



**Our name is Places for People.
We care about you and where you live.**

Help with damp, mould and condensation

**Help for people who are worried about damp
and mould in their homes**



This is an easy read guide

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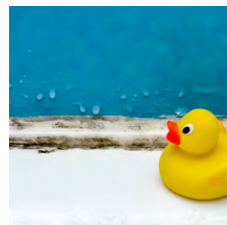
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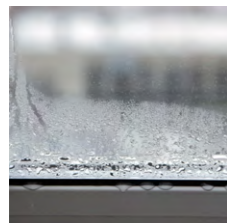
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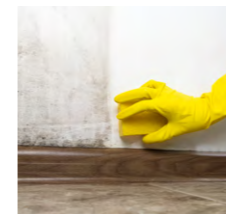
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What is condensation?



Condensation is when warm air touches colder areas of the house, such as windows and walls.



You can see condensation when there is steam on the windows or wet patches on walls and ceilings.



A little bit of condensation is normal and does not always mean there is anything wrong with your house.



But too much condensation and not stopping it can lead to damp and mould growing in your home.

Stopping condensation – kitchen



When you cook:

Keep lids on pans. Don't let pans boil for too long.



Open the windows whilst cooking or washing/drying clothes. This is called ventilation.



Keep the kitchen door closed.

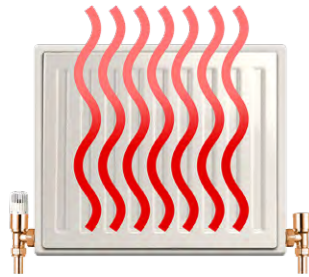


Don't use a tumble dryer at the same time as cooking.



Use an extractor fan if you have one.

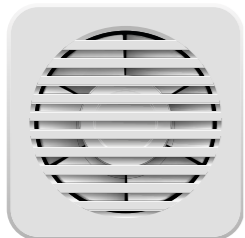
Stopping condensation – bathroom



Heat the room before taking a bath or shower.



Pour a little bit of cold water in the bath before pouring the hot water.



If you have an extractor fan, use it to clear steam.

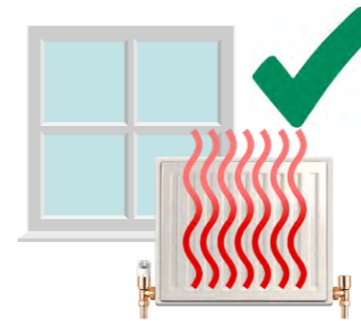


Close the door while taking a bath or shower.

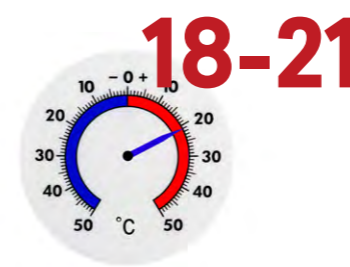


Open the window while taking a bath or shower.

Stopping condensation – around the home



Keeping your home warm will help stop condensation from building.



The Energy Saving Trust says it is best to keep the temperature in your home between 18 to 21 degrees in winter.

18 degrees is a good temperature for healthy people.



Cover any gaps around windows or doors. This is called draught proofing.

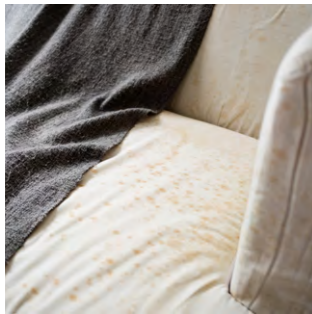


Keep furniture away from radiators.

What is damp?



Damp is when you get wet patches on walls, floors, ceilings and furniture in the home.



Damp can damage your home and furniture.



Damp stains can make mould grow in your home.

What is mould?



Mould grows in places that are warm and wet.



Mould looks like little black, green or white dots on walls and ceilings.



Mould can also grow on your clothes, furniture and other belongings.



Clothes that are mouldy will have black, yellow or green stains on them. They could also have a strong smell.

