



Damp and mould



Easy Read



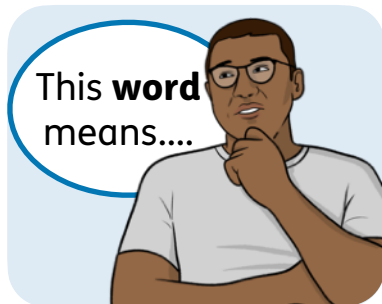
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer, smartphone or tablet.

What is in this booklet

About this guide.....	4
Understanding damp and mould	5
Stopping damp and mould.....	7
Dealing with damp and mould	10
Contact us	13

About this guide



This guide is from Progress Housing Group. We are your landlord.



This means we provide homes, and help look after them.



This guide is about dealing with **damp** and **mould** in your home.

It will tell you:

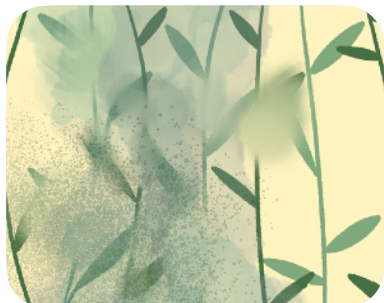


- what damp and mould is.



- what to do if you have damp and mould in your home.

Understanding damp and mould

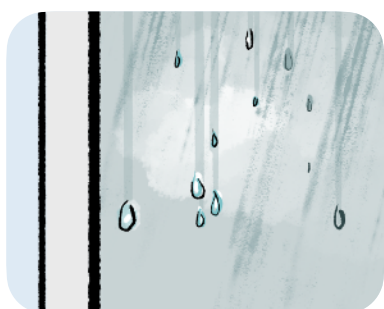


Damp is when the walls in your home have too much water on them, so the inside of your home becomes wet.

Damp is usually caused by:



- cold air getting inside your home, especially during the winter or when there is a lot of rain.



- **condensation** - this is when damp air meets a cold surface and turns into water droplets.



Mould is something that grows when a house is too damp.



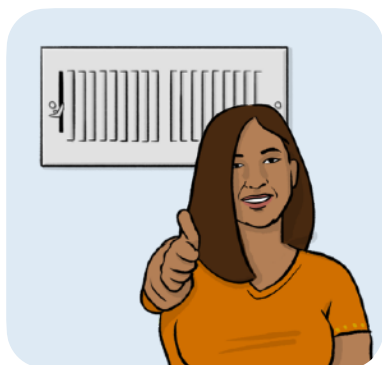
Living in a home with damp and mould can be bad for your health and make you ill.

Stopping damp and mould

To stop your home from getting damp and mould, you should:



- make sure damp air has a way of getting out of your home when you are cooking or showering.

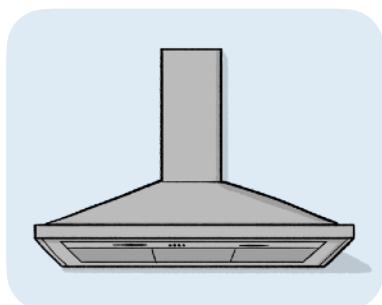


- make sure the vents in your home are not blocked.

If the vents in your home are letting cold air in all the time, please contact us.



- try to keep the doors closed when you are cooking, showering or have the taps on.



- open windows or use an extractor fan when you are cooking, bathing or showering.

To stop your home from getting damp and mould, you should also:



- put lids on saucepans when you are cooking.



- wipe condensation off of your windows. You can do this with a tissue.



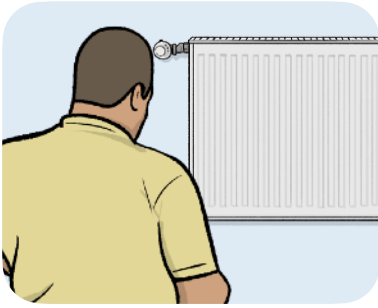
- dry your clothes outside if you can.



