



Dealing with **damp, mould and condensation**

This leaflet explains what steps you can take to prevent and reduce condensation and mould in your home.

What is condensation?

Condensation occurs when warm air collides with cold surfaces, or when there's too much humidity in the home. This can then cause patches of black mould.

How can you try and avoid condensation in your home?

- Leave a small gap between your walls and furniture. This allows air to circulate and move and stops mould from developing.
- Put lids on your cooking pans. This will reduce the amount of moisture in the air.
- Where possible, avoid drying clothes indoors. If this isn't an option, close the door and leave a window open – even just a little - to provide ventilation.
- Keep the bathroom and kitchen ventilated. If there's no extractor fan, open windows and shut the door to prevent moisture from entering another room. If your extractor fans aren't working properly, get in touch with us.
- Try and keep your home at a constant temperature.
- Clear condensation from windows, using an old towel or similar.
- Open windows every day, to maintain a healthy airflow.
- Report leaks immediately. If mould suddenly starts growing in a part of a room, it hasn't before, give us a call. For example, there may be a slow leak or another repair we need to fix.



Are you struggling with **damp and mould in your home?**

If you've noticed mould or damp in your home, contact our Repairs team on 0300 3300 900, Extn 7800. Alternatively, you can email the team on repairs@havebury.com.

If this is the first time you've reported this, one of our technicians will visit your home to carry out a mould wash within ten working days. They'll also see if they can spot anything causing the problem and carry out any required repairs. Depending on the severity of the issue, we may instruct our cleaning contractor to come to your home to perform the mould wash. If this is the case, we will advise you when we visit you.

We'll then contact you after eight weeks to see if this has helped or if we need to take further action.

If, after this time, the problem has not been resolved, a surveyor will visit you to investigate further what could be causing this. We will identify and arrange works required, and share this with you, including timescales for completion. Once these have been completed, we'll check back with you again in six months to ensure the problem hasn't returned.

Increased cost of living

One of the causes of this can be not heating your home adequately or just heating one room, for example. We know the cost of living has gone up, meaning energy bills and other day-to-day costs have increased. We have information on our website, including the government's Help for Households campaign - scan the QR code below to view it. Or call our Welfare and Benefits team on 0300 3300 900 Extn 7305 or email them at myadvice@havebury.com. We have access to a support fund, and we also work with other agencies who may be able to help - so please get in touch.



Scan this QR code to see what cost of living support is available on our website, or visit www.havebury.com.