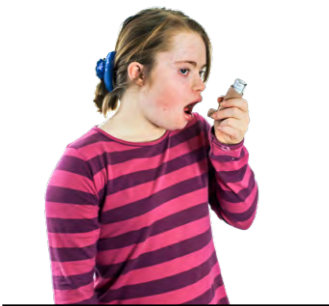
Why damp and mould is not safe



Living in a home with damp and mould is bad for your health.



If you feel unwell and have health issues because of damp and mould, please speak to your local GP/doctor.



People are more likely to suffer from asthma and allergies.



Health issues include: a cough, finding it hard to breath or having an allergic reaction.



The health of babies, children and older people are at more risk.



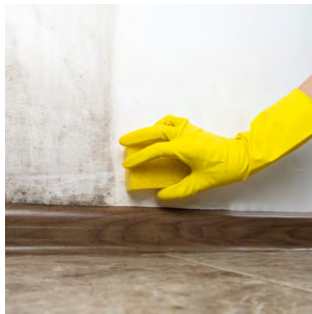
It can also damage your home and furniture.

How to clean mould



HM Government

The Government says that cleaning mould before it grows is very important.



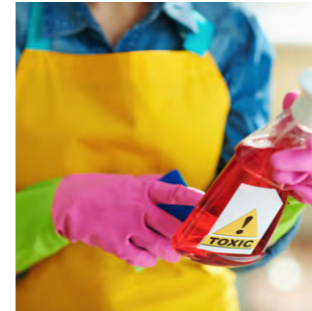
Wipe any steam or water as often as you can on windows, window frames and walls.



You can use spray products (mouldcide) that helps to remove mould in your home.



You can buy these at your chemist or DIY shops. If you can't find it, please ask someone who works there.



Make sure to follow instructions on the product before using it. Ask a member of our team if you need help understanding it.



Make sure to wear gloves and a mask to keep yourself safe when using the spray and wiping the mould.



If you don't think you can clean the mould, please let us know by calling **01772 667 002**.

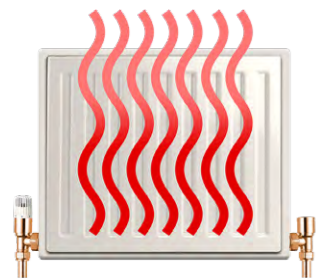
How to stop mould



Wash clothes that might have become damp or mouldy and make sure to dry them after.



Shampoo and dry your carpets



Keep your home warm so that the damp area doesn't create mould.



When the mould is taken away, you can paint the area with anti-mould paint. This can be bought at large DIY shops.

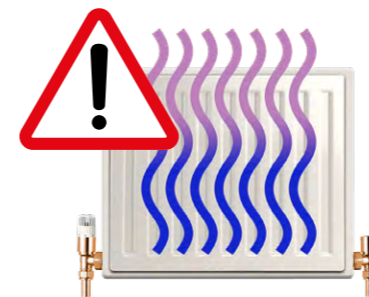


Speak to a local paint supplier if you are having issues or need help with painting.

Things we must fix in your home that can cause damp and mould



Leaking pipes.



Broken heating systems.



Missing roof tiles or faulty guttering.



Cracked walls or rotten window frames.

What happens once you report damp or mould?



If you see damp or mould in your home, please call our friendly Customer Contact Centre on **01772 667 002**.



Our team will then book an appointment as soon as we can.



When our repair person visits your home for the appointment, please do let them enter the home.



They will fix the issue as soon as they can.



They will also paint the area where there is damp or mould.

Support with the cost of living



If you are struggling with the increasing costs of things such as energy bills and food, please let us know. We are here to help.



You can find out what help is available by visiting www.placesforpeople.co.uk/cost-of-living-support.



You can also read our Cost of Living easy read guide on www.placesforpeople.co.uk/cost-of-living-support.



Or you can give our friendly Customer Contact Centre a call on **01772 667 002** who will give you advice and tell you what support is available.

