

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](http://www.leicestershirerha.org.uk/damp)
- ▶ [www.northamptonshirerha.org.uk/damp](http://www.northamptonshirerha.org.uk/damp)
- ▶ [www.peakdistrictrha.org.uk/damp](http://www.peakdistrictrha.org.uk/damp)
- ▶ [www.warwickshirerha.org.uk/damp](http://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



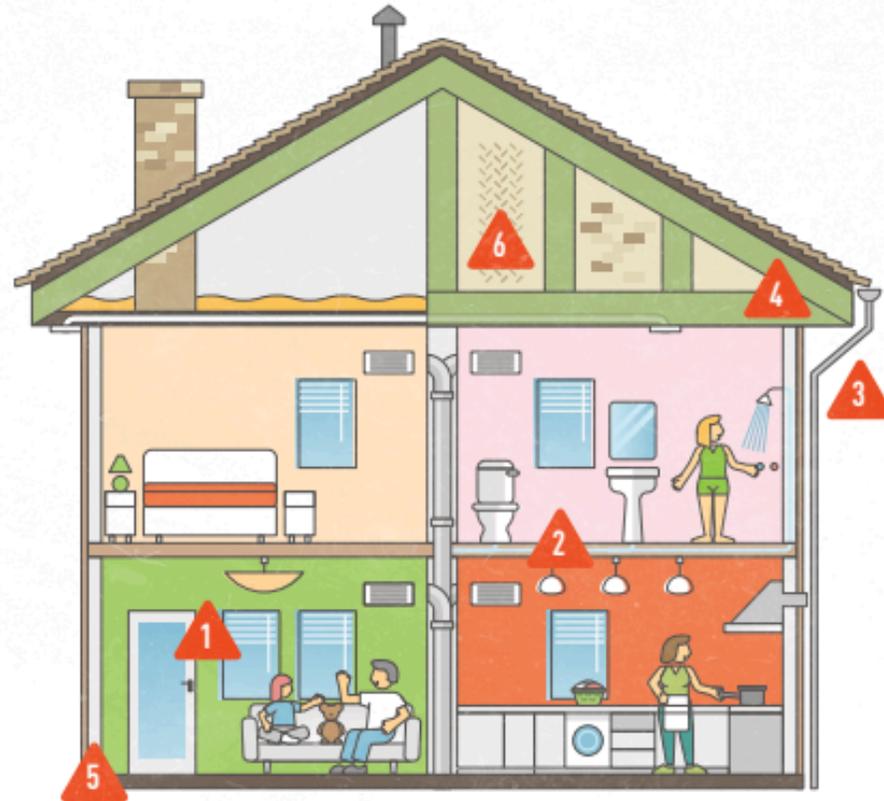
Don't dry clothes on a radiator

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

The surveyor will review the issue report and any additional information within 24 hours

The surveyor will then arrange an appointment with you to visit your home within 5 working days

### 3. UPDATE YOU

We will contact you within 3 working days of the visit to provide an update and confirm any works that need to take place

### 2. ACTION IT

The surveyor will carry out a survey of your home during the visit and will be required to assess all rooms in your home

### 4. CHECK IN WITH YOU

We will contact you to check you are happy with the works carried out

The surveyor will also contact you 3 months after the works have been completed