

If you report damp or mould

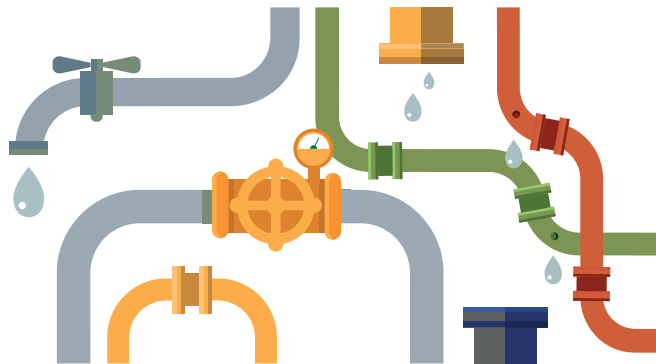
We will take the following steps:

- visit to assess the problem
- assess how severe it is and what, if any, risks it might mean for your household
- tackle the problem promptly, treating it with urgency if there are concerns about the health of anyone in your home
- appoint a specialist to fully investigate the problem and complete all the works recommended in their report.

We will also send out a qualified specialist to clean, treat and remove the mould, if appropriate.

If it is an emergency case we will make sure your household members are safe within 24 hours.

We will reinspect your home six months after works are completed to make sure the problem has been properly resolved.



Our best advice is: ventilate

The air in your home needs to be replaced to keep humidity levels consistently down.

As well as following the advice listed left, keeping your windows ajar for as little as 20 minutes a day can lower condensation or in some rooms may stop it altogether.

Opening the windows will also clear a lot of trapped air out and bring in fresh air. And it will take outside mould spores and the viruses that thrive in humid conditions.



DAMP AND MOULD



What causes damp and mould?

Damp is caused by moisture building up in part of your building. It might show as a wet patch, a stained wall or peeling wallpaper.

It could be caused by a leak, a problem with part of the building's structure or a lack of ways for moisture to escape your home when it builds up.

Damp can cause mould, which might look like black, white or green patches.

Your home should be built and maintained to deal with moisture caused by normal activities for a household suited to your home's size and location.

Tasks like cooking and washing push up the moisture levels in the home, but so too does breathing. All generate tiny droplets that, without ventilation, may make the air humid.

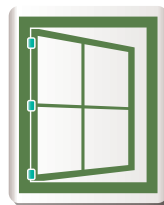
Mould is very often caused by condensation. Condensation happens when those tiny droplets in the air inside your home come into contact with cold surfaces.

Mould can also occur if water is getting into your home from leaking pipes, blocked guttering or an outside wall that needs re-pointing.

Or it could be a combination of these things.

How to avoid condensation

- Do not block or close window vents.
- Keep the extractor fan on at all times if cooking in the kitchen or showering in the bathroom.
- In warmer summer months dry your clothes outdoors if you can.
- If you can only dry clothes indoors open the window of the room you hang it up in and close the door. Or dry clothes in the bathroom with the door shut and the extractor fan on. Consider using a dehumidifier to help with drying and to remove moisture from the air.
- If you use a tumble dryer make sure it is set up to exhaust moist air to the outside.
- Keeping heating on at a consistently low heat is better than turning it up high for short bursts. Experts recommend keeping your home heated to 18°C to 21°C to fend off mould.
- Indoor plants release moisture so can push up humidity levels, especially in a small space.
- In rooms that have persistent damp, condensation or high humidity levels we recommend using a dehumidifier to remove moisture from the indoor air.



Spotting damp and mould

Check your home for:

- water stains on walls and ceilings
- musty smells
- mould on walls and ceilings
- condensation on windows
- leaking pipes or waste overflows
- rain seeping in where tiles or slates are missing
- overflow from blocked gutters, around window frames or leaking through cracked pipes
- rising damp due to a faulty damp course or because there is no damp course.

Reporting damp and mould

Report any problem with damp or mould to us at once, telling us:

- which rooms you have noticed the problem in and if it is spreading
- if this is a new problem or one you have reported before
- you think a fault with the building or an outstanding report might be the cause.

Let us know of any medical conditions anyone in your household might have that may be affected by the presence of damp or mould.