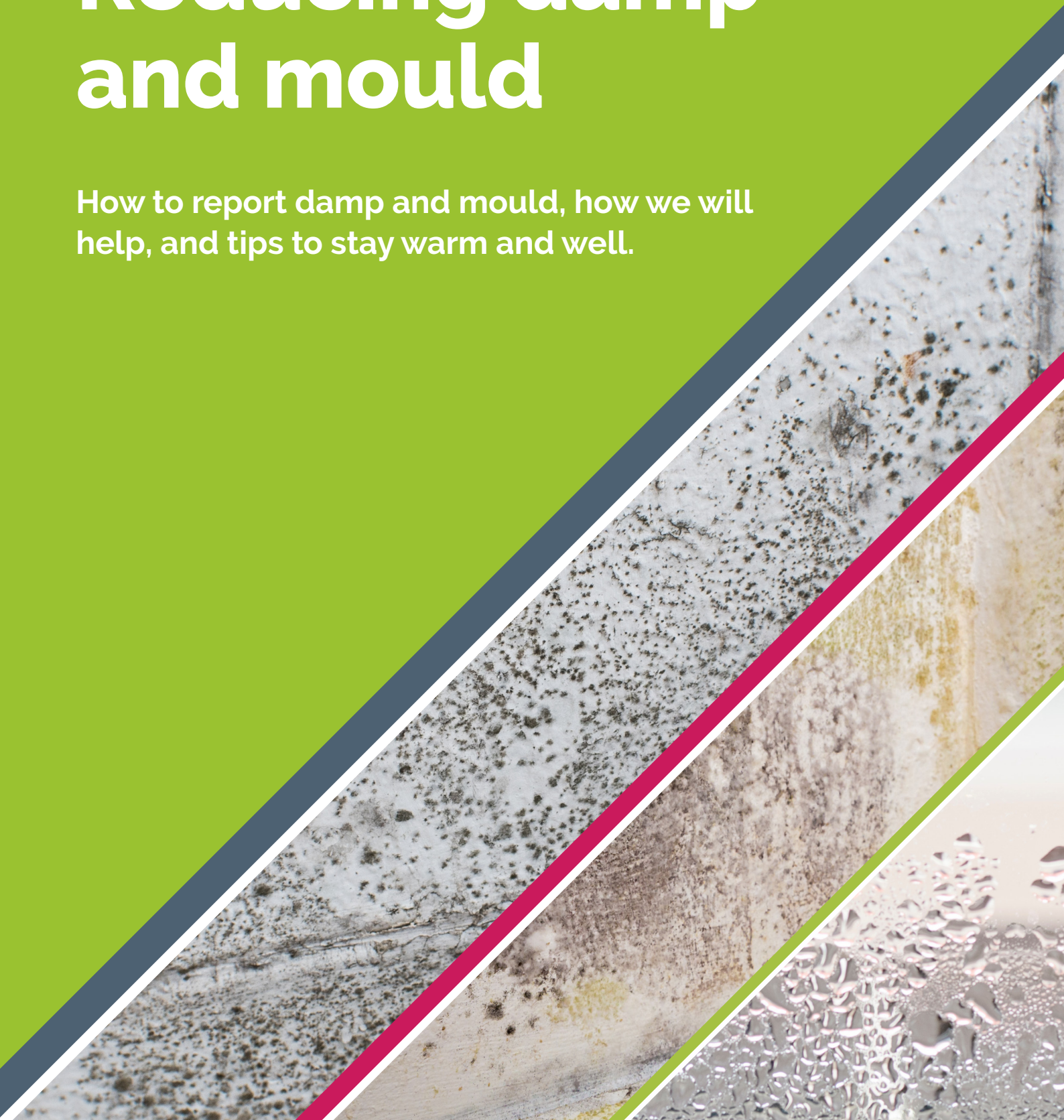


Reducing damp and mould

How to report damp and mould, how we will help, and tips to stay warm and well.



Introduction

Our priority and responsibility as a landlord is to provide you with a safe and healthy home.

If you notice damp or mould in your home, you should report it to us straight away. Promptly reporting the issue enables us to investigate the cause of the damp and mould and treat the cause of the issue.

This short leaflet includes tips to help you keep damp and mould away, as well as information on how you can report it to us and how we will help.



What is damp and what is mould?

Damp and mould are related but there are some differences to how each occur in your home. We do not expect you to live with either damp or mould.

Dampness

Dampness refers to the presence of excessive moisture or water in your home. It can result from various sources, such as leaks in pipes, roofs or windows, condensation on cold surfaces, rising damp from the ground or inadequate ventilation.

Dampness can affect different parts of the house, including walls, floors, ceilings, and basements. It can be visually evident, with water stains, peeling wallpaper or paint, tide marks in the walls or a musty odour. Dampness can create an uncomfortable living environment and may lead to structural damage if left unresolved. However, it does not necessarily imply the presence of mould.

Examples of damp



Mould

Mould is a type of fungus. It is a consequence of dampness and occurs when excessive moisture is present in an area for an extended period and lack of ventilation. Mould is often visible as discoloured patches on walls, ceilings, or other surfaces and it may appear fuzzy, powdery, or slimy. While mould is a natural part of the environment, indoor mould can be a health concern as it can release spores and produce allergens or irritants that may cause respiratory problems, allergies, or other adverse health effects.

