



STUDENTS
ORGANISING FOR
SUSTAINABILITY
UNITED KINGDOM

LANDLORD LETTER TEMPLATE FOR REPORTING ENERGY ISSUES

Hello [NAME],

I hope you are well.

DRAUGHTS ISSUES

As you are aware, the current energy crisis is a source of worry for many at the moment. Alongside my housemates, I am concerned about the potential level of our energy bills this winter, and would therefore like to ask for repair work that would improve the energy efficiency of our home at [ADDRESS], and help keep us warm.

I have recently noticed that

OPTION 1: REQUESTING REPAIR TO EXISTING SEALANT

- the sealant around the window in [ROOM] is no longer secure. I can see gaps in it and/or I can feel the outside air coming in through the frame.
- the sealant around the front/back door is no longer secure. I can see gaps in it and/or I can feel the outside air coming in through the frame.

The disrepair may cause more damage to the window/door frame if it is not fixed as soon as possible.

Please contact me to arrange a time for the repairs.

OPTION 2: REQUESTING INSTALATION OF DRAUGHT EXCLUDING MEASURES

- the window in [ROOM] is leaky. I can see gaps in the frame when the window is closed and/or I can feel the outside air coming in through it. Would it be possible to install draught-proofing strips to the frame?
- the front/back door is leaky. I can see gaps in the door frame and/or I can feel the outside air coming in through it. Would it be possible to install draught-proofing strips and door sweeps to the frame, a keyhole cover, and a draught excluder to the letterbox to eliminate this?

Please contact me to discuss whether and when this could be done.

I look forward to hearing from you as soon as possible.

VENTILATION/DAMP ISSUES

I am getting in touch to inform you about the conditions in our home at [ADDRESS].

OPTION 1: REPORTING MOULD/DAMP/CONDENSATION

There is a substantial problem with mould/damp/condensation in [ROOM, LOCATION IN THE ROOM]. Please find photos attached [attach photos].

This has been an issue since [MONTH/we moved in in MONTH] and as a result [the wallpaper is peeling/the paint is bubbling or cracking/the floorboards, skirting boards or windowsills are rotting/the furniture, carpet or curtains got damaged]. We believe the source of the damp is [a leaking external gutter/leak in the ceiling/lack of extraction in the bathroom and/or kitchen/poor insulation] leading to a [very cold property/breakdown of the dampproof course].

It is also affecting the mental health and comfort of [MYSELF/ AND MY HOUSEMATES] as I/we feel stressed about the situation, and I am/we are worried it will lead to physical health issues, too. Damp and mould are known to cause breathing issues, allergic reactions, or even asthma, and studies have shown it can be associated with depression as well.

You can also add the below paragraphs from Fix My Block that refer to the law if you feel that your friendly email will not result in resolving the issue or if this is not the first time when you are contacting your landlord about the problem.

[Text for English and Welsh tenants: As you will be aware, it is the duty of the landlord under the Landlord and Tenant Act 1985, section 11 to keep accommodation in good order, and under the Homes (Fitness for Human Habitation) Act 2018 to keep rented accommodation free from dampness prejudicial to the health of the occupants. The Housing Health and Safety Rating System, introduced under the Housing Act 2004 also outlines hazards that landlords must address, and these include mould and damp.]

[Text for Scottish tenants: As you will be aware, the landlord of a Scottish secure tenancy (or a Short Scottish secure tenancy) under the Housing (Scotland) Act 2001 is required, by schedule 4 of that Act, to keep the house “in all respects reasonably fit for human habitation” throughout the tenancy.]

The mould/damp/condensation will cause [more] damage to the property if the issue is not resolved urgently, so I look forward to hearing from you at your earliest convenience to discuss the way forward to rectify this issue.

OPTION 2: ISSUES WITH EXTRACTOR FANS

- I am getting in touch to let you know that the extractor fan in the kitchen/bathroom has stopped working [today] at our home at [ADDRESS].

