



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

whg
100 Hatherton Street
Walsall
WS1 1AB

 **Direct telephone:**
0300 555 6666

 **Email:**
enquiries@whgrp.co.uk

 **Website:**
www.whg.uk.com

whg is the trading name of Walsall Housing Group comprising Walsall Housing Group Limited, company registration number 04015633, registered provider number L4389, registered charity number 1108779 and all its subsidiaries. The company and all its subsidiaries are registered in England and Wales at 100 Hatherton Street, Walsall, West Midlands WS1 1AB



MIX
Paper | Supporting
responsible forestry
FSC® C018124



**CARBON
BALANCED
PRINT**

www.carbonbalancedprint.com
CBP2110

What these logos mean for you
We're keeping it greener. It's a responsibility we
take seriously, so our print partner uses paper from
responsibly managed forests and the emissions from
the paper and printing have been offset too. Nice!

safe homes
safe places



Damp, mould and condensation

**Working together to
keep your home safe**



Keeping your home healthy

We want you to feel happy in your home and enjoy a space that is safe, warm and secure.

Damp, mould and condensation can damage your home and may affect your health and wellbeing if left untreated. This guide explains what can cause it, the simple steps you can take to reduce moisture and improve airflow, and how we can help if you report a problem.

Some whg homes also have small sensors fitted to monitor temperature, humidity and carbon dioxide. These help us spot possible issues early, offer advice and support customers before damp or mould gets worse.

We take all reports of damp and mould seriously, so please tell us as soon as you notice a problem.



What causes damp and mould?

Damp and mould can be caused by different things. These include:



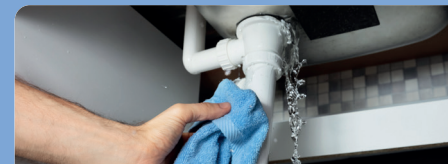
Blocked or broken guttering

Water can run down the outside of your home and cause damp patches.



Condensation

This happens when there is too much moisture in the air and not enough airflow.



Leaks

For example, leaking pipes or roofs.



Drainage issues

Water pooling against your home can lead to damp.



Poor brickwork

Cracked or damaged brickwork can let rainwater into your home.



Soil or paving too high against outside walls

Soil, paving or flower beds built up too high against your walls can let moisture in.

We understand no one would choose to live in a home with damp or mould. We will work with you to find a solution and help manage or remove the problem.

What is condensation?

Condensation happens when warm, moist air meets a cold surface, such as a window, wall or ceiling.

Everyday activities can add moisture to the air, including:

- cooking
- showering or bathing
- drying clothes indoors
- boiling water
- breathing
- pets

If this moisture can't escape, it can settle on cold surfaces. Over time, this can lead to mould.

A healthy home needs three things:

Warmth

Try to keep your home at a steady temperature where you can.

Ventilation

Let fresh air move through your home and use extractor fans where they are fitted.

Less moisture

Reduce steam where possible and wipe away moisture from windows and sills.

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** 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.

4

5

Simple steps to reduce moisture and improve airflow

Ventilate your home

- ✓ Use your extractor fans – they cost less than £10 a year to run.
- ✓ Keep kitchen and bathroom doors closed when cooking, bathing or showering, and for around an hour afterwards.
- ✓ Open trickle vents above windows and keep them unblocked, even in winter.
- ✓ Open a few windows slightly around your home during the day.
- ✓ Keep furniture slightly away from walls so air can move behind it.
- ✓ Contact us if your extractor fan is not working or if you do not have one in your kitchen or bathroom.
- ✓ If you have a Mechanical Ventilation with Heat Recovery (MVHR) system, keep it running at all times.

Reduce moisture

- ✓ Wipe moisture from windows and window sills in the morning.
- ✓ Put lids on pans when cooking.
- ✓ Dry clothes outside where possible.
- ✓ If you need to dry clothes indoors, use a well-ventilated room, keep the door closed and open a window or use an extractor fan.
- ✓ Clean around extractor fans regularly. A vacuum cleaner brush attachment can help remove dust.

Keep warmth in where you can

- ✓ Try not to let your home get too cold.
- ✓ On cold days, try to keep indoor temperatures at least 18°C where possible.
- ✓ Use thermal or lined curtains if you have them.
- ✓ Open curtains during the day to let warmth in from the sun, then close them before dusk to help keep heat in.

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

- ✗ Dry washing on radiators or in a room with no ventilation.
- ✗ Block air vents, trickle vents or extractor fans.
- ✗ Use a bottled gas heater or portable gas heater, as these can add moisture to the air and affect indoor air quality.
- ✗ Use an unvented tumble dryer. If your dryer does not vent outside, contact us for advice.
- ✗ Ignore leaks, damp patches or mould that keeps coming back.

If you have followed these steps and the problem has not improved, please report it to us.



Scan the code to watch our video on damp and mould tips



Treating early signs of mould

If you spot a small area of mould, please tell us and treat it as soon as possible.

You can wipe down early signs of mould with a fungicidal spray. We can provide this.

Do not brush or vacuum mould, as this can spread spores into the air.

If mould keeps coming back, spreads, or you are worried about your health, please contact us.



If you have a sensor in your home

Some whg homes have a small sensor installed to help us understand the conditions inside the home.

The sensor monitors:

Temperature

This helps us understand whether your home is staying warm enough.

Humidity

This shows how much moisture is in the air. High humidity can increase the risk of condensation and mould.

Carbon dioxide, also known as CO₂

This can show whether there is enough fresh air moving through your home. High CO₂ can be a sign that more ventilation is needed.



The sensor helps us spot possible issues early, offer advice, and arrange checks or repairs where needed.

What the sensor does, and does not, do

The sensor only collects information about the indoor environment in your home.

✓ It monitors temperature, humidity and CO₂.

- ✗ It does not record sound.
- ✗ It does not record video.
- ✗ It does not monitor what you are doing in your home.
- ✗ It does not replace reporting a repair or damp and mould issue to us.

If you are worried about damp, mould, condensation, ventilation or heating, please still contact us. You do not need to wait for the sensor to pick something up.

What do I need to do with the sensor?

You do not need to do anything with the sensor. However, some customers may be able to download an app when the sensor is installed to monitor their own home if they wish.

Carry on using your home as normal and follow the simple steps in this leaflet to reduce moisture and improve airflow.

If the sensor shows that humidity or CO₂ levels are high, we may contact you to offer advice or arrange a visit.

Why fresh air matters

Fresh air helps remove moisture, smells and stale air from your home.

Everyday things can affect the air inside your home, including cooking, showering, drying clothes, cleaning products, pets, dust and people breathing.

Good ventilation can help improve indoor air quality and reduce condensation.

Simple steps such as keeping trickle vents open, using extractor fans and opening windows when you can will all help.

