

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



WHAT IS THE DIFFERENCE BETWEEN DAMP, CONDENSATION AND MOULD?

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.

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

Every report of damp and mould is treated on an individual basis.

IF YOU REPORT DAMP AND MOULD IN ONE ROOM, WE WILL:

- Arrange an appointment for our trained in-house team to carry out damp and mould treatment. This may require more than one visit
- Check that you have working extractor fans in your kitchen and bathroom
- Agree on the next steps

IF YOU REPORT DAMP AND MOULD IN MORE THAN ONE ROOM, WE WILL:

- Arrange to visit you at home within 48 hours to assess the damp and mould present, and inspect your home for property defects
- Make sure you have the support and guidance you need

DEPENDING ON WHAT WE FIND, WE WILL:

- Make a referral to one of our damp and mould specialist contractors to treat the mould
- Arrange a follow-up technical inspection to investigate the cause of any penetrating or rising damp
- Arrange an appointment to carry out other repair work needed, including the installation of more ventilation where necessary

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.



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 outside of your home, please **report it as soon as you see it**. Putting things right quickly might help prevent damp occurring inside.

THE **INSIDE** OF YOUR HOME

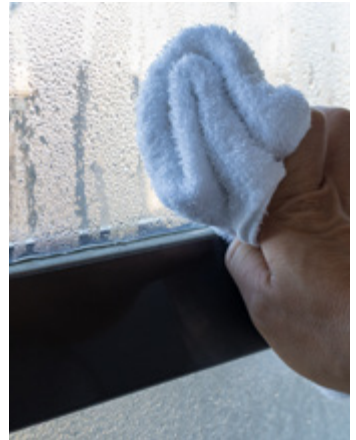
- Is there a lot of water forming on cold surfaces such as windows?
- Does water leak into your home when it rains?
- Is a powdery substance forming on your plaster?
- Is wallpaper coming away from the wall?
- Do you have any mould growing on surfaces, carpets or other belongings?



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 your extractor fans in the 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
- Reduce the level of moisture within your home by:
 - Covering saucepans when cooking
 - Closing internal doors when cooking or showering
 - Drying water that builds up on windows and other surfaces
 - Drying clothes outside whenever possible
 - Opening windows for 10 minutes when you get up



We can offer help and advice on how to manage condensation in your home when we visit, or you can call and discuss it with us.

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 or email customerenquiries@wchg.org.uk.