

# DAMP AND MOULD

## INFORMATION LEAFLET

### WHAT IS MOULD?

Damp and condensation (excess moisture) can cause black mould to grow in your home. It is a common household problem, but we can work together to manage it.

### WHAT CAUSES IT?

It may be caused by:

- A fault in the building that needs to be repaired, such as a leaky roof, damaged windows, a problem with guttering, or plumbing.
- In older buildings, some basements or ground-floor flats may suffer from rising damp, where groundwater soaks up into brick or concrete.
- Not enough ventilation to allow the moisture to escape



**CONDENSATION**



**MOULD**



## HOW CAN I HELP PREVENT IT?

- Always cook with lids on pans to prevent steam from escaping
- Avoid drying clothes directly on radiators
- Leave small windows open for at least 30 minutes a day
- Use your kitchen and bathroom extractor fans until the steam has gone
- Close doors when using your kitchen or bathroom to keep moisture in (but open windows and use your extractor fan)
- Wipe condensation off your windows and windowsills every morning
- Keep a small gap between furniture and walls
- Keep curtains and blinds open for at least four to five hours a day so that trickle vents can work properly

## GET IN TOUCH

If you think you have damp and mould in your property, we are here to help. Please contact us.

### TELEPHONE

Call our Customer Services Team on 01782 406 000

### EMAIL

Email our Customer Service Team at:  
[customerservices@brighter-futures.org.uk](mailto:customerservices@brighter-futures.org.uk)

### ONLINE

Complete an online questionnaire by visiting:  
[www.brighter-futures.org.uk](http://www.brighter-futures.org.uk)

