



Keeping your home damp and mould free

 staffs housing

Our approach to damp and mould.

We know that some home's age, type, features and household may increase the risk of damp and mould. That's why we will tailor solutions for each home and keep a closer eye on those homes more likely to develop damp problems.

We are committed to managing and resolving all damp and mould issues in a kind, compassionate and knowledgeable way.

When you get in touch, we promise:

- Will we always be open-minded when dealing with reports of damp and mould.
- We will not provide generalised solutions, we know that condensation is caused by many different reasons depending on your property, household members and how you use your home.
- We recognise the impact of increased fuel prices and will provide support where possible.
- We will improve damp and condensation training for staff.
- We will consider whole property improvements.
- We will make sure severe cases of mould growth are removed by trained professionals.
- We will monitor humidity levels where needed to understand the levels of moisture in your home and how to best to deal with it.

We need your help

You can help us resolve and prevent damp and mould by reporting issues as soon as possible, or making small changes in your home.

In this document you can find a damp and mould prevention checklist, resident's frequently asked questions and how to get in touch.



Damp and mould frequently asked questions.

What causes damp and mould?

The most common cause is a cold home but it could be due to your property's age, the type of property (for example a terraced home), features like a balcony or building issues. If you find damp, we will investigate to find the cause and the right solution for your home.

What is mould?

Mould usually appears as black dots, and it can grow and multiply. It needs moisture, usually condensation, to thrive.

It is common to have some mould growth in winter but you need to stay on top of it to prevent it from becoming more serious.

What is condensation?

Condensation is water that collects as droplets on a cold surface when warm or humid air comes into contact with it.

It can happen when cooking, cleaning, bathing and even breathing. It forms on the coldest surfaces in a room first, like windows, the corners of a room or on external walls.

It happens during cold weather in both wet and dry conditions. It's not usually a problem as long as the surface has time to dry out each day.

What is damp?

Damp forms when moisture collects on surfaces but doesn't have time to dry out.

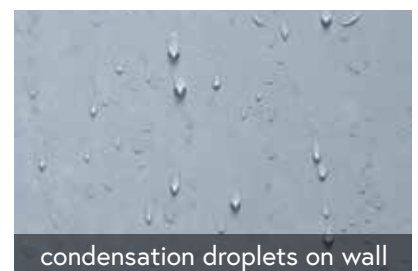
It's very common and is nearly always caused by condensation. It builds up in areas where there is little air ventilation.



mould forming over back door



condensation droplets on window



condensation droplets on wall

Everyday activities that cause moisture in your home.

The average person adds half a pint of moisture to the air in their home whilst they sleep each night. Take a look at the other everyday activities that add moisture to your home.



2 people at home for 16 hours	3 pints
Having a bath or a shower	2 pints
Drying clothes indoors	9 pints
Cooking and using the kettle	6 pints
Washing dishes	2 pints
Using a bottled gas heater	4 pints (for every 8 hours used)

Spotting and reporting damp and mould.

How will we identify damp and mould issues?

Most residents report issues directly to the customer services team but we will also take a proactive approach to identifying damp and mould such as:

- Property services team inspections of properties
- Contractor referrals
- Stock condition surveys
- Tenancy management visits from housing management staff
- Complaints made by residents or their advocates.

If you spot damp and mould in your home please get in touch using the information below.

 **Call 01782 744533**

 **Email hello@staffshousing.org.uk**

 **Report damp at www.staffshousing.org.uk/repairs**

You can also find out more by:

 **Following us on social media by searching @StaffsHousing**

We'll regularly share hints and tips on how to keep your home free of damp and mould.

 **Watching our handy video guide**



 **Printing or downloading this leaflet by visiting www.bit.ly/DampLeaflet**

Damp and mould checklist

Complete our six step checklist to help us keep your home free of damp and mould.

1. Check your home for structural issues causing damp and mould

- Sometimes damp is caused by leaks and in rare cases, structural and repair issues. If you spot any of the below **please get in touch as soon as possible.**
- Penetrating damp can be caused by leaks from your roof, gutters, windows or plumbing. This will be focused in one place and will dry out once the leak is fixed.
- Rising damp happens when external walls soak up water. This is rare and in most cases doesn't cause black mould. It usually happens when your home's damp proof course becomes ineffective or obstructed.
- Damp and mould can also be caused or affected by repair issues like internal pipework leaks, faulty extractor fans, washing machines or dryers.

2. Minimise the amount of moisture in your home

- Keep lids on saucepans
- Always run the extractor fan when cooking or bathing
- Open trickle vents for 10mins in the morning, after cooking, or showering.
- Dry your clothes outside, in a room with a window open, in a room with an extractor fan, in a tumble dryer venting outside or using a condenser and avoid putting your wet clothes on a radiator as they will fill the room with moisture in seconds.
- Don't use bottled gas heaters
- Put cold water in a bath when before adding hot



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3. Improve the air ventilation in areas prone to mould

- Position large furniture like wardrobes, beds and sofas on internal walls.
- Don't overfill cupboards or shelves where mould tends to form.
- Keep air bricks and extractor fans clear.
- Don't draught-proof kitchen or bathroom windows, or anywhere prone to damp

4. Minimise the number of cold surfaces

- Try to heat your home to avoid damp in the winter. Try heating your living room to 21 degrees and bedrooms to 18 degrees if you can. We understand it's difficult at the moment so if you're struggling with the rising cost of energy, please get in touch with our Money Advice Team on 01782 744533 or email hello@staffshousing.org.uk
- If you can't heat your entire home try keeping the doors shut on unheated rooms.

5. Wipe down condensation

- Wipe down condensation from windows and other areas in the morning with a dry cloth. Wring the cloth in the sink rather than putting it on the radiator to dry.

6. Wipe down and treat small or isolated outbreaks

- If you spot mould on your clothes or carpets, you'll need to wash or clean them. You can treat them with anti-mould cleaners that are made specifically for your clothes or carpets. You can get these at your local supermarket.
- If you spot black mould on hard surfaces, wipe it down with a mould treatment or anti-fungal spray. These are readily available from supermarkets. You might need to do this at least once or twice a month in winter.

Find out more by visiting:
www.staffshousing.org.uk/Damp