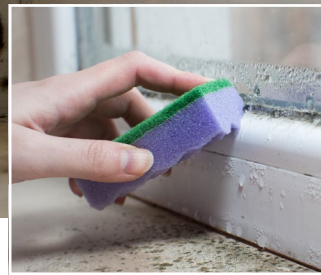
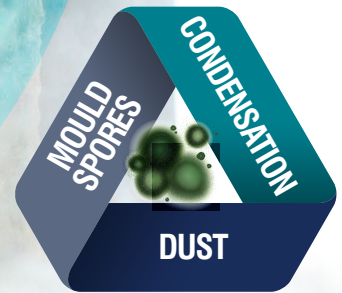


# Damp and Condensation Mould in your home



**Damp and condensation mould can appear for many reasons, but there are simple steps you can take to help reduce and control it. This guide explains what causes damp and condensation, and how small changes can make a big difference.**

Condensation happens when warm, moist air comes into contact with a colder surface or cooler air. This causes water droplets to form.

When this happens on windows, the glass mists up and water runs down the panes. On walls, the moisture can soak in, making the surface damp. Mould spores are always present in the air, both inside and outside your home. For mould to grow, it needs three things: air, moisture and something to feed on. Air and small amounts of dust or organic matter are always present in your home, so moisture is usually the main reason mould develops indoors.

Therefore, reducing moisture levels in your home is the best way to prevent mould growth. As your landlord, we're responsible for ensuring your home is free from defects, so we will fix damp or mould problems if they are caused by:



**A problem with the structure of your home.**



**Inadequate ventilation e.g. broken or missing extractor fans, windows or trickle vents that can't be opened or blocked air bricks.**



**Leaky internal pipes.**



**Broken boilers and heating systems.**



**Cracked walls or rotten window frames.**



**Leaking roofs, missing roof tiles or faulty guttering.**



**An inadequate level of loft insulation.**



**We will also replace damaged plaster, skirting boards, and flooring.**



**And service your heating system on an annual basis to ensure that it works efficiently.**

In the same way that it's Platform's responsibility to maintain the structure of your home, it is your responsibility to keep the amount of moisture in your home as low as possible. This can be tricky as there are a lot of things to think about such as the moisture you generate in cooking, washing, bathing and so on, and your heating, ventilation, and maintenance.

Here are a few ways to reduce moisture levels:



Open windows regularly to replace moist air with dry air.



Cover pans when you're cooking.



If possible, only dry clothes outdoors, in a properly vented dryer or in a heated and ventilated room, such as the bathroom.



Use your kitchen and kitchen extractors fans and close the door when cooking or bathing.



Open windows when bathing and cooking during steam production.



Wipe away condensation from shower screens and bathroom walls.



Leave a 10cm gap between furniture and external walls (any gap is better than none!).



Wipe away condensation from windows each morning.



Remove as much moisture as possible from wet pets, bikes, or umbrellas before bringing them into the home.



Maintain a temperature of between 18-21 degrees within the home where possible.

#### What to do if you notice mould:

- Wipe the area with a cloth and hot water first.
- Then use a mould remover and treatment (use a recognised brand and follow the manufacturer's instructions).
- Wash any clothes that have mould on them.
- Shampoo any carpets that have mould on them.
- Use anti-fungal paint on affected walls.
- Use moisture traps, they're cheap to buy and ideal for wardrobes and cupboards.

#### Report it!

If you have any concerns about damp or condensation mould in your home, please report it to us. The quickest and easiest way to do this is by calling our Customer Hub on **0333 200 7304**.

#### Need help?

If you are struggling to heat your home due to rising costs our Successful Tenancies Team may be able to help. They can will work with you to help you sustain your tenancy by offering advice and support.

You can contact them at [successfultenancies@platformhg.com](mailto:successfultenancies@platformhg.com).

Cost-of-living advice is also available on our website: [www.platformhg.com/cost-living](http://www.platformhg.com/cost-living)

#### Further information

For further information and resources on damp and condensation mould please visit our website: [www.platformhg.com/damp-and-condensation-mould](http://www.platformhg.com/damp-and-condensation-mould).



If you require this information in another format.

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