

What the Council is doing about **DAMP AND MOULD**

To tackle damp and mould problems, we are in the process of surveying our housing and dealing with these problems using specialist contractors. This leaflet can help our tenants to:

- **identify problems with buildings that may lead to damp and mould**
- **know the steps you can take to help prevent damp and mould**
- **contact us to report it**

We update the damp and mould section of our website regularly with all the latest information and guidance, including the addition of an online form for tenants to report problems to our housing team.

If we complete any work involving the temporary use of dehumidifiers we will reimburse the reasonable costs of running them.

Where decorating is needed after mould cleaning or works, the Council will cover the reasonable cost of redecoration. Where tenants are unable to decorate themselves we will provide support.

Support with budgets, bills, welfare benefits, and debt payments can be obtained from our tenancy support and financial inclusion team by calling 01509 634666.

charnwood.gov.uk/dampandmould



“I think I have a damp problem...”

To help narrow down the problems you may have in your home, we have some simple questions for you to answer that should be able to reduce time in making repairs - both internally and externally.

EXTERNAL

- If you can see your roof from outside can you see any missing, damaged or loose tiles?
- If you have a chimney, does it have any damage to the brickwork or leadwork that you can see?
- Do the gutters have any damage or leaks or overflowing due to blockages?
- Are there any leaking downpipes or WC overflows dripping?
- Are there any discoloured patches on the wall, darker or lighter?
- Are there any lean-to buildings added on, conservatory/ shed/ outbuildings?
- Are there any air bricks at the base of the walls covered/ blocked by bins or shrubs/ long grass?



If you have any concerns about anything in this leaflet, call our repairs team on 01509 634666 or report online via the website:

charnwood.gov.uk/dampandmould

INTERNAL

If you have stains on your wall/s inside, there may be a problem with your cavity or rising damp.



Warm air can contain more water than cold air. When it comes into contact with a cold surface it forms condensation. If left this creates a damp surface ideal for mould, especially in your windows.

When you have condensation, use a cloth to wipe it up before mould has a chance to grow. If it does use a shop-bought fungicide and follow the manufacturer's instructions.

You can reduce condensation in the home by airing your home for 15 minutes a day. It is all you need to reduce the risk of damp and mould if there are no other problems. In that time it lets out the moisture but doesn't let the fabric of the building cool down. Not letting moisture out from your home means that you are heating moist air inside your home; and that creates a damper environment.

The amount of water created per person in the home is:



1.5 pints just by breathing and generating body heat



6 pints cooking and boiling a kettle



2 pints running a bath/shower



4 pints using a gas heater



9 pints drying clothes

If you're cooking in the kitchen or showering in the bathroom, open a window or have the extractor fan switched on, and leave it on for 15 minutes after. Heating a damp room costs more money, so using an extractor fan or having a window open for a short time won't cost more in electricity in the long run.

It is worth remembering that...

A bathroom fan is **96% cheaper** than an oven to run

A kitchen fan is **87% cheaper** to run than an oven

To heat a damp room costs more money as the excess moisture in the air is being heated.



You can further reduce the amount of moisture in your home by:



Using pan lids when cooking

Use an ailer, not a radiator, when drying clothes (they'll dry quicker and allow the heat to circulate).



Open the window to ventilate for 15 minutes after drying.

Drying clothes on an ailer allows the heat to circulate, but air in the bathroom if possible, as airing in the bedroom will result in your bed absorbing moisture.

We recognise we don't always get things right, and if you are unhappy with the way we have dealt with a report of damp and / or mould you have already made, you can make a complaint to us or approach the housing ombudsman directly.

More information can be found on our complaints process at www.charnwood.gov.uk/complaints_process