporated within the Cyclone 8 is the intelligent vapour tracking control, which constantly monitors the humidity level. As humidity rises and falls, the motor speed rises and falls in direct correlation..



• 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 Cyclone 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.



A COMPREHENSIVE HOME SURVEY SERVICE

envirovent provides landlords and letting agents with a dedicated, evidence-based home survey service designed to identify the root causes of condensation, damp, and mould quickly and accurately.

Our national network of ventilation specialists ensures every survey is carried out with consistency and professionalism.

A home survey is the first essential step in understanding what is really happening inside a rental property. Our specialists measure humidity levels, assess mould, moisture, ventilation and airflow, and recommend the right solution for you. This approach helps landlords minimise future callouts, prevent recurring issues, and maintain homes that remain safe, healthy, and legally compliant.

With more than 35 years of experience diagnosing property ventilation problems, we help landlords and letting agents reduce maintenance costs and improve resident satisfaction.

What our home surveys deliver

- A convenient on-site assessment arranged at a time that suits you and the resident
- Accurate readings of humidity, temperature, and airflow to pinpoint root causes
- Straightforward next steps, from recommended ventilation solutions to practical advice
- Report outlining the findings, test results and recommendations, along with clear next steps for installation or any required remedial work

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 landlords 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.



FUTURE-PROOFING YOUR PROPERTY PORTFOLIO

Anticipating regulatory changes

The regulatory landscape for landlords 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 landlords 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 housing 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.

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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?



WHY ENVIROVENT?

Positive Outcomes for Landlords and Letting Agents

- Legal compliance with The Welsh Housing Quality Standard
- Healthier, safer homes for residents
- Prevent Condensation and Mould
- Cost-effective long-term ventilation strategy
- 8-year warranty on Cyclone 8- and 10-year warranty on ATMOS PIV reduces long-term maintenance costs
- Free, no obligation home surveys
- Access to network of qualified local experts providing national coverage
- Which? approved installers
- 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

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or **visit our website.**



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