ccha

# HEALTHY HOMES TOGETHER

Working Together to Keep Your Home Comfortable and Safe



# INTRODUCTION

## Working Together to Keep Your Home Comfortable and Safe

Everyone deserves a warm, safe and comfortable home. Damp and mould can affect both your property and your wellbeing, but the good news is that most issues can be prevented or fixed quickly when we work together.

If you spot damp, mould or a leak, tell us as soon as possible. The sooner we know about it, the sooner we can help. Report it now using the information on the back of this booklet.

### THIS GUIDE EXPLAINS

- How to spot the different types of damp and mould
- Simple things you can do to reduce moisture in your home
- When and how to report concerns
- How we'll support you when problems arise

# SEE IT
# REPORT IT
# SORT IT

# UNDERSTANDING THE DIFFERENT TYPES OF DAMP AND MOULD

Damp and mould can occur for different reasons, and finding the cause helps us fix the problem properly

## THERE ARE THREE MAIN CAUSES OF DAMP AND MOULD

**Condensation**

**Penetrating Damp**

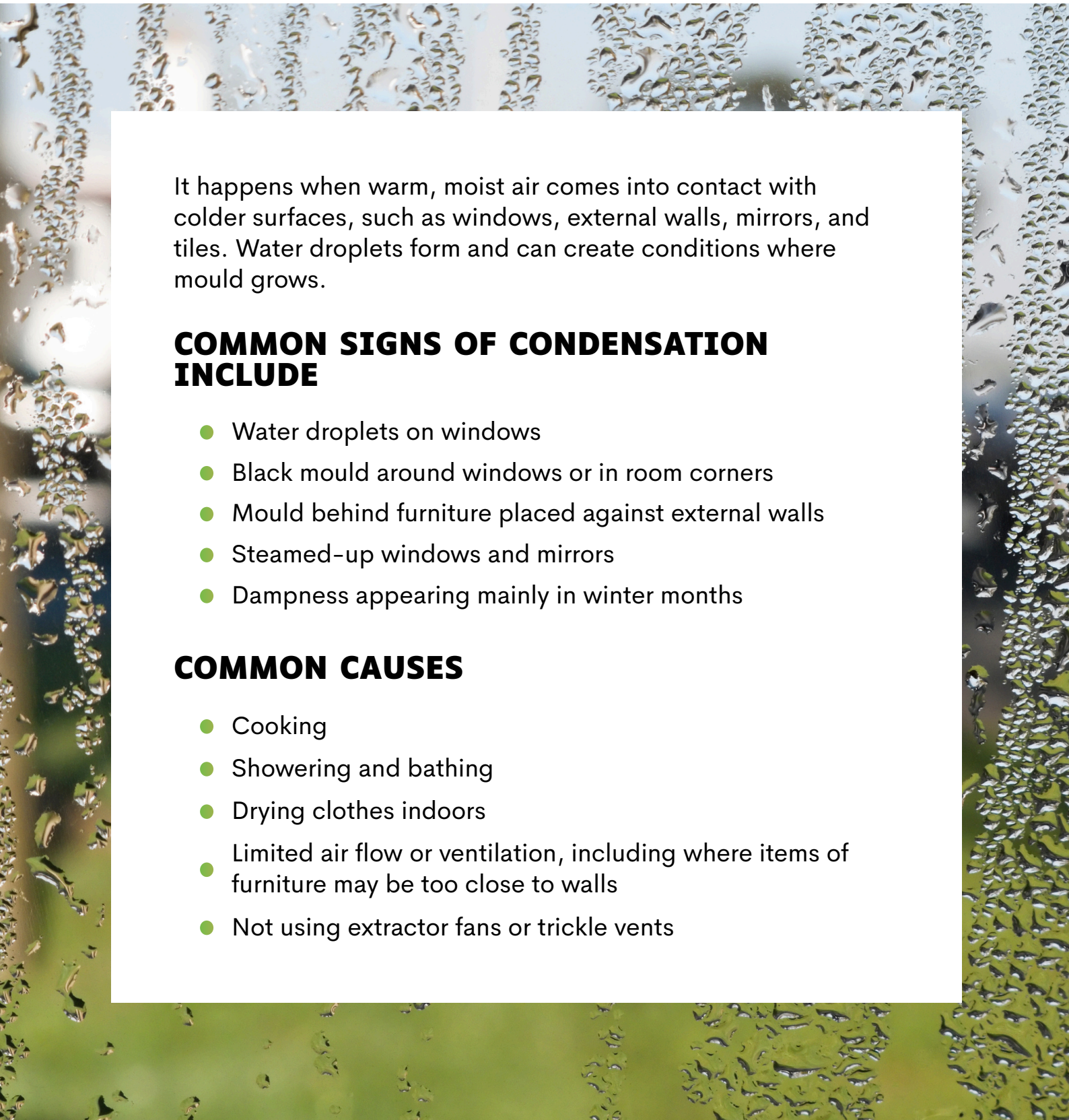
**Rising Damp**

Over the next few pages, we'll explain how you can spot damp and mould, what causes it, and what you need to do about it.



