



If you have any questions about anything in this guide, please get in touch

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safe homes
safe places



Stamp out damp and mould

Working together to
keep your home safe



Dealing with damp and mould

We want you to feel happy in your home and enjoy a house that is safe, warm and secure. We know that damp and mould is a big concern for our customers and can seriously affect your enjoyment of your home.

Left untreated, it can cause problems with the structure of your home and have a negative effect on health.

We take all reports of damp and mould seriously. This information booklet explains what we will do if you report a problem with damp and mould.



What causes damp and mould?

In a lot of cases, damp and mould is caused by one of these problems:



Broken or blocked guttering



Drainage issues



Leaking pipes



Excess condensation

The more airtight and insulated your home is, the less natural ventilation it gets – and airflow is key for keeping damp and mould away. While these problems can be corrected, it's not always easy to solve the issue – for example, in older buildings.

We understand that no one would choose to live in a home that has damp and mould, and we will work with you to find a solution to manage or eliminate these issues.

What causes condensation?

Condensation occurs naturally through everyday activities like showering and boiling water, which put moisture in the air and on surfaces like windows and walls.

Excess condensation can lead to mould growth. Mould thrives when there is too much moisture and not enough air flow.

Turn the page to see our simple steps to reduce moisture and improve air flow in your home.

Did you know?
Drying clothes in a room without ventilation is one of the most common causes of mould.



What to do if you spot damp or mould in your home

1

Report it to us as soon as possible online at [whg.uk.com](https://www.whg.uk.com) or by calling **0300 555 6666**.

2

Our team will speak to you to find out more about the problem. If we can identify the cause easily over the phone (e.g. broken guttering), we'll arrange a repair.

3

If the cause is not so clear, it can take a process of elimination to identify the issue.

In most cases we will ask you to follow the steps over the page for 28 days to see if they resolve the issue.

If there is no obvious improvement we will arrange for a surveyor to come and inspect your home. They will assess the issue and arrange for any necessary works to be carried out. We will contact you 28 days after the works have been completed to confirm the problem is resolved.

We take all reports seriously. If there is a risk to safety or health a surveyor visit will be arranged as soon as possible.

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If you spot early signs of damp and mould do...

Ventilate to improve the air flow in your home

- ✓ Use your extractor fans. They cost less than £10 a year to run.
- ✓ Contact us for advice if you do not have a working extractor fan in your kitchen or bathroom.
- ✓ Close your bathroom and kitchen doors when in use.
- ✓ Open trickle vents above windows.
- ✓ Keep furniture away from walls.
- ✓ Open your windows when drying clothes.

Reduce moisture in your home

- ✓ Wipe off moisture that forms on your windows and sills in the morning.
- ✓ Put lids on pans while cooking to stop moisture escaping.
- ✓ When running a bath, put cold water in first to reduce the amount of steam.
- ✓ Dry clothes outside where possible, or in the bathroom with the door closed and the window open or extractor on.

Treat mould straight away

- ✓ Wipe down any early sign of mould with a fungicidal spray – we can provide you with this.

Report to us

- ✓ Any leak.
- ✓ Any blocked gutters.
- ✓ Water pooled against your house as there may be a drainage issue.

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To help prevent damp and mould, don't...

- ✗ Use an unvented tumble dryer. Contact us for advice if your dryer does not have an outdoor vent.
- ✗ Use a bottled liquid gas heater.
- ✗ Dry washing on radiators or in a room with no ventilation.
- ✗ Let your home get too cold – try and keep heat in where you can.

If following these steps hasn't helped then report it to us.

You can do this quickly and easily online at whg.uk.com or call 0300 555 6666.



Scan the code to watch our damp and mould tips



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