



DEALING WITH DAMP AND MOULD

For New Tenants



**Housing
Executive**



Welcome to your new home!

We are committed to ensuring that your property is safe, warm and dry so that you can enjoy living here.

If you notice any signs of damp or mould in your home you should report this to us straight away. There are three main types of damp which can affect your home:

- Rising damp
- Penetrating damp
- Condensation

Each type needs to be investigated.



Rising damp and penetrating damp

Rising damp and penetrating damp are caused by the breakdown of elements such as gutters, seals around windows or doors, or the failure of a damp proof course.

If you have this type of damp in your home it will need to be repaired by our contractors.

Condensation

Condensation is caused by moist air within the home condensing on cold surfaces such as walls, tiles and windows and occurs mainly in rooms where a lot of air moisture is generated, such as kitchens and bathrooms.

Condensation is the most common form of dampness in the home and, if left untreated for too long, can result in mould growth, which has potentially harmful implications for your health.

There are a few simple steps you can follow which will help prevent condensation occurring

Kitchen



- If you have a non-condensing washer/dryer or tumble-dryer, make sure it is properly vented to the outside.
- When you are cooking keep the kitchen door shut as much as possible and cover boiling pots. Use the extractor fan if you have one and/or leave the window open and continue to do so until the steam has cleared.

Bathroom



- When having a bath or shower, keep the door to the room closed, use the extractor fan if you have one and/or leave the window open until the steam has cleared.

Drying clothes



- If possible dry clothes outside.
- If you are drying clothes inside, keep the door to the room closed but make sure you use the extractor fan in a kitchen or bathroom or leave a small window ajar.

Throughout the home



- Make sure your home is well ventilated so that air can circulate. This means keeping the trickle vents in your windows open and opening windows in your home throughout the day.

- Wipe up any condensation on and around windows.
- Leave a small gap between your furniture and walls to allow the air to circulate freely. • When the weather is cold, try to maintain a constant temperature in your home.
- Setting the heating in all rooms at a constant lower temperature can be effective at preventing condensation, and it also costs less on energy bills.

You can report signs of damp or mould in your home by:

- **Requesting a repair through My Housing Executive (our online tenant portal)**
- **Texting ‘REPAIR’ and your address to 07507 302 011**
- **Phoning 03448 920 901**



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