

# Damp and mould

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A preventative guide for tenants

## Damp

If you have a damp problem in your home, it will normally be wet to the touch and the wall will be slightly darker as it becomes saturated. Damp happens because of:

- Rising damp - where there is no damp-proof course or where the damp-proof course has been damaged. Where present, moisture can rise up the wall to a height of up to a metre and it will often leave a characteristic horizontal 'tide mark.' This process will normally occur and gradually increase over a period of weeks, months or even years. If you think you have rising damp, contact us straight away on **01508 532000** so we can arrange an inspection and fix the problem.
- Penetrating damp - caused by moisture penetrating through the roof, walls, or floor. Causes of penetrating damp are usually very evident and it is normally caused by issues such as damaged guttering or a damaged roof. If you think you have penetrating damp, contact us straight away on **01508 532000** so we can arrange an inspection and fix the problem.
- A leaking pipe - if you think you have a leaking pipe, contact us straight away on **01508 532000** so we can arrange an inspection and fix the problem. Leaks can lead to a bigger damp patch.

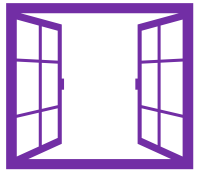
### Tips to prevent leaks during winter months:

- Locate the main stopcock before winter comes. It is usually found under the sink or in a downstairs toilet or cupboard. If the stopcock does not work, call us on 01508 532000. If you are going away, drain down your water systems if you know how to.
- Check that overflows are not running. They could freeze causing the water tank to overflow into your home.
- If cold water pipes freeze, turn off the main stopcock. Never use a naked flame to thaw pipes - apply gentle heat, e.g., use a hairdryer.
- If hot water or heating pipes freeze, call us on 01508 532000. Make sure that you turn off any heating appliances.
- If a pipe bursts, turn off the main stopcock and turn on the taps to drain the system quickly.
- Switch off all heating appliances including immersion heaters and, if you have solid fuel heating, let the fire die down. If you require assistance, please call us on 01508 532000.

## Condensation

Condensation forms when water vapour in the air meets a colder surface and water is released. It is more noticeable on surfaces such as windows and areas with restricted ventilation.

Excess condensation in your home can lead to mould growth, which can affect your health and the condition of your home. Small amounts of condensation are not usually a problem and there are some everyday things which can be done to help prevent and manage it:



- Wipe down surfaces where moisture settles.
- Cover boiling pans when cooking.
- Ventilate the kitchen and bathroom when in use by opening a window or using your extractor fan.
- Open your windows for a short while each day or keep the window trickle vents open. (We know this can be tricky in winter)
- Dry your clothes outside if you can. If you have to dry them indoors, use an ailer with the windows slightly open.
- If you use a tumble dryer, make sure you vent it to the outside.
- Allow air to circulate around furniture. Over furnished rooms can be prone to condensation if not properly heated and ventilated.
- Do not block air vents – this is also important where there are open flued gas and heating appliances present, as they need a constant supply of oxygen to work effectively and allow gases, such as carbon monoxide, to escape.
- Heat your home as consistently as you can. Quick blasts of heat for short periods of time will normally not be as efficient as running at lower temperatures for longer periods.

It is unlikely a home can be condensation free, however, the above advice will help to control it.

**If you have any concerns about condensation, please contact us on 01508 532000 or email [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk).**

## Mould

Mould is a fungus that can grow on a range of materials that can absorb moisture such as furniture and carpets. Mould needs moisture to grow and thrives in areas with elevated levels of condensation.

It is important mould is treated straight away as it can spread quickly and be harmful to your health.

Some steps you can take to help manage mould in your home:

- If you spot mould on your walls or ceiling, you can try and remove it yourself first by using a specialist product from the supermarkets which you will spray and wipe off with a cloth.
- There are some natural alternatives, like vinegar or baking soda mixes, but we cannot recommend them as they are homemade.
- Try to ventilate your home as much as possible. We know this can be difficult in the colder weather though.
- Keep doors to your bathroom shut when having a bath/shower and your kitchen doors shut when cooking on the hob to prevent moisture travelling to other areas of your home.
- Use extractor fans or keep the window open slightly so any moisture is taken outside.

You can find more advice about condensation and mould in your home in [Your guide to condensation in your home](#) from the National House-Building Council (NHBC)

## New builds

If you have moved into a new home, we have a guide from the NHBC which we hope you will find useful:

- [Moisture in New Homes](#)

## Contacting us about damp and mould

- As your landlord, it is our responsibility to provide you with a safe home.
- If, after following the tips above, you spot any damp or mould in your home, contact us straight away and we will treat it as a priority.
- If you report damp or mould to us, we will assess the level of damp/mould in your home and offer advice on how to manage it. If possible, please provide any photos of the damp or mould as this will help us to assess the issue more easily early on.
- We will address damp and mould as a priority and treat it as an urgent repair where there is significant damp and mould or when there is a concern for a tenant's health.

**If you have any concerns about damp and mould or are currently experiencing issues, please contact us on 01508 532000 or email [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk).**

### Contact us:

 01508 532000

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