



**Our name is Places for People.
We care about you and where you live.**

Help with damp and mould

**Help for people who are worried about damp
and mould in their homes.**



This is an easy read guide.

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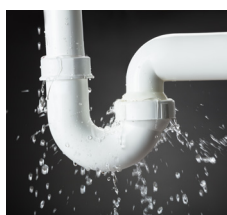
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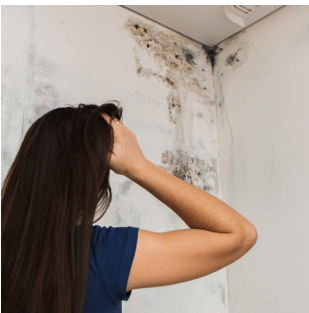
What is damp and mould?



Damp and mould happens when there is too much water in the air.



Damp is when you get wet patches on walls and ceilings.



Mould grows in places that are warm and wet.



Mould looks like little black, green or white dots on walls and ceilings.

Why damp and mould is not safe



Living in a home with damp and mould is bad for your health.



It can make asthma worse and cause other breathing problems.



The health of babies, children and older people are at more risk.



It can also damage your home and furniture.

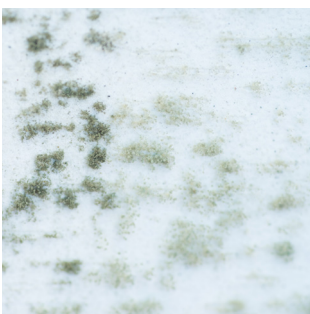
How to deal with damp and mould



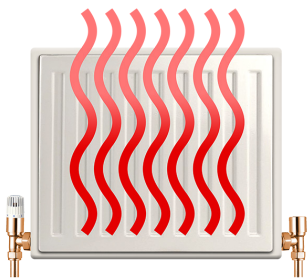
Wipe any steam or water as often as you can on windows or where you can see it.



Wash clothes that might have become damp or mouldy and make sure to dry them after.



Clothes that are mouldy will have black, yellow or green stains on them. They could also have a strong smell.



Heating and ventilating your home is really important.



This will help stop damp and mould from happening.



If you're struggling to heat and ventilate your home, please let us know by calling us on 01772 667 002.

What can you do – kitchen

When you cook:



Keep lids on pans and don't let pans boil for too long.



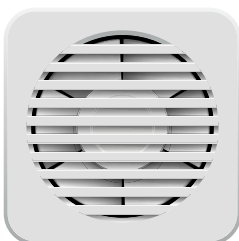
Open the windows.



Keep the kitchen door closed.

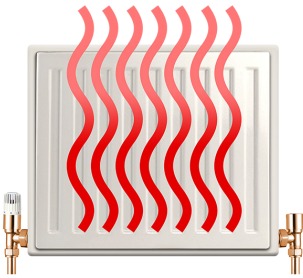


Don't use a tumble dryer at the same time as cooking.



Use an extractor fan if you have one.

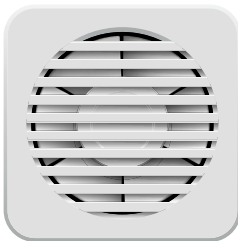
What can you do – bathroom



Heat the room before taking a bath or shower.



Pour a little bit of cold water in the bath before pouring the hot water.



If you have an extractor fan, use it to clear steam.

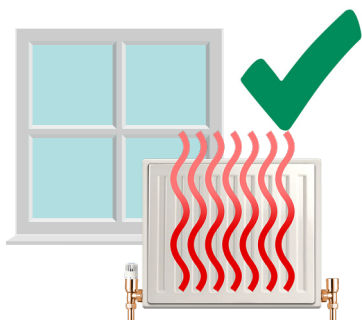


Close the door while taking a bath or shower.

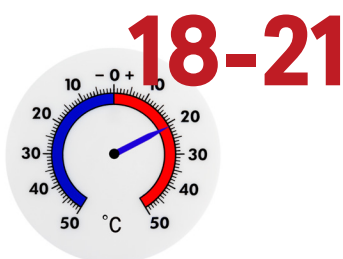


Open the window while taking a bath or shower.

What can you do – around the house



Keeping your home warm will help stop condensation from building.



The Energy Saving Trust says it is best to keep the temperature in your home between 18 to 21 degrees in winter.

18 degrees is a good temperature for healthy people.



Cover any gaps around windows or doors. This is called draught proofing.



Keep furniture away from radiators.



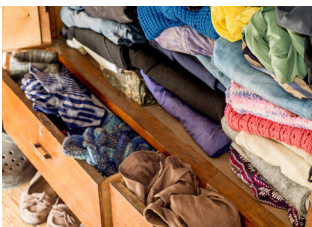
Open windows where possible.



Keep air vents clear.



Dry your clothes outside if you can.

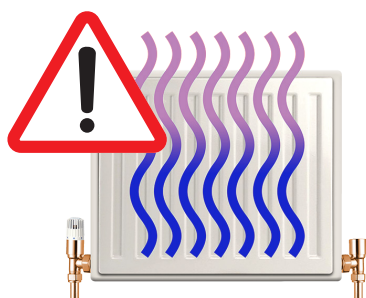


**Don't overfill your cupboards
or wardrobes.**

Things we must fix in your home that can cause damp and mould



Leaking pipes.



Broken heating systems such as no heating or hot water and boiler leaks.



Missing roof tiles or faulty guttering.



Cracked walls or rotten window frames.

What we must do



Places for People are responsible for fixing any damp or mould issues.



Let us know straight away if you see any damp or mould, by calling us as soon as you can on 01772 667 002.



Let us know if you feel this issue is making you unwell.



Make sure to report to us any damage caused by the damp or mould.

What happens after you report damp or mould?



We will come to see how serious the problem is.



A repair person will come to fix the issue as soon as they can.



When the mould is taken away, you can paint the area with anti-mould paint. This can be bought at large DIY shops.



Speak to a local paint supplier if you are having issues or need help with painting.

Support with the cost of living



You might be worried about the rise in cost of living.



You can find out what help is available by visiting www.placesforpeople.co.uk/costofliving.



You can also read our Cost of Living easy read guide on www.placesforpeople.co.uk/costofliving.

Or you can give our friendly Customer Contact Centre team a call on 01772 667 002 who will give you advice and tell you what support is available.

