

# Tackling damp and mould in our homes

**We understand that finding damp and mould in your home can be distressing and will work with you to identify the cause and eliminate the issue.**

We understand that no one would choose to live in a home that has damp and mould and are committed to working with you to manage and eliminate this from our homes.



## Our commitment

We know that damp and mould is sometimes caused by the way our properties behave and are committed to:

- Working with you to ensure that cases of damp and mould are investigated, and where necessary, work is undertaken to eliminate damp and mould and make improvements to the property to reduce the risk of it coming back.
- Supporting and advising you to help you use your home in a way that minimises the potential for damp and mould to occur.
- Ensuring that appropriate advice and guidance is available to you and that reporting damp and mould is easy.
- Working jointly with you to eradicate damp and mould.

## What causes damp and mould?

Damp and mould can be caused by a number of things including leaking pipes, leaking roofs and rising damp. However, the most common cause of damp and mould in any property is condensation.

This is caused when warm air meets cold air and water settles on surfaces, such as walls and windows. This is why it is commonly found in bathrooms, bedrooms, and kitchens.

In the winter, when it's cold outside and warm inside, the risk of damp and mould increases significantly. We often see the number of reports from tenants increase during the colder months.



## How we will deal with damp and mould

When we identify damp and mould in a home, we will work with you to identify the cause of the issue and find a solution.

- **Assess the situation:** We will ask you some questions to help us understand the extent of the issue.
- **Clean and remove the mould:** We will send an operative out to clean and treat the mould. They will take pictures of the area and share these with our surveyors so they can assess the problem.
- **Send a surveyor:** One of our surveyors will visit your home to assess what is causing the issue. We may install digital monitoring equipment to help us identify what is causing the problem.
- **Ask you to help:** We may ask you to make some changes to how you use the property to see if that improves the issue. This may include things like moving furniture away from the walls or improving ventilation in the affected area.
- **Call you back:** After we have cleaned and treated the area, we will call you back to see if the changes we have made together has improved the situation.
- **Invest in our homes:** We will continue to invest in our homes and make them more thermally efficient and make them more resilient to damp and mould.

Dealing with damp and mould can be tricky and it is often a process of elimination to identify and deal with the root cause of the issue.

Where our surveyors cannot identify the cause of the issue, we will arrange specialist investigations to help us identify the cause and find the right resolution.



## We need your help

We will be open and explain what we think is causing the damp and mould, acting as quickly as we can to undertake repairs and improvements that will prevent it from reappearing.

However, we cannot tackle this issue without your help. If you find damp and mould in your home, please:

- **Tell us immediately:** The earlier damp and mould issues are identified, the easier it is to treat and prevent.
- **Work with us:** Our team will work with you to try to resolve the issue, they will provide guidance to help reduce the risk of damp and mould in your home and we will need you to follow this to help us resolve the issue.
- **Reduce the moisture in your home where you can:** We appreciate it's not always easy to change the way you use your home. However, simple actions such as ensuring tumbler dryers are properly ventilated, drying clothes outside wherever possible, opening trickle vents or windows and using extractor fans where they are installed in rooms that are prone to damp and mould can make a big difference.
- **Maintain a low background heat throughout your home:** This could include turning the thermostat down but maintaining a low background heat throughout the property.

## Reporting damp and mould

You can report damp and mould in your home by email, over the phone, in person or by completing the form on our website.

**CONTACT US**

**Telephone: 0800 316 0897**

If you would like this leaflet in large print or audio CD, please call us.

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