



Your guide to avoiding
DAMP & MOULD
Causes and useful tips



Railway Housing Association

DAMP & MOULD

We are committed to providing safe, well maintained, energy efficient homes that are free from damp, mould and disrepair.

We take the issue of damp and mould very seriously and will investigate every report of damp and mould thoroughly. We recognise the health risks of living with damp and mould and the distress that it can cause. We will not blame residents for damp and mould appearing. We will work with you to identify the cause and how the problem can be resolved. We will check for damp and mould before we re-let homes and during routine stock condition surveys.

Causes of Damp

Rising damp

Rising damp is caused by water rising from the ground through the structure of the home, and only affects ground floor rooms up to about one metre high. Obvious signs are damaged skirting boards and floorboards, crumbling or salt-stained plaster, peeling paint and wallpaper. There may also be a tide mark along the wall at low level and a musty smell. Black mould is not usually seen because the ground salts carried in the damp prevents the growth of black mould. Rising damp is rare and usually prevented by a barrier called a damp proof course but in older homes these can break down over time.

Penetrating damp

Penetrating damp is water coming through the walls, roof, windows or doors that leads to rot and damage to the inside of the home. It can be caused by defective or poor design or workmanship of the building; cracked render; missing pointing to brickwork, missing roof tiles; defective external doors or windows; defective or blocked guttering. It shows as damp patches on walls, ceilings, floors that may darken when it rains.

Internal leaks

Internal leaks from water and waste pipes or heating systems can affect walls, floors and ceilings.



Condensation

Condensation appears when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets. There is always moisture in the air even if you can't see it. The hotter the air, the more moisture it can hold. When air gets colder it cannot hold a lot of moisture so droplets of water may appear on cold surfaces such as windows, mirrors, porcelain toilet bowls and cisterns. It mainly happens during cold weather. It doesn't usually create a tide mark. Condensation can be caused by poor ventilation due to lack of opening windows or extractor fans; inadequate heating due to undersized boilers or radiators or ineffective heaters; inadequate insulation in lofts and walls; poor building design and/or construction that results in cold areas (bridging); and the presence of rising or penetrating damp or water leaks.

To reduce condensation, homes need to be kept warm and adequately ventilated. We have provided loft insulation, cavity wall insulation, double glazing, and more energy efficient gas or electric heating to help keep homes warm, as well as extractor fans in kitchens and bathrooms. For those homes with solid walls, we are gradually providing external wall insulation.

If you are struggling to afford to heat your home, please contact us as soon as possible. We can check that you are receiving all the financial support you are entitled to so that you are more able to heat and ventilate your home.

What is Mould?

Mould is a natural organic compound that is part of the natural environment. It is also present indoors but damp conditions can cause black mould to grow on walls, windows, doors, in the corner of rooms, behind cupboards or wardrobes and any other places where the air does not circulate well. If it becomes extensive and concentrated then it can cause health problems and damage to the building, decoration, furnishings and other belongings.

If you notice any damp or mould in your home, please report it to us as soon as possible by:

- **calling freephone: 0800 0287428**
- **using the 'Report a Repair' form or the Residents' Portal on the website**
- **emailing: info@railwayha.co.uk**

We are here to help and will take every report seriously.

If the cause is obvious, such as a leaking pipe, we will arrange for it to be repaired.

If the cause is not obvious then we will visit your home within 10 working days to see the problem and decide what needs doing to sort it out. We may need to arrange for an independent specialist to carry out a survey. Then we will tell you what the specialist has found, their recommendations to deal with the problem, and what we plan to do.

In some cases, the investigation and diagnosis can take time to find out what is causing the problem and to fix it but we will try our best to keep you informed about progress.

If the problem is caused by condensation, we will check that the heating, ventilation and insulation of your home is adequate and appropriate; and that there are not any problems with the design or structure of your home that may be causing the problem.

If the size of your home is part of the problem, we will help you to find a new home by transferring to another one of our homes, a mutual exchange, and registering on the waiting lists for your local council and other local social landlords.

We may install specialist monitoring sensors within your home to monitor the levels of moisture.

If we need to use dehumidifiers or other electrical equipment that may have a significant impact on your utility bills, we will reimburse you to cover these costs.

If extensive work is needed or it will take a long time before the work can be carried out or you have circumstances or vulnerabilities that make the work difficult for you to cope with, we may offer you alternative temporary or permanent accommodation.

If extensive work is required and make take some time to arrange and complete, we may carry out smaller works such as mould washes and anti-mould paint if this will improve the living conditions for you in the meantime.

Six months after work is completed, we will revisit your home to make sure that the problem with damp and mould has been fixed.

Continued overleaf ►



USEFUL TIPS

Tips for reducing condensation from day to day living:

- **Cover pans when you are cooking**
- **Close kitchen and bathroom doors when cooking or bathing**
- **Run the cold water into a bath first, this can reduce steam by 90%**
- **Dry your clothes outside if possible, or in a well-ventilated room**
- **Don't hang wet clothes on radiators**
- **Vent your tumble drier to the outside if it is not self-condensing**
- **Open a couple of windows to get a through draught for about an hour a day**
- **Open windows or switch on extractor fans in the kitchen and bathroom when you are using them**
- **Keep air vents unblocked**
- **Keep window trickle vents open**
- **Don't overpack your wardrobe**
- **Leave space between furniture and walls, so that air can flow freely through these spaces**
- **Wipe any water that accumulates on window sills and other surfaces**

If you would like any further advice, please contact us to make an appointment for one of our Maintenance Surveyors to visit you.

A full copy of our policy on damp and mould is available on request.

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi inde di_er dillerde de temin edilebilir ayrıca görme özürülerin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک ، لطفاً از یک کارمند سوال کنید. (آنها میتواند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انباریانه به زمانی خواتن ده ست ده که ویت، و یا به شیوه کانی دیکه، له وانه به خه تی گه وره و یا به ده ننگ. نه گه ر پیویستت به ز انباری زورتر، یارمه تی و یا ناموزنگاری هه یه، تکایه پرسپار بکه له یه کیک له کارمه نده کان. (نه وان کاریکی و اده که ن که به زمانی خوت له گه لتا قسه بکه ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜ਼ੋਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گڈارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (بھری ہوئی کھائی، ہائینا اشخاص کے پڑنے کی کھائی) کی ای ڈی اور ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملے کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں)۔

Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

Free phone: 0800 0287428 | Email: info@railwayha.co.uk

www.railwayha.co.uk

[/railwayha](https://twitter.com/railwayha)

[/railwayhousingassociation](https://facebook.com/railwayhousingassociation)

Registered Social Landlord: A1855 | Registered Charity: 1188450
Member of the Housing Ombudsman Service

March 2023

