

# HEALTHY HOMES

Tackling Damp and Mould  
Together.



Concerned  
about Damp  
and Mould?  
Get in touch



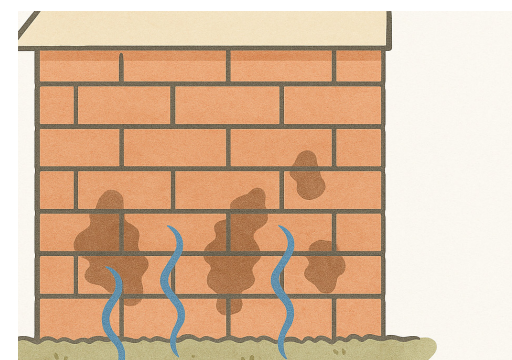
**Call us on:**  
**01508 532000**

**Email:**  
**healthyhomes@saffronhousing.co.uk**

## Damp

Damp is when moisture builds up in your home and soaks into surfaces like walls, ceilings or floors. You'll often notice it because the area feels wet to the touch or looks darker than the surrounding wall. Over time this dampness can lead to mould growth, damage to your home, and even affect your health.

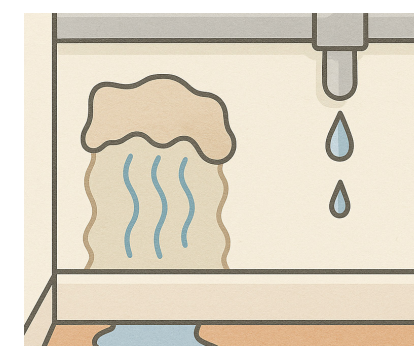
Damp usually has a clear cause. It might be water getting in from outside (rising or penetrating damp), a leak from a pipe or condensation. The good news is most damp problems can be solved fairly quickly, especially if they're caught early.



### Penetrating or Rising Damp

Caused by moisture penetrating through the roof, walls, or floor. Penetrating damp is often caused by damaged guttering or roof tiles or the seal around a window or door. It can also occur if the ground level against parts of your outside walls is too high, such as raised flower beds or piles of leaves or rubble. If you think you have rising damp or penetrating damp, or a leak, contact us straight away so we can arrange an inspection and fix the problem:

**01508 532000**  
**healthyhomes@saffronhousing.co.uk**

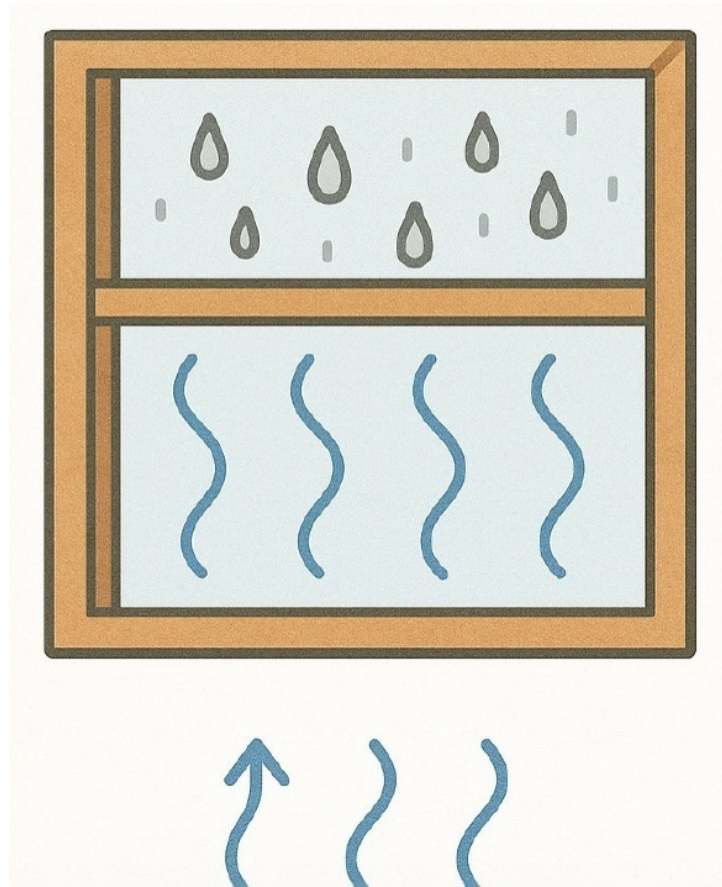


### Leaking Pipes

Leaking pipes can sometimes be hidden if under your bath or floorboards and cause a lot of damage and damp over time.



# Condensation



There is always water in the air, even if you can't see it. Warm air can hold more moisture than cold air so when it cools down, as it touches cooler surfaces, you see droplets of water. That is condensation. You'll usually notice it in places like kitchens, bathrooms or anywhere that doesn't get much airflow. If there's too much condensation over time, it can lead to patches of mould. That's not good for your health or your home.

