

*Keeping your
home free from
damp and mould*



Rent well. Live well.

This leaflet explains how, where and why mould forms and gives tips on how to prevent it occurring and dealing with it, if you find it in your home.

What is condensation?

You can get condensation when you cook, iron and shower or take a bath. Condensation isn't necessarily a problem, as long as the surface has time to dry out.



What is mould?

Mould grows and multiplies in moist areas, usually as a result of condensation. If left untreated, it can become a serious problem.

What is damp?

Damp occurs in moist places that never fully dry out, usually where there is little air movement. It is nearly always caused by condensation.



What you can do

You will get less damp or mould if you keep your home warm, ventilate it properly and minimise the amount of moisture in the air.

1 Minimise the amount of moisture inside your home

- Rather than putting wet clothes on a radiator consider the following:
 - > Open window
 - > Dry in a room with an extractor fan on and the door closed for example in the bathroom
 - > Use a tumble dryer (that vents to the outside or has a condenser)
 - > If possible dry clothes outside
- Keep lids on saucepans while cooking
- We recommend not using paraffin or other bottled gas heaters: they are dangerous and release huge amounts of water vapour
- Turn on an extractor fan or open a window when cooking or showering
- Close doors to stop moist air spreading to other rooms
- When running a bath, put some cold water in first
- If you have trickle vents on windows, keep them open to allow air to move. These vents allow air movement inside the home
- It is not recommended to dry clothes in bedrooms

2 Improve air movement around areas prone to mould

- Pull all furniture, including beds, away from external walls and corners (if possible, place furniture against internal walls)
- Try to leave a gap behind curtains and the wall during the day
- Keep air bricks and extractor fans open and clear
- For optimal air circulation and to prevent moisture build-up, we recommend leaving the kitchen and bathroom windows unsealed
- Mould can easily form in cupboards, think about how you space items out.

3 Minimise cold surfaces

- Heat your home to a reasonable level of warmth in the winter: 21°C in the living room and 18°C in bedrooms.

4 Open a window to release condensation

- By opening a window and counting to 10, you will be able to release condensation. We recommend doing this in the mornings where moisture in a room has built up over night.

5 Wipe away condensation and small patches of mould before they spread

- Wipe condensation from windows and other areas with a dry cloth in the morning and open a window for a while. Wipe small dots of black mould with a mild bleach solution or anti-fungal spray.

6 Consider buying a hydrometre or dehumidifier

- Hydrometres will show you the humidity in the room and prompt you to open a window. Dehumidifiers control the moisture in the air within a room reducing mildew and mould. Both items can be purchased Amazon or local household retailers.

Step guide for Damp, Mould or Condensation

1

Report

Report any worries about condensation, damp or mould to us as soon as possible.

2

Understanding

Your report will be logged in our system.

3

Investigation

A visit will be booked to inspect the issue.

4

Response

We will report back to you on the issue and suggested resolution within 14 working days.

5

Resolution

Further works will be booked within 7 working days (issued as an urgent job).

6

Follow-up

If required, we will follow-up with a call after 1 month and again at 3 months, to check that remedial works have been successful.

Additional Support for Severe Cases

For Category 1 cases (high risk) or where a vulnerable customer's health may be affected, we will provide enhanced support within 24 hours.

We will agree an action plan with your household.



Glossary

What to look out for:



Other kinds of damp

Penetrating damp

Penetrating damp can be caused by leaks or roofs, windows or plumbing. This dries once the leak is fixed and rarely leaves black mould. Please report any concerns about penetrating damp immediately.

Rising damp

Rising damp is extremely rare and is caused by water soaking up a wall no more than 1m. It almost never causes black mould.

If you think you have rising damp, please can you report this to Grainger's customer service team.

Our final top tips

- Open windows or use extractors when cooking, bathing or showering
- Dry clothes in ventilated rooms or outside
- Heat your living room to 21°C and bedrooms to 18°C
- Wipe away small patches of mould before they spread.

Report any bad outbreaks of mould by contacting us:

The quickest way to report any concerns is via the **MyGrainger App**.

Alternatively, you can call us on:

Grainger Trust:

0330 053 9998

Grainger Customer Service Team:

0330 6781608

Emergency out-of-hours repairs line (Axis):

0345 300 5824

www.graingerplc.co.uk

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