



We want your home to be safe and free from damp, condensation and mould.
That's why we want you to report it as soon as you notice it.

All homes and buildings can be affected, and if left untreated, this can affect health conditions and damage belongings.

In this leaflet, you will find out:

- The causes of damp, mould and condensation
- How we can tackle damp and mould together



DAMP, CONDENSATION, MOULD - WHAT'S THE DIFFERENCE?

It is important to understand the difference so the right action can be taken.



DAMP IS CAUSED BY:

A fault in the property structure that is allowing water to come in. This can be called penetrating damp or rising damp.



CONDENSATION IS CAUSED BY:

Too much moisture held in the air circulating indoors. This moisture can create water droplets on internal surfaces.



MOULD GROWTH IS CAUSED BY:

Too much moisture creating damp or wet conditions, on surfaces or in the air. Mould needs water to grow and thrives in these conditions.

WHAT HAPPENS WHEN YOU REPORT DAMP AND MOULD?

We take damp and mould seriously because we know it can affect your health. Every case is treated individually, there's no one-size-fits-all.

- One of our surveyors will call round within 10 days
- They'll check things out and agree with you what happens next

Depending on what they find, we might:

- Sort the damp and mould directly
- Do some repairs or improve your ventilation
- Bring in a specialist if needed
- Share tips to help stop it coming back



CHANGES TO THE LAW

Awaab's Law changed how landlords respond to damp and mould, making sure action is taken quickly, and tenants are kept informed. It is named after Awaab Ishak, a child who sadly died due to mould in his home.

TIMESCALES AND NEXT STEPS

FOR AN EMERGENCY HAZARD, WE WILL:

- Make the problem safe, start repairs, or provide temporary accommodation, if needed, within 24 hours

FOR SIGNIFICANT DAMP OR MOULD, WE WILL:

- Check the problem within 10 working days
- Let you know what we found within 3 working days
- Start repairs within 5 working days and finish them within 12 weeks



KEEPING YOU INFORMED

When you report a problem, we'll give you a written action plan explaining:

- What we'll do
- When we'll do it
- How we'll keep you updated

If repairs can't be done safely or on time, we'll arrange temporary accommodation until your home is safe.

HELPING PREVENT DAMP AND MOULD

Damp and mould can occur for many reasons. It's important to identify the cause so the right course of action can be taken to rectify it.

THE OUTSIDE OF YOUR HOME



BRICKWORK:

Is the mortar and pointing in good condition?

Is there any green colouring to bricks at ground level?



GUTTERS, DOWNPIPES AND OVERFLOWS:

Are they properly fixed to the wall or roof?

Are there any leaks?

Does the brickwork nearby look wet?



WINDOW FRAMES:

Is there any sign of damage on the outside of the frames?

THE INSIDE OF YOUR HOME

- Is there a lot of water forming on cold surfaces such as windows?
- Does water leak into your home when it rains?
- Is a powdery substance forming on your plaster?
- Is wallpaper coming away from the wall?
- Do you have any mould growing on surfaces, carpets or other belongings?



If you notice anything that doesn't look right on the inside or outside of your home, please **report it as soon as you see it by calling us on 0300 111 0000**. Putting things right quickly can help prevent damp occurring.

REDUCING THE IMPACT OF DAMP AND CONDENSATION

If you suspect damp, condensation or mould could be present inside your home, there are things you can do to reduce their impact:

- Report your concerns to us immediately so we can check the situation
- Clean any mould growth using a household mould-cleaning product
- Check the extractor fans in your kitchen and bathroom are working and turned on. Tell us if you do not have working extractor fans
- Tell us if you are not able to heat your home so we can provide details of available support
- Leave a gap between your furniture and external walls

TIPS TO REDUCE THE LEVEL OF MOISTURE IN YOUR HOME:

- Close internal doors when cooking or showering
- Cover saucepans when cooking
- Wipe away water that builds up on windows and other surfaces
- Dry clothes outside if possible
- Ensure tumble dryers are installed and operated correctly
- Open windows for an hour when you get up (or as long as you can)



We can offer help and advice on managing condensation in your home when we visit, or call to discuss it with us on 0300 111 0000.

We're committed to helping you live in a healthy home. If you are experiencing problems with damp and mould in any part of your home:



- ☎ Call us on 0300 111 0000
- ✉ Email us at customerenquiries@wchg.org.uk
- 🖱 Visit our website www.wchg.org.uk or use our app
- 👤 In-person at Wythenshawe House, 8 Poundswick Lane, Wythenshawe, Manchester, M22 9TA