

KEEPING YOUR HOME HEALTHY BY TACKLING DAMP AND MOULD



We want you to live in homes that are 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 in the air creating damp and wet conditions. Mould needs water to grow and spread so thrives in these conditions.

Do you need this guide translated or in a more accessible format?

Please email inclusionanddiversity@wchg.org.uk or call 0800 633 5500.

WHAT HAPPENS WHEN YOU **REPORT DAMP AND MOULD** IN YOUR HOME?

Every report of damp and mould is treated on an individual basis. We will visit you at home within 10 days of you telling us about the damp and mould.

If damp and mould is found throughout your home we will consider the level of risk it presents to your wellbeing and agree with you on the best way of managing this.

HOW WE WILL TREAT DAMP AND MOULD

A Property Surveyor will visit you at home. They will:

- Assess the damp and mould present
- Inspect your home for property defects
- Check that you have working extractor fans in your kitchen and bathroom
- Make sure you have the support and guidance you need, including advice on how you can clean and prevent minor occurrences of mould eg. on window frames
- Agree any next steps needed

Depending on what we find we will do one or more of the following:

- Make an appointment for the in-house team to complete damp and mould treatment work. This may require more than one visit
- Make an appointment to carry out repair work needed to address penetrating or rising damp, or install more ventilation where needed
- Make a referral to one of our damp and mould specialist contractors to treat the mould



If you think you might have damp and mould in your home, the quicker you report it the quicker we can treat it. Please call us on 0800 633 5500.

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?

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 0800 633 5500.** Putting things right quickly might help prevent damp occurring.

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?



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:

- Cover saucepans when cooking
- Close internal doors when cooking or showering
- Dry 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 (or as long as you can) when you get up

We can offer help and advice on managing condensation in your home when we visit, or call to discuss it with us on 0800 633 5500.

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WCHG is determined to help customers live in healthy homes. If you are experiencing problems with damp and mould in any part of your home, please call us on 0800 633 5500, email customerenquiries@wchg.org.uk or visit us in person at any of our offices.