

By working together
we can prevent or
reduce damp and mould
in your home.

**THIS QUICK GUIDE
GIVES YOU SOME TOP TIPS ABOUT
THE STEPS YOU CAN TAKE, AND LETS
YOU KNOW WHAT WE'LL DO IF YOU
REPORT DAMP TO US.**



Further information

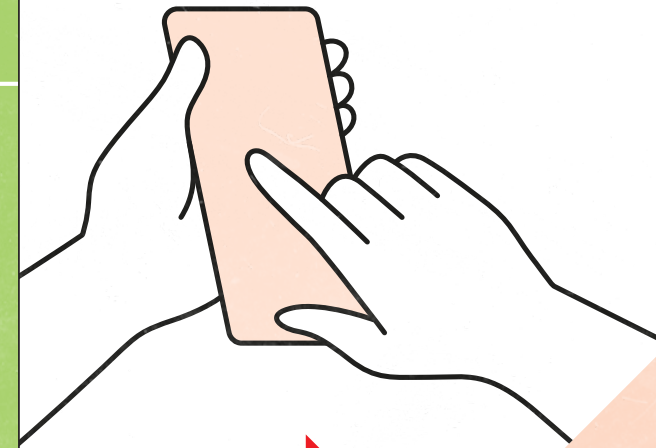
There's lots more information about controlling
condensation and reducing damp and
mould on our websites:

- ▶ www.leicestershirerha.org.uk/damp
- ▶ www.northamptonshirerha.org.uk/damp
- ▶ www.peakdistrictrha.org.uk/damp
- ▶ www.warwickshirerha.org.uk/damp

If you need any further support or to report
an issue, please contact us.

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part of emh



Midlands Rural Housing



**LET'S WORK
TOGETHER
TO CONTROL
DAMP AND MOULD
IN YOUR HOME**



What you can do to prevent damp and mould

Condensation is one of the biggest causes of damp and mould issues in homes so reducing it is the best place to start!

Here are some easy steps you can take:

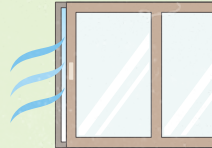
Keep your home warm



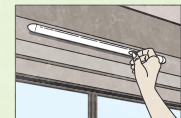
Use your extractor fans



Open windows when you can (even just a few millimetres)



Keep trickle vents open all the time (if you have them)



Don't block air bricks or vents



Extractor fans not working? Please let us know!

Issues with your heating? Let us know

Wipe windows/windowsills with a dry cloth to remove sitting moisture



Put lids on saucepans when cooking



Dry clothes outside when possible



Don't dry clothes on a radiator

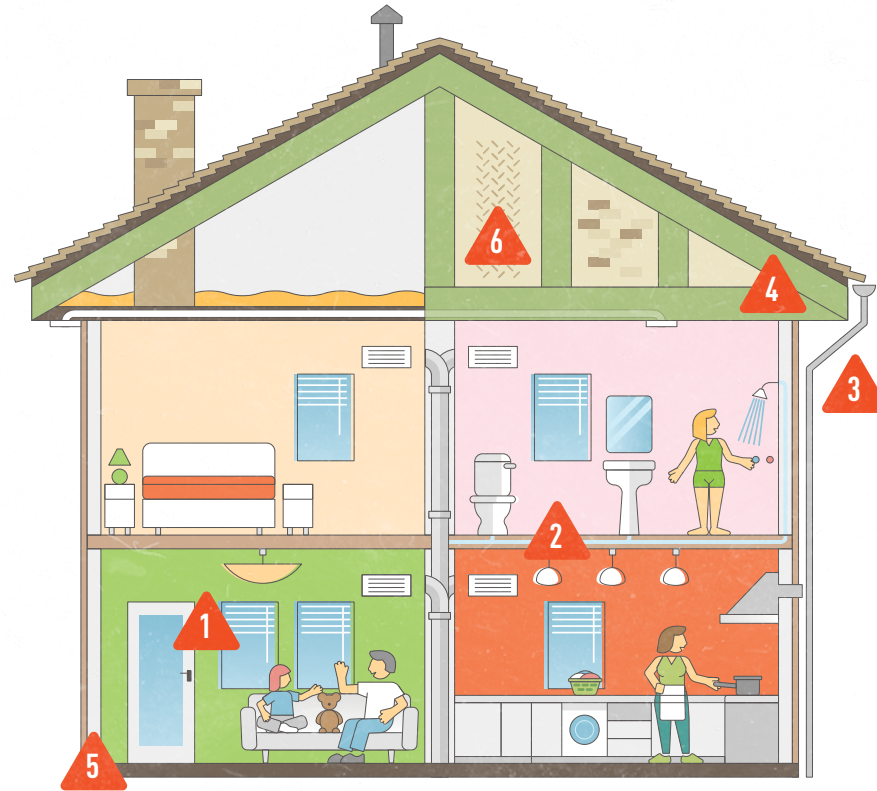


Close the door when cooking and showering



Not all damp and mould is caused by condensation. Damp can also be caused by water finding it's way in from outside. This could be through:

- 1 badly fitting or broken windows or doors
- 2 leaking pipes
- 3 broken/leaking gutters or rainwater pipes
- 4 rotten fascias, soffits, or barge boards
- 5 breached damp courses
- 6 damaged render, pointing or brickwork.



! If your home has any of these issues – report it to us AS SOON AS POSSIBLE. **!**

If you spot signs of damp and mould:

REPORT IT!

- ▶ Report it to us as soon as possible.
- ▶ Let us know if it's caused by a leak.
- ▶ Provide us with photographs of the affected areas and the room it is in. Call us if you need any help with this.
- ▶ Read our online leaflet or request a copy to be sent to you.

If you report an issue, this is what we'll do:

1. REVIEW IT

We will:

- ▶ review the information within three days
- ▶ let you know the outcome of the review
- ▶ let you know what action is being taken.

3. UPDATE YOU

We will let you know:

- ▶ what the report said
- ▶ what actions we are taking
- ▶ when they are taking place
- ▶ what actions you can take.

2. ACTION IT

We will:

- ▶ repair any leaks
- ▶ instruct a specialist (if required)
- ▶ obtain a report (if required)
- ▶ assess and action any recommendations within three days.

4. CHECK IN WITH YOU

- ▶ We will carry out a repair satisfaction survey after the target time.
- ▶ The surveyor will contact you and if necessary visit your home to ensure the problem has been resolved.

