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.

T. 0300 1234 009
E. enquiries@midlandsrural.org.uk



part of emh

DAMP & MOULD SEE IT, REPORT IT

Midlands Rural Housing

DAMP & MOULD SEE IT, REPORT IT



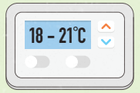
LET'S WORK TOGETHER TO CONTROL DAMP AND MOULD IN YOUR HOME

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

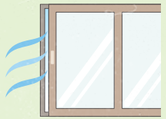


Issues with your heating? Let us know



Use your extractor fans

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



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





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



Put lids on saucepans when cooking

Don't block air bricks or vents



Dry clothes outside when possible



Don't dry clothes on a radiator

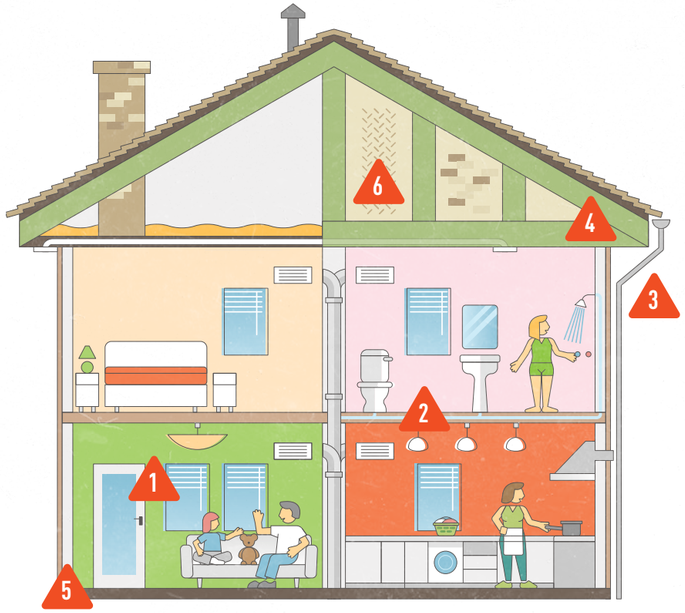
Extractor fans not working? Please let us know!



Close the door when cooking and showering

Not all damp and mould is caused by condensation. Damp can also be caused by water finding its 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 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.

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

1. REVIEW IT

We will:

- review the information you've provided within 24 hours
- arrange for our surveyor and/or contractor to visit your home:
  - within one working day for emergencies
  - within five working days for non-emergencies.

2. SURVEY IT

Our surveyor will:

- visit your home to carry out an inspection
- identify the cause of the damp and mould
- assess whether there are any risks to your health or safety.

3. SORT IT

We will:

- take immediate action if we identify a serious risk to your health or safety
- **contact you within three working days after the survey to let you know:**
  - what we found
  - what we're doing about it
  - when any work will be carried out
  - whether there's anything we need you to do
- **complete any work needed as quickly as possible:**
  - urgent health and safety risks within five working days
  - routine repairs within 20 working days
  - major works within 12 weeks.

4. CHECK IN WITH YOU

We will:

- contact you when the work is finished to make sure the problem has been resolved
- contact you again three months later to check that the damp and mould has not returned.