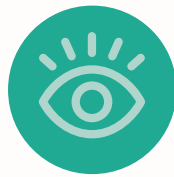


Worried about damp and mould in your home?



Spot it



Report it



Sort it

Let's **sort it** together.





Spot it



Report it



Sort it

We want you to feel proud of your home!

Living in a home with damp and mould isn't just unpleasant - it can cause serious damage to your health and home.

We understand how worrying it can be living in a home with damp and mould. That's why we've made some changes to how we tackle it in our customers' homes - to ensure you all have warm, safe, dry homes you are proud to live in. We've reviewed and updated our damp and mould policy. Plus, we've launched a 'Spot it, Report it, Sort it' awareness campaign to help you identify and report damp and mould issues in your home.

In this guide we tell you...

- what damp and mould is
- what can cause it to happen
- how you can Spot it Report it Sort it

Our commitment to you



We take all reports of damp and mould seriously. Our goal is to find long-term solutions, not quick fixes.

If you're a shared owner living in a flat or a leaseholder and report damp and mould to us, we will visit your home to check whether the cause is related to a part of the building we're responsible for - and if it is, we will fix it. Read our **damp and mould policy** to learn more about how we will deal with any damp and mould issues in your home and the timescales we will follow to resolve it.

Head over to our website to find out more about our damp and mould policy and our 'Spot it, Report it, Sort it' campaign.



Helping you to identify and report damp and mould in three easy steps:

Step one



Spot it

Look out for these common signs of damp and mould:

- A damp and musty smell
- The appearance of mould, mildew or black spots on windows, walls, floors, or ceilings
- Walls, floors, or ceilings that feel cold or damp
- Dark or discoloured patches on walls or plaster
- Lifting or peeling wallpaper
- Damp spots or moisture collecting on surfaces
- Evidence of water damage
- Staining to external walls

Visit our website for more tips and advice.



Step two



Report it

As soon as you notice any signs of damp or mould, let us know. Don't wait for the problem to get worse.



01233 647396



moat.co.uk/mymoat



stanhopecustomer@moat.co.uk



moat.co.uk/mymoat/chat



In person to a Moat employee



Writing to us:
Mariner House,
Galleon Boulevard,
Dartford DA2 6QE

Step three



Sort it

If you rent your home with us, are a shared owner living in a flat or a leaseholder and report damp and mould to us, we will:

1. Arrange a home visit with you within five working days
2. If minor work is needed, we will complete the work within 21 days
3. If major work is required, we will discuss with you an estimated timescale
4. To check the damp and mould problem hasn't returned we'll follow up with you by phone and Ashford Borough Council will also write to you.

Keep yourself and those you care for safe. Let's sort it together.

What is damp and mould?

Damp is the build-up of moisture in a property and mould is a fungus that thrives in damp conditions.

They can affect building materials (such as walls, floors, ceilings and foundations) and/or home furnishings and belongings (such as carpets, curtains, wallpaper, furniture and clothing).



What causes damp and mould?

Penetrating damp



When water gets into the home from the outside, through leaks or cracks in walls or roofs.

Condensation



When warm air meets cold surfaces, it turns to water droplets. This is common around windows, in corners, and behind furniture.

Plumbing leaks



Leaks from water pipes and overflows inside the home.

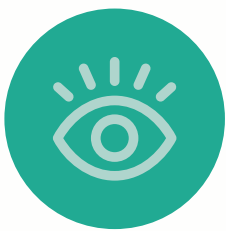
Rising damp



Groundwater rising up through floors and walls, usually due to damp proofing issues.

Preventing damp and mould

Damp and mould can be caused by lots of things, however, there are some simple things that you can do to help avoid this problem appearing in your home:



Identify any leaks in your home promptly and report them to us - so we can repair them quickly.



Keep lids on pots and pans to help produce less moisture whilst you're cooking.



Wipe water droplets away on windows and windowsills, tiled surfaces and after using the bath or shower.



Open windows for 15-20 minutes each day, especially when cooking or showering, even in cold weather to remove moist air.



Use extractor fans when cooking or showering and keep doors closed in these rooms to stop moisture spreading.



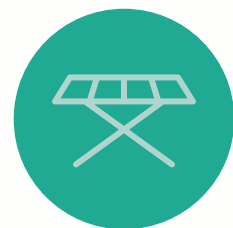
Heat your home efficiently. If your home is under-heated, you're more likely to have issues with condensation.



Keep heating at a steady temperature (18-21C). Find a setting that gives you the heat you need without increasing heating costs.



Move furniture away from walls, try not to overfill cupboards, and open curtains to let the air circulate.



Dry laundry outdoors where possible. If drying indoors is necessary, restrict it to one room and allow for proper ventilation.

Reducing condensation

Excess moisture condenses on cold surfaces, causing condensation build-up over time.

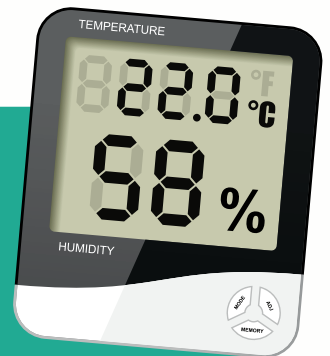
This can lead to dampness and mould if left unchecked. Everyday activities like cooking, showering and laundry produce moisture. Small adjustments to household habits, addressing ventilation issues, and maintaining heat in colder months can help reduce condensation in your home.

Visit moat.co.uk and search 'condensation' to watch our video with tips on reducing condensation in your home.

TOP TIP

Invest in a hygrometer

These smart little devices measure the moisture content in your home to ensure that the humidity levels are not too high. You buy one for around £10 from Amazon or Screwfix.




DID YOU KNOW?

An average family makes about 20 pints of water vapour in just one day.

That's almost **35 cans** of soda!

 One person asleep for eight hours

 Washing clothes

 One person active for 16 hours

 Taking a bath

 Cooking for one hour

 Drying clothes on an ailer



Treating minor mould

You can clean and treat small areas of mould growth on windowsills, on bathroom sealants and grout safely yourself by following the steps below.



- ✓ Wear protective equipment, such as masks, gloves and goggles, in order to avoid contact with mould spores or cleaning products.
- ✓ Windows should be left open during and after the clean-up activity.
- ✓ Only clean the area when it is wet and not dry using a recommended reputable mould removing product. We do not recommend using bleach.
- ✓ Carefully remove excess mould with a damp cloth and then bin the cloth immediately, preferably in an outside bin.

- ✗ Don't wipe back and forward as you may spread it.
- ✗ Do not brush mould as this release's spores into the air.
- ✗ Do not try to remove mould using a brush or vacuum cleaner.



If the area is bigger than 1/2 square metre (about the size of a laptop), we do not recommend you try to clean it yourself. Please report it to us and we can help tackle the issue together.

We're here to help

We understand high energy costs may leave you worried about heating your home. You can get in touch with our Income and Advice team for practical help and advice:

 01233 647396  stanhopecustomer@moat.co.uk

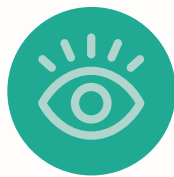


You can also visit our Cost of Living support page by scanning the QR code

For more advice on damp
and mould please visit:
[moat.co.uk/im-a-customer
/damp-and-mould-advice](https://moat.co.uk/im-a-customer/damp-and-mould-advice)



We're committed to providing accessible information to all our customers. If you require information in a different language or format, such as large print, audio, Braille, or electronic text, please contact us and we'll be happy to assist you.



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Sort it

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