[If you don't have a window in the kitchen/bathroom or it's not openable: As there isn't a window in the kitchen/bathroom/As it isn't possible to open the window in the kitchen/bathroom, a working extractor fan is necessary as per the Building Regulations Document F.]

- I recently noticed the bathroom/kitchen extractor fan has not been working effectively at our home at [ADDRESS]. It is taking longer than before to remove the moisture from the air after a shower/after cooking. It is still making a sound, however when I did a toilet paper test on it, it didn't stay attached to the fan. It seems to either need servicing or replacing.

[If you don't have a window in the kitchen/bathroom or it's not openable: As there isn't a window in the kitchen/bathroom/As it isn't possible to open the window in the kitchen/bathroom, a working extractor fan is necessary as per the Building Regulations Document F.]

Please contact me to arrange a time for the repairs.

I look forward to hearing from you as soon as possible.

HEATING/HOT WATER ISSUES

OPTION 1: NO HOT WATER/HEATING

Please note: Total loss of heating, hot water, or both should be classed as an urgent or emergency repair. Phone your landlord/letting agency as soon as possible to report it, and then follow up in writing.

Hello [NAME],

We have just spoken on the phone about the lack of heating/hot water at [ADDRESS]. We agreed that [DESCRIBE WHAT YOU AGREED ON, E.G. you will send an engineer over within the next hour to investigate the issue].

I look forward to having this issue fixed.

I am getting in touch to let you know about the issues with (a) radiators(s) at our home at [ADDRESS].

OPTION 2: RADIATOR(S) NOT HEATING UP (/FULLY)

- The radiator(s) in [ROOM(S), LOCATIONS] is/are only heating up at the bottom/top. I believe it needs bleeding/cleaning inside, as there is probably air/sludge trapped in it.
- The radiator(s) in [ROOM(S), LOCATIONS] is/are not heating up at all when the heating is on, despite the radiator valve being turned on, even on the highest setting.

This needs to be fixed urgently, as it is my/my housemate's bedroom, and it is currently very cold in there [mention the temperature if you have an internal thermometer].

Please contact me as soon as possible to arrange a time for the repairs.

OPTION 3: ISSUES WITH RADIATOR VALVES

- The radiator valve(s) on the radiator(s) in [ROOM(S), LOCATIONS] is broken. It does/They do not turn, and is/are stuck on [SETTING], making it impossible to regulate the temperature in the room(s).
- The radiator valve(s) on the radiator(s) in [ROOM(S), LOCATIONS] is leaking. I noticed it [WHEN], it is [DESCRIBE THE LEAK, E.G. a steady trickle/a leak that starts when we turn the heating on etc.].

Please contact me as soon as possible to arrange a time for the repairs.

- There is/are no radiator valve(s) on the radiator(s) in [ROOM(S), LOCATIONS], making it impossible to regulate the temperature in the room(s).

Could we please have the valve(s) installed?

I look forward to hearing from you as soon as possible.

LOFT INSULATION REQUEST

Please note: Check your EPC to find out if your house already has loft insulation or how much loft insulation it has. The recommended depth of mineral wool insulation is 270mm. The EPC can also give you information on the potential impact of loft insulation on your home's space heating demand.

As you are aware, the current energy crisis is a source of worry for many at the moment. Alongside my housemates, I am concerned about the potential level of our energy bills this winter, and would therefore like to ask for work that would improve the energy efficiency of our home at [ADDRESS], and help keep us warm.

I know from our home's EPC that there is currently no loft insulation in place/that our loft insulation is currently only [say how many]mm thick, while the recommended depth of mineral wool insulation is 270mm. According to the EPC [check that this is indeed the case for your EPC], insulating the loft is one of the recommended measures for improving energy efficiency of our home and could result in a significant energy bill saving for us.

It is affecting the mental health and comfort of [MYSELF/MY HOUSEMATE] as my/their top floor bedroom is significantly colder than the other rooms [mention the temperature if you have an internal thermometer].

Would it be possible to install [MORE] insulation in our loft ?

Please contact me to discuss whether and when this could be done.

I look forward to hearing from you as soon as possible.