

Damp and mould



Rising damp can look like this on the outside of your home



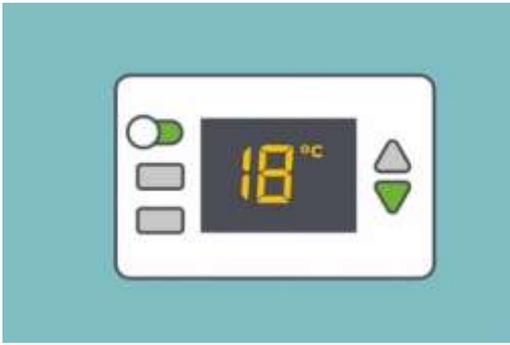
Rising damp can look like this on the inside of your home



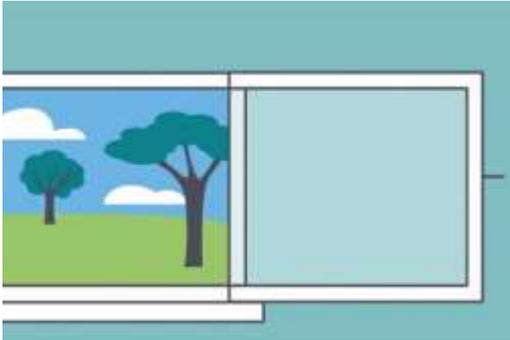
Penetrating damp is when water is leaking and can look like this in your home



Condensation happens when the air inside your house is a different temperature to the air outside your house and can look like this



You can help to stop mould by putting your heating on a lower temperature for longer



You can help to stop mould by opening your windows to let some air in



You can help to stop mould by wiping down your windows



You can help to stop mould by hanging your washing outside



You can help to stop mould by putting lids on pans when you are cooking



You can help to stop mould by moving furniture away from radiators and walls that are outside



If you get mould you should clean it with special mould cleaner



Talk to Home Group staff if you have damp and mould



Home Group staff will listen to you about your damp and mould



Home Group will arrange for someone to come and look at your damp and mould



Home Group will talk to you about your damp and mould



Home Group will arrange repairs for your damp and mould



You can report damp and mould on Home Group's website

www.homegroup.org.uk/damp



You can report damp and mould by calling 0345 141 4663



You can report damp and mould on My Home Account