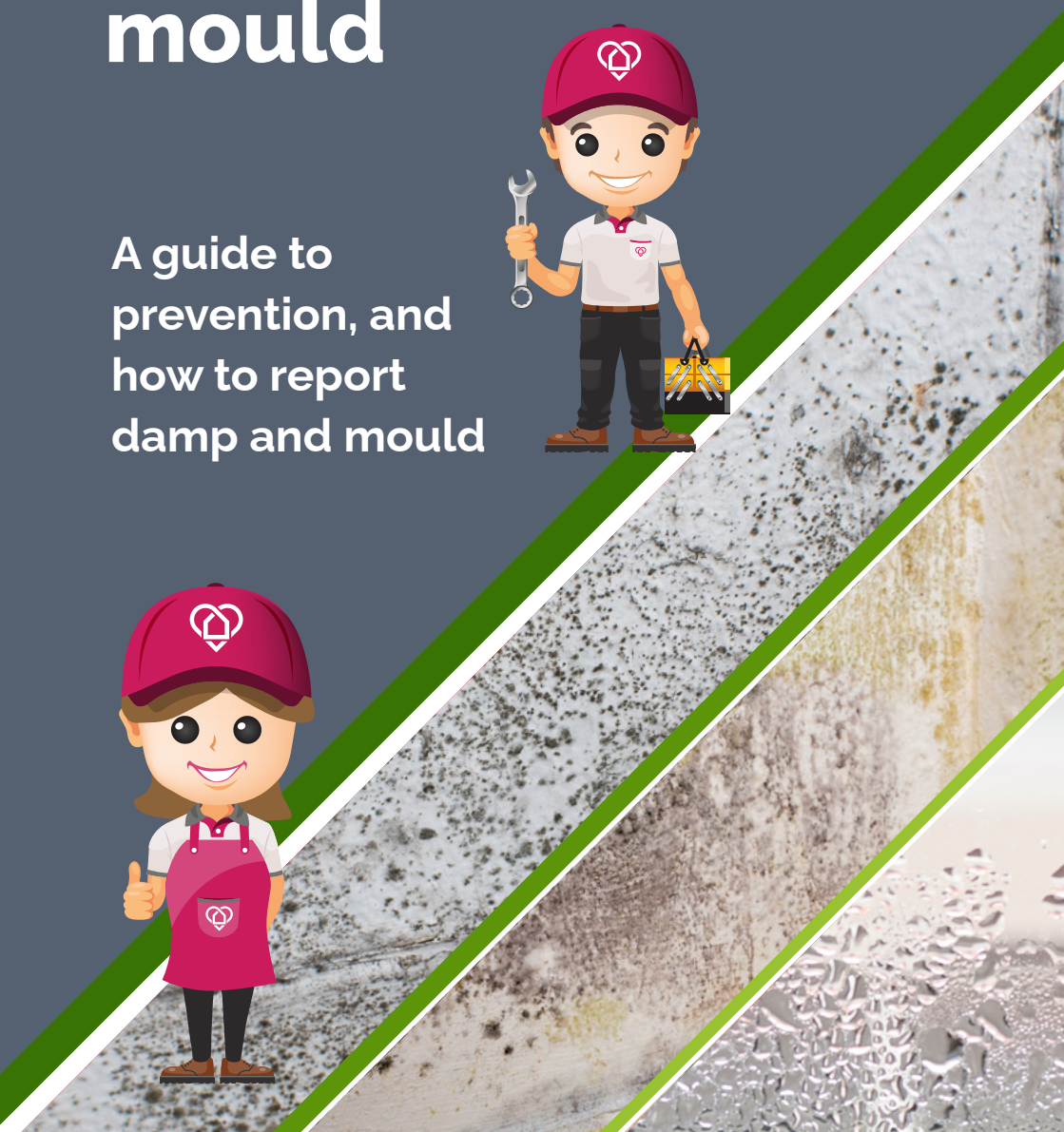


# Reducing damp and mould



A guide to prevention, and how to report damp and mould



## Introduction

Damp and mould in your home isn't something we want you to put up with. We are here to help.

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.

Each year we invest around £4 million in planned works to replace doors, windows, roofs and more. We also complete around 12,000 free repairs to keep homes in good condition. But where that hasn't prevented damp and mould in your home, please do report it so we can help keep your home healthy.



## 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.

Here's some differences between them:

## 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.

## Our pledge to you

-  Teign Housing believes in a zero-tolerance approach to damp and mould. We understand that homes that are free from damp and mould can contribute positively to wellbeing and the wider community.
-  If the problem is caused by a leaky gutter, failed damp proof course, roof repair, render replacement or other building issue, we'll fix it.
-  We will aim to visit and complete an inspection of any proven reports of damp and mould within 15 working days. Priority cases, such as where residents are vulnerable or the photo evidence shows a significant issue, will be seen within seven working days.
-  Depending on the level of work required, it may take time to sort and a surveyor will need to visit to produce a full schedule of actions, but we will agree a time plan with you that suits your household and keep you updated.
-  When repairs have been completed Templer HomeBuild will contact residents after eight weeks to check the repairs/treatments have been successful.
-  For serious cases or where a resident may struggle to report damp and mould, we have also purchased environmental monitors which may be installed if appropriate to allow our team to monitor the conditions within the property remotely and receive any alerts that will trigger appropriate action.
-  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 during stock condition surveys, Keeping in Touch visits, routine repairs and maintenance, sign-ups and new tenant nine-month inspections.

## 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 how we use homes is producing excess moisture in the air, where rooms are too cold and where there is not enough ventilation.

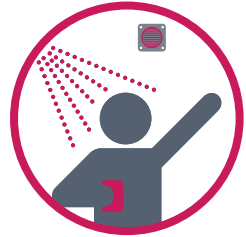
Here are some simple ways you can **reduce** and **prevent** damp and mould:



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



Avoid drying clothes inside if you can.



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



If it's not too cold, ventilate your home by opening a window. Even 15 mins makes a 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.



Community Housing produced **this video** that captures some tips to avoid condensation damp and mould video.



You can report **damp and mould** to us by:

Phoning us: **0800 197 9790**

Emailing: **[repairshub@teignhousing.co.uk](mailto:repairshub@teignhousing.co.uk)**

Completing our online form:

**[templerhomebuild.co.uk/i-want-to/reporting-a-repair/](http://templerhomebuild.co.uk/i-want-to/reporting-a-repair/)**



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