Examples of mould



In summary...

Dampness refers to excessive moisture or water in a building, while a mould is a type of fungus that can grow in damp environments. Dampness can occur without mould, but mould is a consequence of prolonged dampness and lack of ventilation.

Reporting damp and mould

Whether you've damp or mould, we know the importance of getting it fixed. To report any concerns to us, you can:

- Phone us on **01626 322722**
- Email us on **repairshub@teighousing.co.uk**
- Fill in our online form at **www.teighousing.co.uk/i-want-to/report-damp-and-mould**

What happens when you report damp and mould to us: our promise to you

When you report damp and mould, we will:

- Check the cause right away
- Plan inspections within Awaab's Law time limits
- Look at the history of the property to see if it has been a problem before
- Think about links to other issues, like leaks

Each report of damp and mould will be assessed to determine the severity of it. This assessment will consider the extent of the mould growth and the health and age of the household members. Our response times for mould treatment are 24 hours in emergency cases, and up to 10 working days for significant hazard cases. Mould in two or fewer rooms, and where there is not a risk to health, will be attended to within 30 days. An emergency case is where there is an immediate risk to health and safety and/or an identified vulnerability. For these cases, we will attend and make things safe within 24 hours, or offer alternative suitable accommodation.

When we carry out mould treatment, it typically requires at least two visits. During the first visit, we will identify the underlying issue causing the mould, clean the affected area, and apply a treatment to seal it. The second visit is crucial, as we will apply a mould-resistant white or magnolia paint to help prevent the mould from returning.

The investigation will identify not just what the problem is, but what's causing it and how to fix it properly.

If the mould has been treated as an emergency or significant hazard case, you will be given a written summary of our findings, and clear information on the works we will complete, when and why that will improve the situation.



Our specialist support

Teign Housing believes in a zero-tolerance approach to damp and mould.

We will visit and complete an inspection of any reports of significant damp and mould under Awaab's Law within 10 working days. Emergency cases will be inspected, and made safe, within 24 hours.

Eight weeks after repairs have been completed, Templer HomeBuild will contact every resident whose home has had work due to emergency or significant mould to ensure that the repairs/treatments have been successful.

We've invested in air monitors, installing them in some homes where the cause of the damp and mould cannot be traced. They monitor humidity and ventilation levels.

To help report and spot damp and mould, all our teams have been trained to look for signs of new or ongoing problems. We will complete informal visual checks whenever Teign Housing or Templer Homebuild staff visit your home, to support your safety.



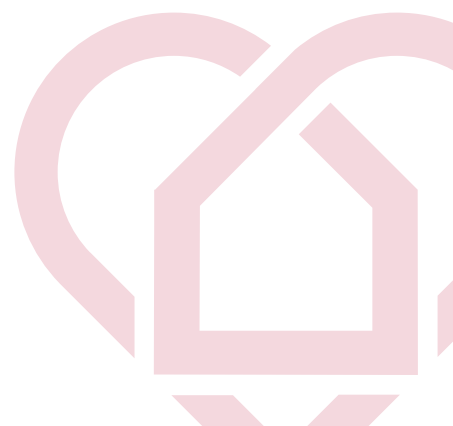
Tips to avoid damp and mould

Damp and mould can be caused by structural issues or unreported repairs, such as a leaking roof or blocked gutter. It can also occur when there is excess moisture in the air, where rooms are too cold and where there is not enough ventilation.

Condensation occurs when warm, humid air comes into contact with cold surfaces, leading to the formation of water droplets. If it happens frequently, it can lead to damp and mould.

All homes are at risk of condensation, particularly through the winter months. If you have excess condensation in your home, this can lead to problems such as mould growth, which can affect your health and the health of your home.

Small amounts of condensation are not usually a problem, and there are some everyday things we can all do to help prevent it.



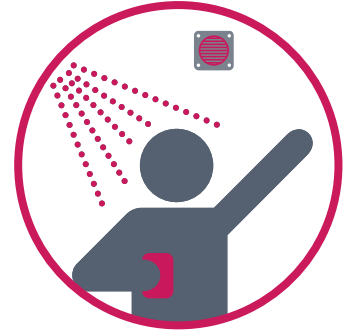
Here are some simple ways you can reduce condensation:



Wipe down windows and sills in the morning if they have condensation on the inside.



Avoid drying clothes inside if you can. Opening a window slightly or using a small dehumidifier helps to remove excess moisture when drying indoors.



Use your extractor fan during and after a bath or shower. If yours isn't working, **tell us**.



Even when it's cold, open the windows - cross ventilation is essential to refresh the air. Just 15 minutes can make a big difference.



When running a bath, use the cold water first and then add hot. It'll reduce steam.



Leave about two inches between the wall and furniture. If you can place wardrobes against internal walls.



If you have a tumble dryer, make sure it is correctly vented or use a condenser dryer.



When cooking, keep doors shut with a window open or extractor fan on. Use a lid on pans.



Keep kitchen and bathroom doors closed after use for at least 20 minutes.

To help prevent condensation the temperature in the home should be maintained between 18°C and 21°C

For the latest information, visit our website
teignhousing.co.uk/my-home/damp-and-mould/

As well as more information on damp, mould and condensation,
there are links to a **Healthy Homes** handbook and video
produced by the **Energy Savings Trust**.

If you need this information in
any other language or format,
please contact us on **01626 322722**