

**Do you have  
damp or mould  
in your home?**

**We're here  
to help.**

# What causes damp and mould?

Three of the main causes of damp or mould are:



## Rising damp

This is when moisture rises from the ground into floors or walls. It is more commonly found in older homes. This could be both internal and external. Signs of rising damp are:

- Damp/wet patches on the wall
- Peeling or flaking wallpaper and plaster
- Damp and musty smell
- Black mould appearing
- Wooden skirting or beading beginning to rot
- Tide marks from salts presenting as a long line across or down your wall



## Penetrating damp

This is when water leaks into a building through a wall, roof, or ceiling. This can be caused both by external leaks and by internal plumbing problems. Things to look out for are:

- Leaking roofs
- Overflowing or damaged gutters
- Leaking interior pipework
- Damaged exterior walls
- Damp patches
- Wet and crumbling plaster
- Bubbles appearing in the plaster



## Condensation damp

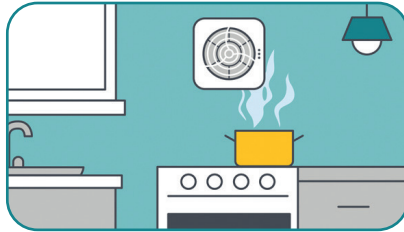
This happens when the air outside is cooler than the air inside. The difference in temperature causes the inside air to condense and form water droplets. This can often be seen on windows, and sometimes walls.

**There are some things that you can do to stop this from happening.**

# How to tackle condensation and mould



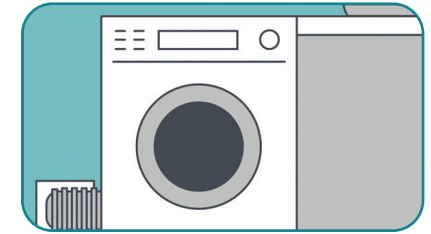
While condensation is usually nothing to worry about, it can sometimes lead to damp and mould growth if left for too long. Here are a few simple tips you can use to reduce condensation and mould in your home:



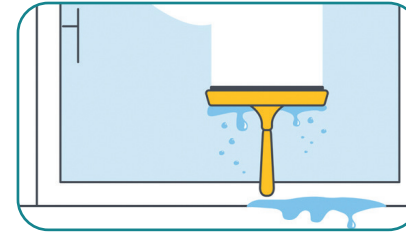
Have the extractor fan on and door closed when you're showering, bathing or cooking



If you do get mould use a mould cleaning product to remove it



Tumble dryers can cause a build up of condensation, try to vent them outside if you can



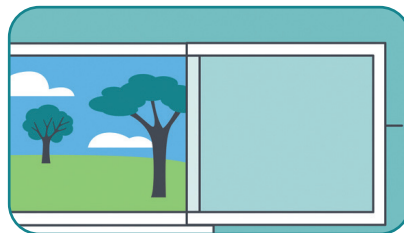
Wipe windows and walls daily of condensation to help avoid mould



Move furniture away from radiators and external walls as this stops air moving around your home



Set your heating to come on for longer at lower temperatures - this can help reduce condensation



Something as simple as opening your windows little and often can help get rid of moist air and help dry out damp



Keep lids on pans when cooking, this won't just prevent steam from escaping, but also saves energy



Dry clothes outside when you can - if that's not an option you could dry them in a room with an extractor fan on, window open and door closed



# How can Home Group help?

Damp and mould can be due to an issue with your home that we need to fix. If you do see damp and mould, and have tried the tips we've shared but it's not making a difference, please let us know.

