



DAMP, CONDENSATION, AND MOULD



THE CAUSES OF DAMP AND MOULD

Damp and mould can occur for many reasons.

Condensation is probably the biggest cause of mould growth, but it can also be caused by:



Water rising from the ground, known as '**rising damp**' this can only happen in ground floor rooms.



Water coming in from the outside your home – known as '**penetrating dampness**'.



Plumbing which needs repairing, such as broken seals around the bath, shower, or sinks.

It may or may not be clear why you have damp or mould in your home – **in any case please tell us so we can fully investigate.**

DAMP AND MOULD IN YOUR HOME?

If you have any concerns about damp, condensation or mould in your home, please contact us so we can work together to find ways to resolve the issues you are experiencing.



Freephone: 0800 027 7769



Email: rbh.repairs@rbh.org.uk



You can also book a repair **online via MyRBH**

From April 2023 you will have the opportunity to upload any photos and videos of damp and mould to help us understand any issues you have.

Our ambition is for our tenants to never have cause to complain. However, on occasions where problems do occur, we want our tenants to let us know. You can contact us to provide any feedback via the methods listed above.

We know that not everyone can do all the things listed in this leaflet - for a wide variety of reasons. **Every action will help** – but please get in touch to discuss options as soon as possible. For example, our Money Advice Service might be able to support you to get help with your energy bills.

WHAT WE WILL DO

The measures we will be able to take to resolve your issues include:



Listen to your concerns and take them seriously.



Come out to **inspect your home** to find out what work is required.



If needed, complete **repair work** to fix any structural or plumbing issues.



If needed, **make improvements to the ventilation** in your home (for example installing extractor fans in your kitchen and bathroom).



If needed, undertake **mould treatment**.



Contact you after 6, 12 and 18 months **to check that the issues have been resolved** and the mould hasn't returned.

WHAT CAN HELP

Suggestions to help prevent condensation forming:



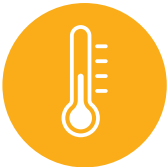
Opening windows or trickle vents to remove moisture from the air (ideally in the morning when you wake up and throughout the day when cooking or bathing).



Wiping windows and sills to remove excess condensation.



Drying clothes either **outside or in the bathroom with an extractor fan on or window open.**



Keeping a warm home (ideally 18°C).



Covering pans when cooking.



Avoiding using **paraffin or bottled gas heaters.**



Remember - excess condensation is the main cause of black mould. **Mould is harmful to your health.** That is why it is important to contact us straight away so we can work together to find ways to resolve the issues you are experiencing. You can email **rbh.repairs@rbh.org.uk**, call Freephone **0800 027 7769**, or book a repair online via **MyRBH**.

This information is available in Braille, audio and community languages.
Please phone: **Freephone 0800 027 7769** or email: **customer@rbh.org.uk**.

Para traduzir estas informações,
ligue para o número **0800 027
7769** ou envie um email para
customer@rbh.org.uk

اس معلومات کا ترجمہ کرنے کے لیے، براہ کرم
پر کال کریں یا **0800 027 7769**
customer@rbh.org.uk پر ای میل کریں۔

Aby przetłumaczyć tę informację,
prosimy o kontakt na **0800 027
7769** lub poprzez e-mail
customer@rbh.org.uk.

برای ترجمہ این اطلاعات، لطفاً با شماره
0800 027 7769 تماس بگیرید یا به
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