# CONDENSATION

## Condensation is the most common cause of mould in homes



It happens when warm, moist air comes into contact with colder surfaces, such as windows, external walls, mirrors, and tiles. Water droplets form and can create conditions where mould grows.

### COMMON SIGNS OF CONDENSATION INCLUDE

- Water droplets on windows
- Black mould around windows or in room corners
- Mould behind furniture placed against external walls
- Steamed-up windows and mirrors
- Dampness appearing mainly in winter months

### COMMON CAUSES

- Cooking
- Showering and bathing
- Drying clothes indoors
- Limited air flow or ventilation, including where items of furniture may be too close to walls
- Not using extractor fans or trickle vents

# WHAT CAN HELP?

## USE TRICKLE VENTS

Many windows have small vents at the top called trickle vents. These should be kept open at all times

### TRICKLE VENTS

- Allow fresh air to circulate
- Remove moisture from your home
- Work even when windows are closed
- Help reduce condensation during colder months

Think of trickle vents as a simple way of letting fresh air into your home, even when the windows are closed.



# WHAT CAN HELP?

## DRY CLOTHES CAREFULLY

Wet clothes give off a lot of moisture as they dry. This can lead to condensation and mould.

### IF YOU DRY CLOTHES INDOORS:

- Use a well-ventilated room
- Close the room door
- Open trickle vents
- Use an extractor fan if available

Avoid drying clothes directly on radiators whenever possible.



# WHAT CAN HELP?

## KEEP FURNITURE AWAY FROM EXTERNAL WALLS

Leaving a small gap between furniture and outside walls helps air circulate and reduces the risk of mould forming behind wardrobes and sofas.



# WHAT CAN HELP?

## HEAT YOUR HOME CONSISTENTLY

Where possible, maintain a steady temperature rather than allowing rooms to become very cold.

Even a low level of background heating can help reduce condensation. We recommend setting a minimum temperature on your thermostat of between 16 – 18 degrees Celsius.



# WHAT SHOULD I DO?

You can remove small areas of mould caused by condensation by using a suitable mould wash or mould-removal product. Do not clean mould on textured coatings (such as Artex) or other surfaces that may contain asbestos. Check your home's asbestos survey first. If you're unsure, contact us and we'll help.

## BEFORE CLEANING:

- Open a window to improve air flow
- Wear rubber gloves
- If the mould covers a larger area, wear a face covering and eye protection while cleaning

## WHEN CLEANING:

- Apply the mould wash according to the manufacturer's instructions
- Wipe away the mould using a disposable cloth
- Place used cloths in a sealed bag and dispose of them
- Allow the area to dry completely





## DO NOT BRUSH MOULD WHEN IT IS DRY

This can release mould spores into the air. If mould continues to return even after cleaning safe areas, let us know so our team can check what is causing the problem.

Scan here to see a video of how to carry out a mould wash.

## CONDENSATION

### CAUSE

Usually caused by everyday moisture in the home.

