

# Tackling Damp and Mould Together

**Glen Oaks Housing Association takes reports of Damp and Mould very seriously. We are keen to work with our tenants to identify and resolve these issues quickly and effectively and make sure the cause is accurately identified.**

Damp can cause mould growth on walls, furniture and even clothes. At its worst it can also cause wood to rot. Damp also encourages the development of dust mites, which along with mould growth, can increase the risk of respiratory illness.

This leaflet gives you some information on:

- the main causes of Damp and Mould
- what we will do if you report any issues to us
- what you can do to help prevent it in your home.
- How to report any concerns to us

**Glen Oaks**  
HOUSING ASSOCIATION



# What Causes Damp and Mould?

## Condensation

This occurs when moist air comes into contact with cold surfaces, leading to water droplets forming. There are three factors which can increase the levels of mould and damp in a home.

1. How much moisture is created by daily living activities
2. The temperature of the home
3. How much air circulation is in the home and how well ventilated it is

Common areas for condensation are Bathrooms, kitchens, and areas with poor ventilation.

## Leaking Pipes and defective plumbing

Water leaks from damaged or aging pipes can lead to damp patches and mould growth. These remain damp regardless of the weather conditions.

Common areas for leaks are under sinks, behind walls, or in basements.

## Roof Leaks

Damaged or missing roof tiles allow rainwater to penetrate the structure.

Common Areas would be attics and top-floor ceilings/top floor flats.

## Poor Ventilation

Inadequate airflow prevents moisture from being expelled, leading to dampness.

Common areas Bathrooms, kitchens, and rooms with little to no windows or ventilation systems.

## Rising Damp

Ground moisture rises through walls due to a failed or non-existent damp-proof course.

Common areas where this occurs are ground floors and basements. It is often visible by a tide mark low down on the wall.

## Penetrating Damp

Caused by rainwater penetrating through the external structure of the building.

Penetrating damp can impact ceilings, walls and roofs and can occur on any level of the property. Penetrating damp can easily be identified as a watermark which appears close to or on external walls. Damp patches will grow considerably if water continues to gain access and will become even more noticeable in the event of heavy rain.

## What we will do about damp and mould as your landlord

We will come and investigate the matter. We aim to attend your property within **3 working days**.

If the damp and mould is caused by an underlying repair issue we will arrange repairs to be done.

If damp and mould is caused by condensation, we must repair anything that is causing the problem, for example a broken heating system or faulty extractor fan. We will also provide you with advice on how you can reduce condensation in your home and prevent damp and mould forming.

# What you can do to keep your home healthy

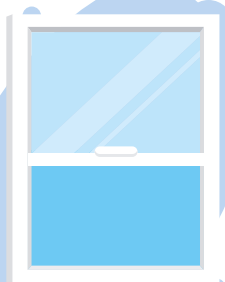
Damp and mould can affect any home, and in the majority of cases, condensation is the main cause of issues that occur. If you're worried that damp and mould could appear in your home, here are some useful tips to help avoid it:

## 1. Cooking

Be sure to cover pans when cooking and don't boil kettles for longer than needed.



2.



## Ventilation

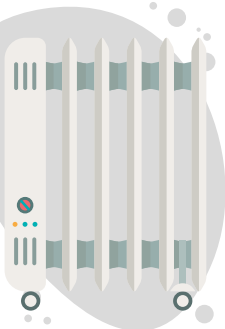
Open your windows regularly and use any extractor fans you have. To stop moisture from spreading while cooking or bathing, keep the doors to the kitchen/bathroom closed and ventilate these rooms for a short time after. Keep a small window ajar or use an extractor fan when cooking or bathing - 30 minutes should allow steam and moisture to clear.

## 3. Air flow

Avoid leaning large items of furniture or storing lots of items against walls, with no space for air to move, and leave enough room for air to circulate in cupboards and wardrobes.



4.



## Stop rooms from getting too cold

Very cold rooms can provide ideal conditions for mould to grow, so it's recommended you don't let the temperature in your home fall below 14°C. If you're struggling to heat your home our support services are there to help.

Contact [welfareights@glenoaks.org.uk](mailto:welfareights@glenoaks.org.uk) or call 0141 638 0999 option 3

## 5. Report repairs to our Technical Team

Ensure that you report any concerns regarding mould, damp or water leaks to our Technical Team as soon as you can. We aim to visit your property within 3 working days following reports of mould and damp.



0141 638 0999 option 1



07860 055293



[repairs@glenoaks.org.uk](mailto:repairs@glenoaks.org.uk)



## Contact us

If you are concerned in any way about damp and mould in your home please contact our repair team on

 [repairs@glenoaks.org.uk](mailto:repairs@glenoaks.org.uk)

 **0141 638 0999** option 1

 **07860 055293**

 [www.glenoaks.org.uk/report-a-repair](http://www.glenoaks.org.uk/report-a-repair)

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