

DAMP AND MOULD

FIND OUT WHAT YOU CAN DO

Reporting a Damp and Mould problem to us:

If you have damp or mould in your home or a problem with ongoing condensation, please do let us know so that we can try to help.

Call us on 020 4551 0080

On our website: We have designed an easy reporting form in the section Damp, Mould and Condensation Reporting.

Speak to your Repairs Adviser or your Housing Officer.

What happens?

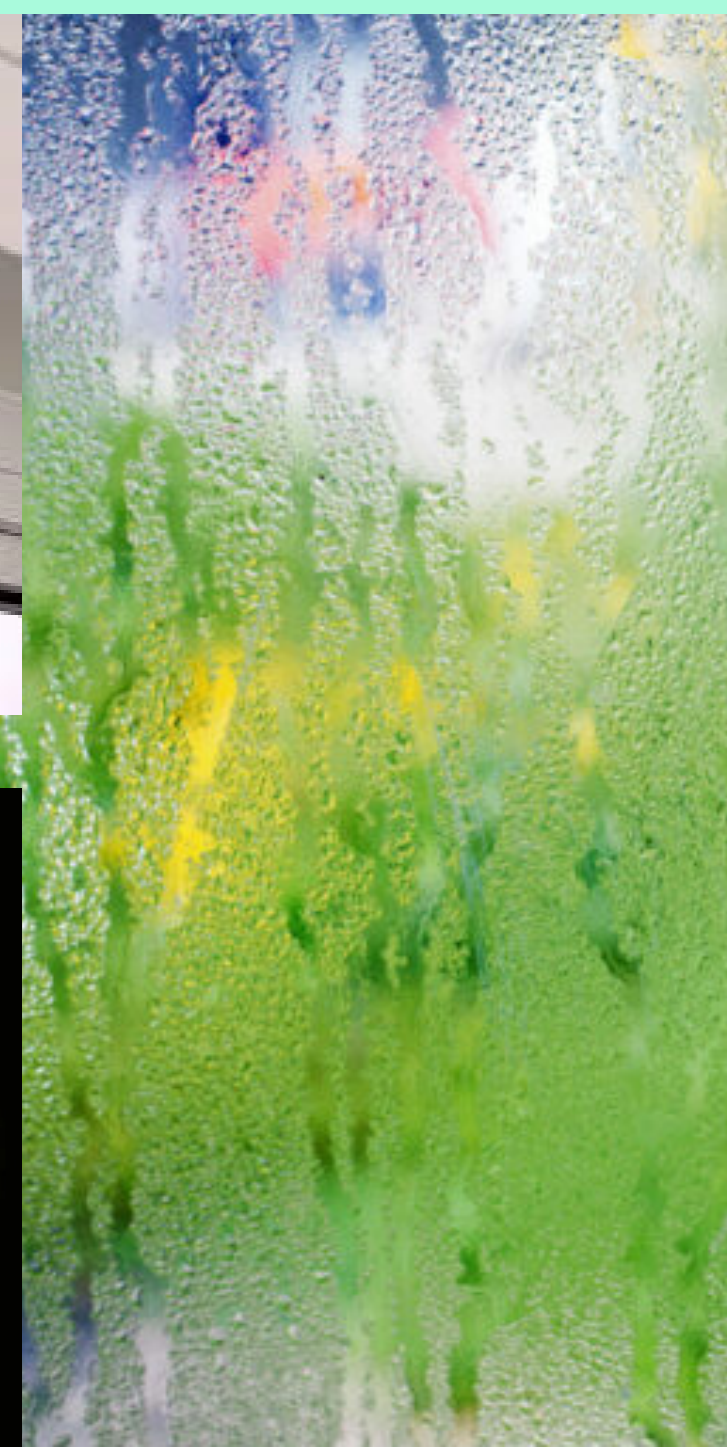
When you report a problem with damp, mould or condensation, we'll assess the extent of the problem and arrange to remove the mould as quickly as we can. We'll also attend your home and carry out an investigation into what caused the mould so we can help stop it returning.

We aim to be at your property within 3 days of receiving your report.

What is Damp and Mould?

Mould is formed of very small plants which thrive in the conditions produced by condensation. The spores are very small and exist in the air. They will colonise a suitable habitat very quickly and produce more spores, so that if left untreated, it is common for entire rooms to be covered.

Damp can be caused by a number of different potential sources like condensation, water penetration, water rising up a wall or through a floor from its source below the ground.



TOP TIPS TO HELP REDUCE DAMP AND MOULD

In your kitchen

- Please always use lids on saucepans and cooking pots, and do not leave items boiling for longer than needed.
- If there is an electric extractor fan, please use this when cooking or drying clothes and particularly whenever the windows show any sign of misting. Please leave the fan on until the misting has cleared.
- If you don't have an electrical extractor fan, please open kitchen windows, but keep doors closed as much as possible.
- If you use a tumble dryer make sure it is vented to the outside, unless it is a condenser-type dryer.

In your bathroom

- Run cold water into the bath until the bottom is covered before adding the hot water.
- Keep the bathroom door closed during and after bathing.
- Open the window straight after bathing in order to get rid of moisture.
- If there is an electrical extractor fan, please use this when bathing or showering.
- Keep something at hand for wiping off excess moisture off walls and windows

General tips and advice

- If drying clothes in your home, please open a window or do so in a room where you can use an electrical extractor fan.
- Check that airbricks or window vents are clear and unblocked, especially in any room with gas appliances.
- Try to dry clothes in ventilated areas, for example, not in an unventilated airing cupboard.
- Try to heat your home as this will reduce moisture in the air.
- It can take a building a long time to warm up, so it is better to have a small amount of heat for a long period of time rather than a lot of heat for a short period.
- Wardrobes and other large items of furniture should not be placed directly against external walls as pockets of trapped air can lead to surface condensation and mould growth on the walls and furniture. Please leave a space between the back of the furniture and the wall.
- Trickle vents should always remain open. We recognise that it is tempting to close them when it gets cold but it increases the risk of condensation and mould.
- Never turn off your extractor fan at the spur. Many are on timers or stay on as long as the humidity is high. The cost to run an extractor fan is very low and it is important to ventilate your property.

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