### WHAT YOU CAN DO

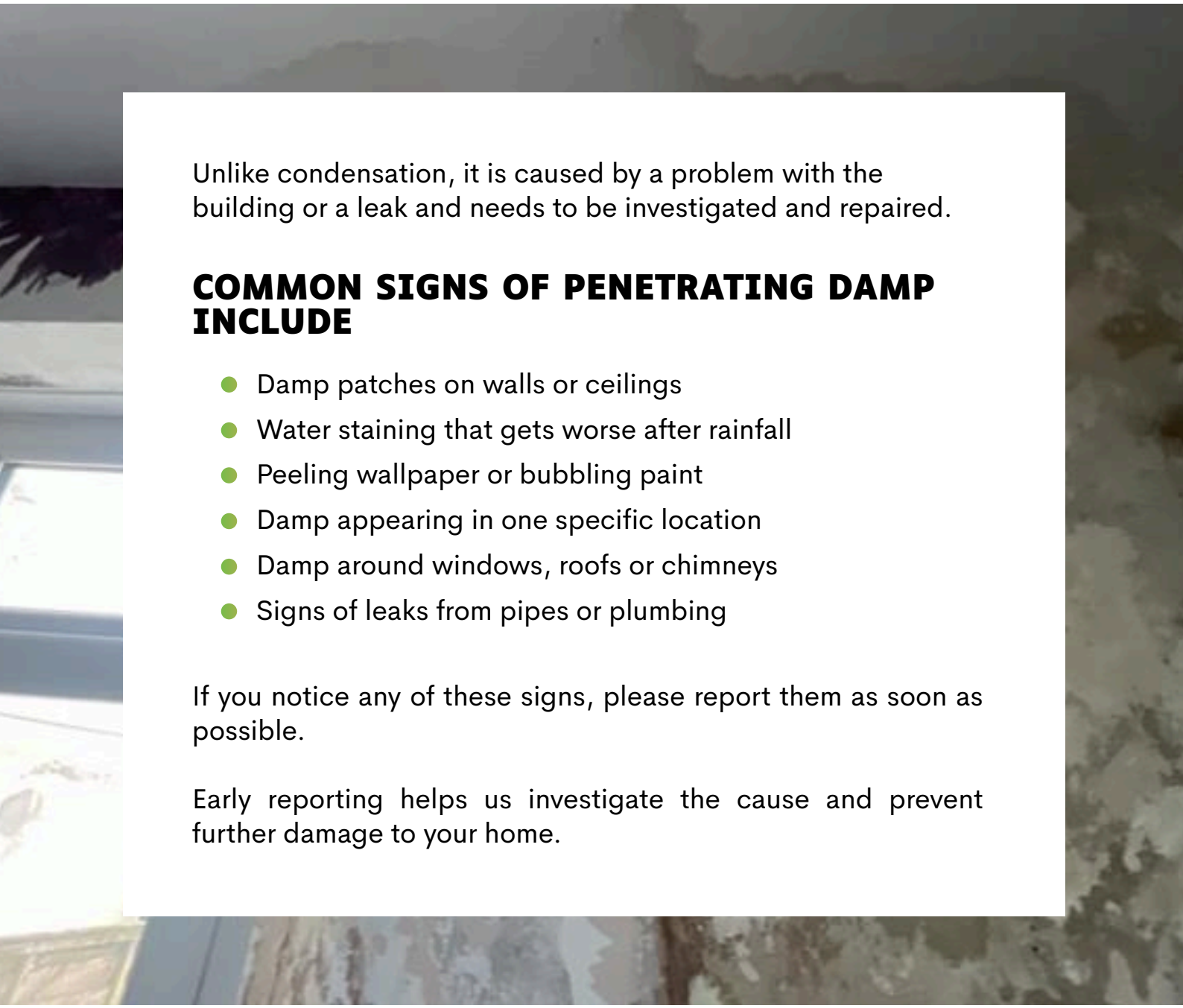
Use trickle vents, extractor fans and clean mould safely. If in doubt, report it to us.

# SEE IT REPORT IT

**Report it now using the information on the back of this booklet.**

# PENETRATING DAMP

Penetrating damp happens when water enters the property from outside or through an internal leak



Unlike condensation, it is caused by a problem with the building or a leak and needs to be investigated and repaired.

## COMMON SIGNS OF PENETRATING DAMP INCLUDE

- Damp patches on walls or ceilings
- Water staining that gets worse after rainfall
- Peeling wallpaper or bubbling paint
- Damp appearing in one specific location
- Damp around windows, roofs or chimneys
- Signs of leaks from pipes or plumbing

If you notice any of these signs, please report them as soon as possible.

Early reporting helps us investigate the cause and prevent further damage to your home.

# PENETRATING DAMP

## CAUSE

Usually caused by a leak or water getting in from outside.

## WHAT YOU CAN DO

Report it as soon as possible.

