

Keeping your home free from damp and mould

Let's tackle damp and mould together

Contact us for support

If you're experiencing damp and mould, we're here to help. Report it to us and we'll visit your home and create an action plan to get the issue fixed.

It's easiest to report it on our customer portal, Connect, where you can upload images and videos. You can also call us on 03000 120 120.



What is damp and mould?

There are four main causes of damp and mould. If you notice any of these signs, please let us know so we can help.

1. Penetrating damp

This happens when water seeps in through the walls from outside, often due to issues with the roof or gutters.

2. Leaky plumbing

Leaks from sinks, toilets, showers or pipes can dampen walls and ceilings, causing visible patches. These aren't affected by the weather, and appear after using the faulty item.

Tips to reduce condensation

If you think condensation may be causing damp in your home, we're here to help. There are things you might be able to do too, in order to reduce condensation.

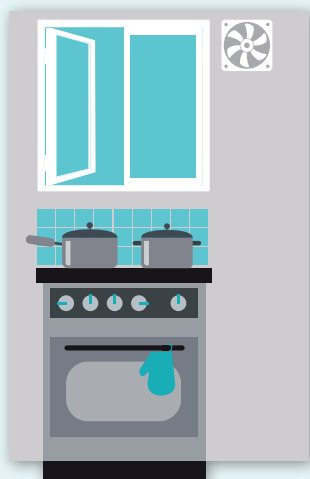
3. Rising damp

This shows as a 'tide mark', or horizontal line on a ground floor wall. This is often a sign that groundwater is getting in.

4. Condensation

There's always moisture in the air, even if we can't see it. Everyday activities like cooking, showering and drying clothes, release moisture. When this moist air touches cold surfaces, like windows and walls, condensation and mould can form.

Reduce moisture in the air



- When cooking, keep lids on pans and close the kitchen door. Use an extractor fan, if you have one, or open a window if possible.



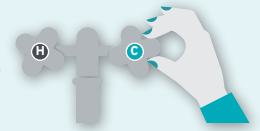
- When taking a bath or shower, open a window or use the extractor fan, and close the bathroom door to keep moist air from spreading.
- When running a bath, add cold water first, then top up with hot water; this can reduce steam by up to 90%.

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Reduce moisture in the air



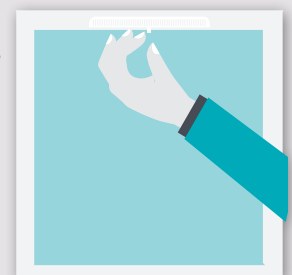
- Dry clothes outside if possible. If you're drying clothes indoors, use a room with an open window and closed door. Don't put clothes on radiators to dry.
- If you use a tumble dryer, make sure the ventilation pipe leads outside and it's properly connected.
- Avoid using portable gas or paraffin heaters as these produce a lot of moisture.
- If you see condensation, wipe it away with a dry cloth and try to increase ventilation in your home.



Increase air flow



- Open windows for five minutes, a couple of times a day. If you can, open windows on opposite sides of your home for better air circulation.
- Do not put too many things in cupboards, as this can trap moisture.
- Leave a small gap (about two inches) between furniture and external walls so air can circulate.
- Keep vents and window trickle vents open and clear of obstructions.

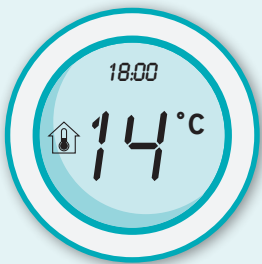


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Heating your home efficiently



Keeping your home warm can help reduce condensation. If you'd like energy efficiency advice, are finding it hard to manage your heating and/or the cost of your heating bills, or have issues with your energy provider, please contact our Home Energy Advice Service at homeenergyadviceteam@alliancehomes.org.uk or call **03000 120 120**

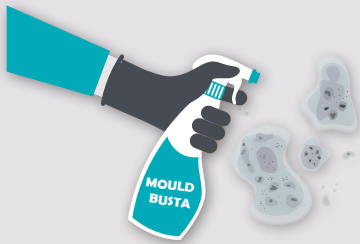


Tip

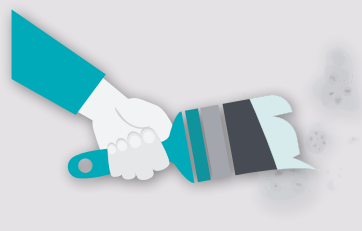
Don't try to heat a cold room by leaving doors open to heated rooms. This can cause moisture to build up on cold surfaces in the unheated room.

How to treat mould

If you're experiencing damp and mould, please contact us. If you would like to treat the mould yourself, these are our tips.



- Spray affected areas with mould remover or white vinegar (remember to wear gloves or any other protective equipment as well as follow the manufacturer's guidance).



- Paint the area with a mould killing paint. Remember, this paint is not effective if overpainted or if wallpaper is placed on top.



- Keep the area dry by regularly checking and wiping away any condensation.

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Our commitment to dealing with damp and mould in your home

We want our customers to live in safe and comfortable homes. Here is how we'll support you with damp and mould issues:

- ✓ We'll actively encourage you to report any damp or mould concerns, and make it easy for you to reach us.
- ✓ We'll send a trained colleague to visit your home within 14 days of your report of damp or mould. We'll create an action plan to resolve the damp and mould issue and give this to you within 48 hours of the visit.
- ✓ If a medical professional believes there's a health risk, we'll complete all work in the plan within 7 days.
- ✓ We'll always take each household's individual needs into account. If we need to carry out extensive works to put things right, we'll look at how we can best manage this for you.
- ✓ We'll give you practical advice and support on energy efficiency and ventilation to help prevent damp and mould in your home.
- ✓ We'll make sure anyone from Alliance Homes visiting your home is trained to recognise signs of damp and mould and tell you what we can do to help.
- ✓ We'll check homes thoroughly for damp and mould, and carry out any work needed before new residents move in.
- ✓ We'll look at damp and mould data to understand if certain house/property types are predisposed to this issue and put plans in place to resolve this.
- ✓ We'll continuously learn from customer feedback to improve our response to reports of damp and mould.
- ✓ We'll make sure that that our plans to make your home more energy efficient also ensure that damp and mould doesn't become a problem.

Further detail regarding our approach to damp and mould can be found in our Mould and Damp Policy.

Get in touch with us

If you think you have damp or mould in your home, please contact us. We'll arrange for one of our colleagues to visit.



If you need this information in an alternative format, please get in touch.