The good news! Small amounts of condensation are normal and nothing to worry about. And there are simple, everyday things you can do to keep it under control. However, there are times when damp does cause mould, and in those circumstances, Saffron are here to help - this leaflet is designed to provide guidance on how we can work together to prevent, reduce, and resolve the chances of damp and mould occurring in your home.

# Mould

Mould is a fungus that can grow on a range of materials that can absorb moisture such as walls, furniture and carpets. It is important mould is treated straight away as it can spread quickly and be harmful to your health. It is quite natural to see small patches of mould from time to time. By following the advice in this leaflet on reducing moisture and ventilating your home, you should be able to reduce the level and keep on top of it during your normal household cleaning routine. Patches smaller than your hand or along bath sealant etc. can be cleaned using a fungicidal mould wash that can be bought from supermarkets and DIY stores. In high moisture rooms such as your kitchen and bathrooms using a good quality fungicidal paint will reduce the likelihood of mould forming.

If the mould returns, covers a larger area or is in multiple rooms, it is important to let us know as soon as possible. We will assess the cause and clean the area while we work with you to remove the cause of the mould.



There are some everyday things which can be done to help prevent and manage condensation.

### Do you cover your pans when cooking?

*It's a small habit that makes a big difference.*

When you cook without a lid, especially when boiling or steaming, moisture escapes into the air, which can cling to cold surfaces like windows and walls, leading to condensation and eventually mould. To reduce moisture in the air while cooking:

- Pop a lid on your pan whenever you can. This not only stops steam escaping, it also means you can turn your cooker down saving you money.
- Turn on your extractor fan or open a kitchen window while cooking. Even a few minutes of airflow can help stop condensation building up.

There are quick fixes that can help keep your kitchen - and the rest of your home - drier and healthier.

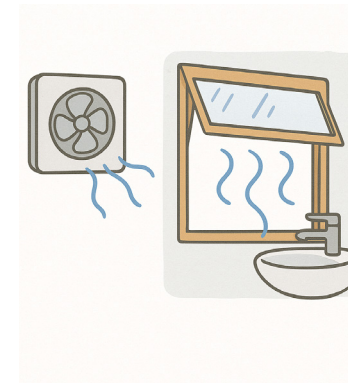
### Need to dry clothes indoors?

*We know that not everyone has an outdoor space or a tumble dryer.*

*Sometimes drying your clothes indoors is the only option.*

Drying directly on radiators can cause too much moisture to build up too quickly, which may lead to damp and mould over time. But here's how to reduce the risk:

- Use a drying rack or chair instead of putting clothes straight on the radiator. Placing it near the heat (not on it) helps clothes dry at a steadier pace, giving moisture time to escape.
- Crack open a window nearby — even just a tiny bit — to let damp air flow out.
- If you can, dry clothes in a room with good ventilation such as your bathroom, and close the door it will allow the moisture to escape without letting the moisture or cool air into the rest of your home.



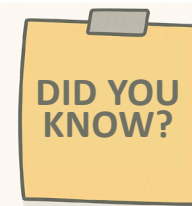
### Use your bathroom extractor fan

*It's one of the easiest ways to stop mould before it starts.*

Showering or bathing fills the air with steam — and that moisture needs somewhere to go. Without ventilation, it settles on cold walls, ceilings, or windows, creating the perfect conditions for mould.

To stop moisture from building up:

- Always switch on your extractor fan when you shower or bathe and leave it running for around 15–20 minutes afterwards to help clear the air.
- No fan? Open the window just a crack, even a small gap will help moisture escape.



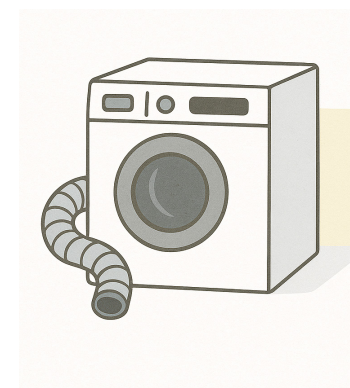
To help your extractor fan run more effectively, prolong its life, and, most importantly, save you money, make sure you regularly vacuum over it to clear out any debris or dust.

### Is your tumble dryer vented properly?

*It might be drying your clothes — but filling your home with moisture.*

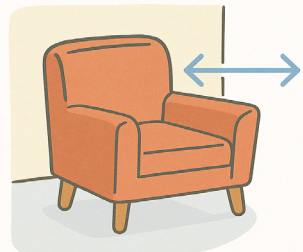
Tumble dryers release a lot of moisture into the air. If the warm, damp air has nowhere to go it builds up and causes condensation, which can lead to mould on walls and ceilings. To avoid this:

- Make sure your tumble dryer is vented outside, unless it is a condensing type. If you use a hose, check it's fitted correctly and leads all the way outdoors, not just into a room or hallway or through an open window where a lot of the moist air can blow straight back in through the window.
- Using a condenser dryer? Remember to empty the water tray and clean the filters regularly to help it work properly and reduce moisture in the air.



