



Emma Rashid

14 Beechwood Rise, Sampleford, SF1 2XT

Damp and mould · Case ref: TS-SAMPLE-0001 · Generated 8 July 2026

OVERVIEW

Emma Rashid raised a damp and mould complaint about their home at 14 Beechwood Rise, Sampleford, SF1 2XT. The issue was first reported to the landlord on 10 January 2026. A Stage 1 complaint is open; the landlord's response is due by 10 April 2026.

STAGE 1 — FORMAL COMPLAINT

Generated: 25 March 2026 | Sent: 25 March 2026

14 Beechwood Rise

Sampleford

SF1 2XT

25 March 2026

Customer Services

TenantSafe Test HA

Dear Sir or Madam,

FORMAL COMPLAINT — DAMP AND MOULD AT 14 BEECHWOOD RISE, SAMPLEFORD, SF1 2XT

I am writing to make a formal complaint about the persistent damp and black mould at the above property, which I have been reporting to you since November 2025 without any substantive response.

The problem, which now covers the bedroom ceiling and two external walls, poses a direct health risk. My GP has confirmed in writing that my youngest child's recently diagnosed respiratory condition is linked to the damp conditions in our home.

Despite a verbal report in November 2025 and a written report in January 2026, no inspection has been arranged and no remedial works have been carried out.

I am writing formally under your complaints procedure and expect a response within 10 working days, in accordance with the Housing Ombudsman's Complaint Handling Code.

Yours faithfully,

Emma Rashid

CASE TIMELINE

Issue first reported to landlord 10 January 2026

Reported damp and mould verbally to the housing office. Was told to submit in writing.

Formal complaint submitted (Stage 1) 25 March 2026

Formal Stage 1 complaint submitted. GP letter attached evidencing child's respiratory symptoms.

CASE SUMMARY

Tenant

Emma Rashid

Property address

14 Beechwood Rise, Sampleford, SF1 2XT

Issue category

Damp and mould

First reported to landlord

10 January 2026



Stage 1 submitted

25 March 2026

Stage 1 deadline

10 April 2026

Stage 1 response

—

Stage 2 submitted

—

Stage 2 deadline

—

Stage 2 response

—

Ombudsman referral

—

Resolved

—

Case opened

25 March 2026

Full description

Black mould and persistent damp have been spreading across the bedroom ceiling and two external walls since October 2025. Despite reporting this verbally in November and then formally in writing in January 2026, no inspection has been arranged. My youngest child has developed respiratory problems and the GP has written to confirm a link to the damp conditions.

This document was generated by TenantSafe and is intended for the use of the named tenant only. It is not legal advice. For legal advice, contact Citizens Advice (citizensadvice.org.uk) or Shelter (shelter.org.uk).