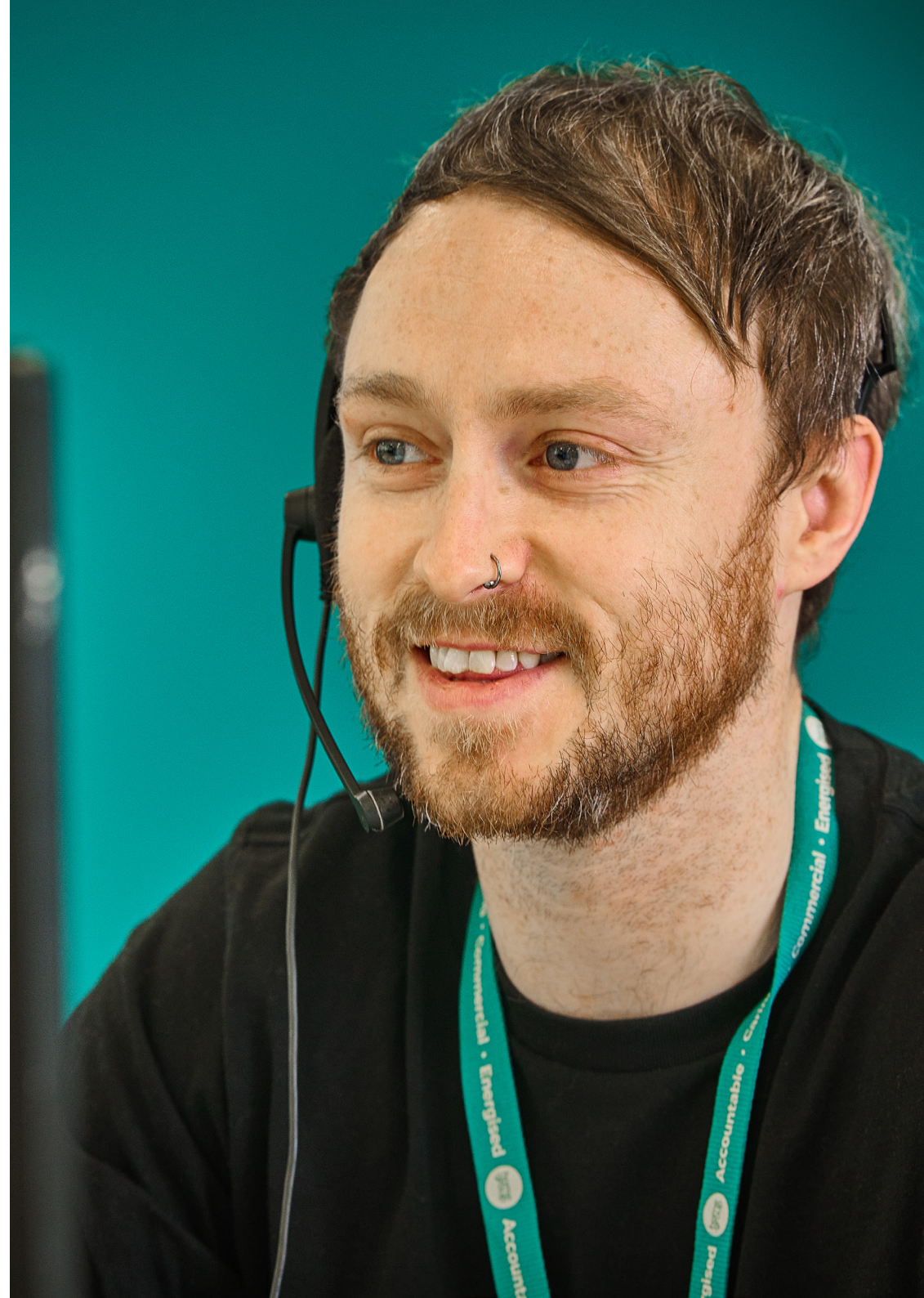
We will:

- ✓ **Listen** and take your report seriously
- ✓ Book an appointment to come and **inspect** your home
- ✓ **Assess** any works needed and discuss this with you
- ✓ Book an appointment to complete **repair** work
- ✓ If needed, we will **make improvements** to the ventilation in your home and/or undertake mould treatment.

## Ways you can report a damp and mould issue



- Visit [www.homegroup.org.uk/damp](http://www.homegroup.org.uk/damp)
- Call **0345 141 4663** and press the dedicated damp and mould option
- Use **My Home Account** to report a repair





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