



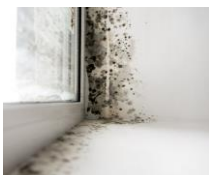
Damp and Mould

Easy Read Guide



What is condensation?

3



What is mould?

4



What is damp?

5



**How to stop
condensation**

6



**How to stop damp and
mould**

7-8



Your Responsibility

9



**Halo's Responsibility
and Contacting Halo**

10-11

What is condensation?

Condensation is the most **common cause of dampness** in the home.



There is always some moisture in the air, even if you cannot see it.

Condensation happens when **warm air meets cold surfaces**, or when there is a lot of **water in the air** in your home.



Condensation can also happen when there is not enough **ventilation**.

Ventilation means letting fresh air into your home or putting on the extractor fan.



Condensation can look like **water droplets**.



You might have seen this on windows, walls, mirrors and other surfaces whilst having a shower or cooking.

What is mould?



Mould grows in warm wet places.

Mould looks like **little black, green or white spots**.



Mould can grow on clothes, windows, walls, ceilings, or furniture.



Clothes that are mouldy will have black, yellow or green stains on them.



Mould can also have a **strong smell**.

Living in a home with mould is **bad for your health** and could cause breathing problems if not treated.

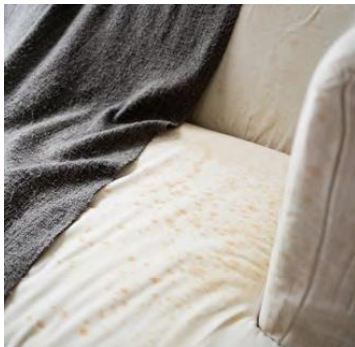
What is damp?



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



Damp can be caused by damages like leaking pipes, damaged roofs and window leaks.



Damp can damage your home and furniture.



Damp can make mould grow in your home.

Living in a home with damp is **bad for your health** and could cause breathing problems if not treated.

How to stop condensation



Open the windows to air out your home, especially in the bathroom when showering/bathing and in the kitchen when cooking.



Keep your kitchen and bathroom door closed to stop the moisture from spreading.



Keep lids on pans.



Turn on your extractor fan and use a dehumidifier. The dehumidifier will catch water in the air, and the container must then be emptied down the drain.



Wipe condensation off your windows and mirrors and dry the shower after use.

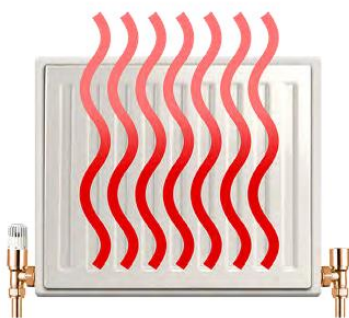
How to stop damp and mould



Wash clothes that might have become damp or mouldy.



Dry clothes outside if you can, or on a maiden.
Avoid drying your clothes on the radiator.



Keep your house warm so that the damp does not create mould.

You must also keep furniture away from radiators.

Rooms must be at least between 18 - 21 degrees Celsius.

Keep your home warm in winter and when it is cold outside.

How to stop damp and mould



Open windows and turn on extractor fans when needed to air out your home.



Gently wipe water and steam from windows, window frames, walls and other surfaces.



Use an anti-mould spray product to help to remove the mould.



Wear a mask and gloves to keep yourself safe when wiping the mould and using sprays.

Your responsibility

If you see damp or mould, you must **ALWAYS** report it to your Support Worker **AND** call the Halo Housing office directly.



Call: 01254 676677

Email: repairs@halohousing.co.uk

Photos of damp or mould **MUST** be sent over via email to support your call.



If you see damp and mould, you must also **report it to your support worker.**



You must also **provide updates** and let Halo and your support worker know if something gets worse.



When Halo visits your home to **carry out repairs** you **must let them in.**

If there are delays in getting access to your home, the repair may become worse and cause bigger problems.

Halo's responsibility



Once reported that there is **damp or mould in your home**, Halo will:

- Help you with the issue and work out what needs to be done to fix the problem.
- Arrange for a damp and mould specialist to visit your home to **inspect and investigate** the issue within **10 working days** to confirm if there is a hazard.
- Carry out **initial safety work** within **5 working days** of the investigation.
- Start **major works** to fix the cause within **12 weeks** of the initial report.
- In an **emergency situation**, we will investigate and action any emergency repairs as soon as reasonably possible within **24 hours**.

Contacting Halo

If you are not happy with the outcome of a repair completed by Halo, or if signs of damp or mould come back after the repairs, you **MUST** do the following:

1. Contact Halo or ask your Support Worker to contact us:

Call: 01254 676677

2. **Email:** repairs@halohousing.co.uk



3. **Write a letter** to:

Halo Housing Association

93 Oakfield House

Preston New Road

Blackburn

BB2 6AY