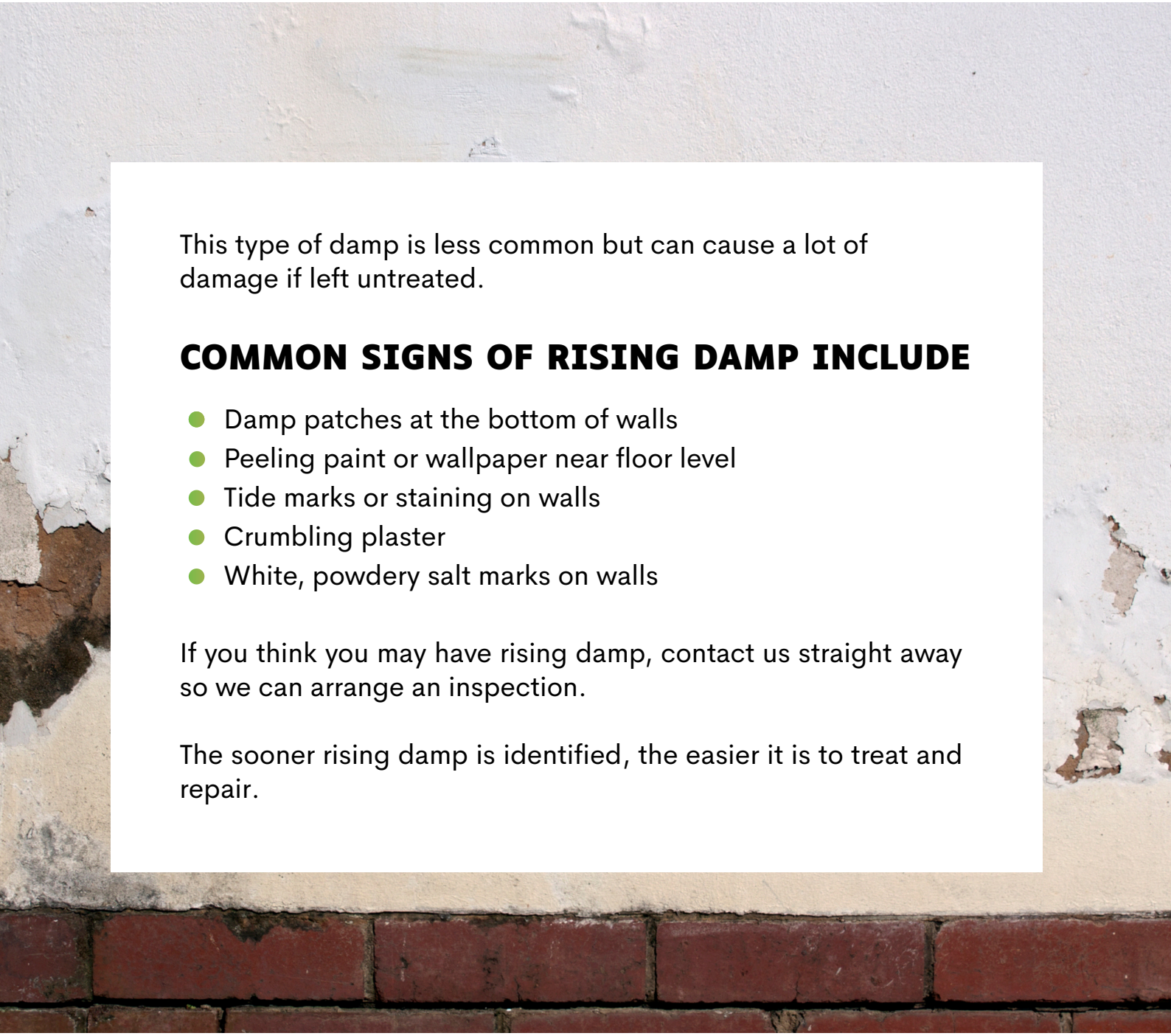
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# RISING DAMP

## Rising damp occurs when water travels up through walls from the ground



This type of damp is less common but can cause a lot of damage if left untreated.

### COMMON SIGNS OF RISING DAMP INCLUDE

- Damp patches at the bottom of walls
- Peeling paint or wallpaper near floor level
- Tide marks or staining on walls
- Crumbling plaster
- White, powdery salt marks on walls

If you think you may have rising damp, contact us straight away so we can arrange an inspection.

The sooner rising damp is identified, the easier it is to treat and repair.

# RISING DAMP

## CAUSE

Usually caused by moisture coming up from the ground.

## WHAT YOU CAN DO

Report as soon as possible.

# SEE IT REPORT IT

**Report it now using the information on the back of this booklet.**



# SEE IT? HERE'S HOW TO REPORT IT.

The quickest and easiest way to report damp or mould is using the My CCHA app. Here you can upload photos which will help one of our qualified surveyors assess the problem and decide what action to take. You can download the My CCHA app from the App or Google Play store.

**If you prefer, you can also report it by calling or emailing our repairs team**

repairs@ccha.org.uk

029 2046 8490



# IF YOU'RE UNSURE, REPORT IT

# WHAT HAPPENS WHEN YOU REPORT DAMP OR MOULD?

We take reports seriously and will work with you to find the cause

## DEPENDING ON THE ISSUE, WE MIGHT:

- Contact you for more information
- Arrange an inspection
- Investigate possible leaks
- Assess air flow and heating
- Carry out repairs
- Provide additional advice and support
- Monitor the situation until resolved

**Our aim is to find and fix the root cause so that the problem doesn't return.**

Damp and mould can be worrying. We take every report seriously and will work with you to find the cause and put things right.

You don't need to diagnose the problem yourself. If you're unsure, get in touch and we'll help.

**For further guidance on treating and preventing mould:**

Download My CCHA app

GET IT ON Google Play

Download on the App Store

Contact the Repairs Team

repairs@ccha.org.uk

029 2046 8490

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