## Is your furniture too close to the walls?

*A little space can make a big difference.*



When large furniture like beds, wardrobes, or sofas are pushed right up against cold external walls, air can't flow behind them. This creates a still, damp pocket where mould can quietly grow.

To prevent this:

- Leave a small gap of even just a few centimetres between furniture and the wall. This allows air to circulate and keeps those hidden corners dry.
- Open doors or drawers now and then, especially on built-in units, to let the air move through.

Good airflow keeps walls - and your belongings - healthier in the long run.

## Storing things in the loft?

*Be careful not to squash the insulation.*

Loft insulation works by trapping air — that's what helps keep your home warm and dry. But if it's squashed down by heavy boxes or boards, it can't do its job properly.

Here's how to look after it:

- Try not to place items directly on the insulation. If you need storage, use raised boards or platforms that sit above it without compressing it.
- The insulation should be dry and evenly spread. Disturbed or patchy insulation can lead to cold spots and condensation.

Protecting your loft insulation helps protect the rest of your home too.

### DID YOU KNOW?

It costs less to heat a home if you can keep at least a low level of heat all the time during the winter, and increase the temperature to make it more comfortable when you are in. Letting rooms cool right down will increase the amount of condensation, which can lead to mould.

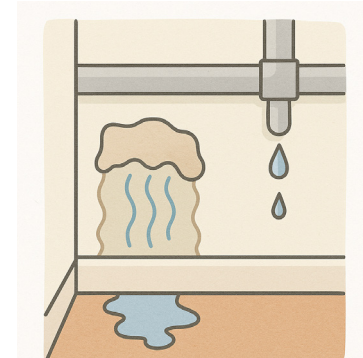
# Leaks or frozen pipes

Leaks from hidden pipes can quietly cause damp and damage over time — especially during colder months.

Here's what you can do to reduce the risk and deal with issues quickly:

## Before winter sets in:

- Find your stopcock (the valve that turns off your water). It's usually under the kitchen sink or in a downstairs toilet or cupboard.
- Know how to drain your water system if you're going away during freezing weather. This can help prevent burst pipes while you're not home.



## If your pipes freeze:

- Turn off the stopcock.
- Never use a naked flame to thaw pipes. Instead, apply gentle heat — for example, with a hairdryer or warm towels.
- If it's your hot water or heating pipes that are frozen, call us on the number below.



## If a pipe bursts:

- Turn off the stopcock immediately.
- Turn on your taps to help drain the water system quickly.
- Turn off any heating appliances, including immersion heaters.

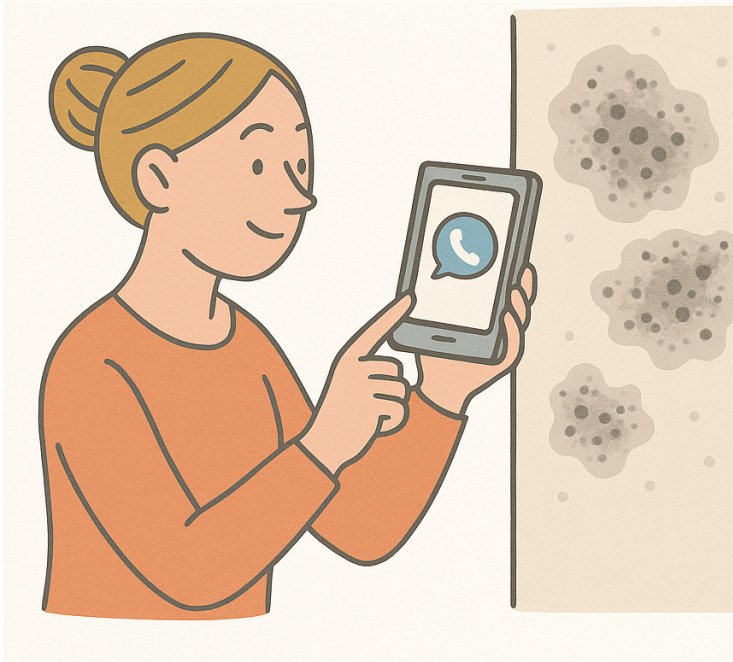


If you have any questions or are worried you may have a leak or frozen/burst pipe, call us on:

**01508 532000**

# We're here to help with any damp or mould concerns

## REPORT LARGE PATCHES OF MOULD



As your landlord, we have a responsibility to keep your home safe, healthy, and in good repair.

If you've followed the tips in this booklet but still notice any signs of damp or mould, please contact us straight away, especially if the problem is getting worse or affecting your health. We'll always treat this as a priority.

When you report a damp or mould issue, we'll assess the severity and offer clear advice on what can be done next. If you're able to send us photos when you report the problem, that really helps us understand the issue more quickly.

We will treat cases of significant damp or mould, or any health-related concerns, as urgent repairs. You don't need to wait until it gets worse, get in touch and we'll work with you to put it right.

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