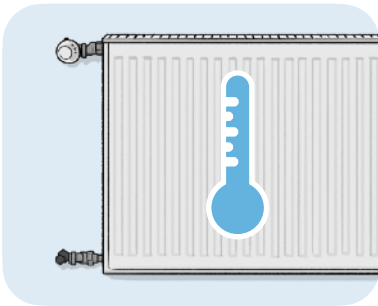
- let fresh air into the rooms in your home a few times a day.



- try to keep your home warm inside.

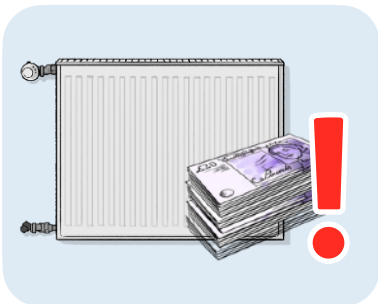


To stop your home from getting damp and mould, you should also check that your radiators are working.



If your radiators feel cold when they are turned on, please follow the video on our website:

www.progressgroup.org.uk/diy



We understand having your heating on all the time is a lot of money.

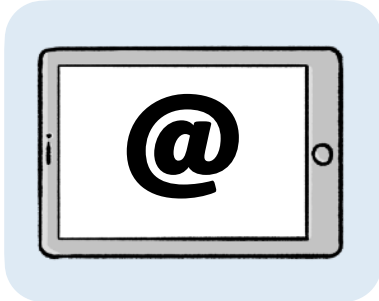


If you are worried about the cost of heating your home, we have information on our website:

www.progressgroup.org.uk/cost-of-living

Dealing with damp and mould

If there is damp and mould in your home, you should tell us about it by:

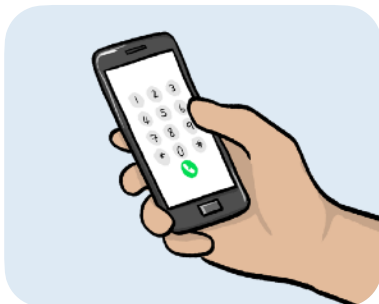


- logging into your online Progress Housing Group account and emailing us.



- visiting our website, www.progressgroup.org.uk and using our live chat service.

The live chat service is open Monday to Friday, 8.00am to 5.00pm.



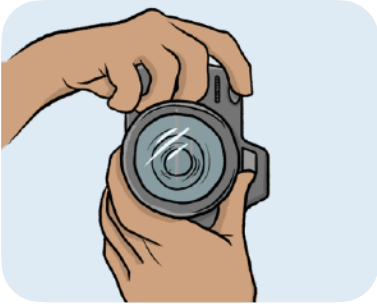
- calling us on: 0333 320 4555.



You can also visit us or write to us. Our address is:

Sumner House
21 King Street
Leyland
Lancashire
PR25 2LW

Once you have told us about the damp and mould, please follow these steps:



1. Take some photographs of the damp and mould.



2. Spray the areas of damp and mould with a 'mould and mildew' cleaning spray.



3. Wipe the areas with a clean cloth.



This is to keep your home safe while we organise for a member of staff to come to your home.

The member of staff will:



- come to your home and have a look around.



- look at the photographs of the damp and mould that you took.



- find out what is causing the damp and mould.



- decide what we can do to stop the damp and mould from coming back.



- ask you about any health problems you may have, so we can understand how the damp and mould might be affecting you.

Contact us

You can contact us by:



- logging into your online tenant account.



- sending us a message on our website here:
www.progressgroup.org.uk/get-in-touch/



- **live chat** on our website:
www.progressgroup.org.uk

The **live chat** service is open Monday to Friday, 8am to 5pm.



- calling us on 0333 320 4555.



You can also visit us or write to us. Our address is:

Sumner House
21 King Street
Leyland
Lancashire
PR25 2LW

This Easy Read booklet was produced by easy-read-online.co.uk
The booklet includes images licensed from Photosymbols & Shutterstock.