



Damp and mould

What this guide is about

This guide explains what causes damp and mould and what you should do if you have damp and mould in your home.

Who is this guide for

For people who live in a Progress Housing Group home.

Bitesize summary

- condensation and too much moisture in the air is usually the most common cause of damp and mould
- keeping your home warm and well ventilated to stop moisture building up helps to prevent damp and mould
- sometimes, the age of the property, the way it is built, its location or defects can cause damp and mould
- we will investigate all reports of damp and mould and will take steps to deal with any issues that maybe causing damp and mould

We know it can be worrying if you are experiencing problems with damp, mould or condensation in your home.

Different types of damp

There are three types of damp that can affect homes.

Rising damp

This is uncommon and is caused by water rising from the ground. Our homes have damp-proof materials that stop this from happening.

Defects in your brickwork, roof or plumbing

Property defects can allow water or cold air to get into your home, which can cause damp in any area of your home.

You can usually notice this kind of damp more after rainfall or in the cooler months, but it can occur all year round. It is likely to be wet to touch, smells, with mould growth. Condensation can also make the damp caused by the defect worse.

Let us know if you have a leak or other defect in your home.

Condensation

Condensation is the most common cause of damp and mould in homes. Cooking, running taps, drying washing inside, and even breathing from people and pets produces moisture. When this moisture meets cold surfaces, it creates condensation. Condensation can cause damp and mould by soaking into surfaces like wallpaper and paint.

This kind of damp is commonly found in the corners of rooms, on gable walls or near windows and external doors. It is also found in areas with poor air circulation, such as behind furniture placed against external walls.

Causes of damp and mould

Damp and mould are usually caused when there is too much moisture in the air from doing normal day-to-day activity such as cooking, drying washing inside or having a shower. They can also happen if a home is not well ventilated, or the inside temperature frequently drops below 16 degrees Celsius.

The age and condition of a property, whether it is located in an exposed area, or even the way that your home has been built can also contribute to damp and mould.

Preventing damp and mould

Here are our top tips for helping to stop the build-up of moisture in your home and keep it damp and mould free:

1. Use your home's ventilation system, such as extractor fans in your bathroom and kitchen, when showering or cooking. If these are not

in good working order, let us know.

2. Make sure air bricks or vents are not blocked. They help fresh air circulate in your property and remove higher levels of moisture which can cause damp and mould. If you think that your airbrick or vent is allowing cold air to access the property constantly, please contact us to make an appointment for an inspector to attend.
3. If you can, try to keep internal doors shut when cooking, showering or running taps. This can help keep the warm in and can also help reduce energy bills.
4. Use lids on pans when cooking.
5. Wipe down any condensation on your window using a tissue and dispose of it down your toilet.
6. Dry clothes outside where possible, or use a clothes horse in a well-ventilated room.
7. Air rooms regularly, especially in the morning, to let out moisture.
8. Try to keep your home warm between 19 to 21 degrees Celsius to help reduce the risk of damp and mould. We understand with the rising cost of energy bills that you might be worried about using your heating. If you are worried about the cost of heating your home, we have lots of helpful information on our website, www.progressgroup.org.uk/support.
9. Check your radiators and ensure they are consistently warm from top to bottom. If they feel cold at the top, your radiator may require bleeding. We have

a handy video on our website on how to do this – visit www.progressgroup.org.uk/diy or scan the QR code.



Dealing with damp or mould

If your home is warm and well ventilated, and you are still experiencing damp and mould, we ask you to:

1. Report it to us

If you have damp and mould in your home, please get in touch as soon as possible so we can arrange for one of our surveyors to inspect your home.

You can report damp and mould:

- online at www.progressgroup.org.uk by using **live chat** - available Monday to Friday, 8am to 5pm
- by phoning us on **0333 320 4555**

2. Take photos

Once you have reported damp and mould, it is important to take photographs of the affected area to show us when we visit to inspect your home.

3. Clean the area with a mould and mildew spray

Once you have photographed the area, wash it down using a mould and mildew spray as soon as possible – do not wait for us to attend. This will help reduce the risk of mould increasing in your home and damaging your belongings. Make sure that you read the instructions for using these

products safely. Do not worry - we will still be able to properly assess your home from your photographs.

Inspection visits

Once we attend, we will look at your photographs and inspect your property to understand what is causing the issue. We will also look at what we can do to stop the damp and mould coming back. This might include chemical cleaning or specialist treatments, increasing ventilation or addressing any property defects.

We will also ask you about any medical conditions or health problems so we can understand how the issue might be affecting you.

You may also be interested in

- There is information on our website if you are struggling with the cost of heating your home or other money matters such as benefits advice and the cost of living.

Get in touch

The quickest way to get in touch is online at www.progressgroup.org.uk by:

- logging into your online tenant account
- emailing us
- live chat - available Monday to Friday, 8am to 5pm.

You can also:

- call us on 0333 320 4555
- visit or write to us - Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.

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Report or track a repair or check your rent balance

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at my.progressgroup.org.uk

Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints Feedback and Redress Policy and process follow the standards set out in the Housing Ombudsman's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

Information in another format or language

This leaflet is available in the following formats:

- pictorial or Easy Read
- audio
- large print
- braille
- captioned video
- high contrast
- other languages.

More information is available at www.progressgroup.org.uk/access