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Your home should be free from damp and mould.

If you see signs of damp and mould anywhere in your home, we can help you to get it cleared. As well as being unpleasant to live with, damp and mould can cause damage to your home and furniture, and it could be a risk to your health.

If damp and mould appears in your home, [report it to us](#) *in the same way you usually report a repair* and we will help you to get it sorted.

What is damp and mould?

Signs of damp and mould in your home could be:

- Water running down your windows or walls
- A musty smell
- Black spots or patches on walls or on furniture

What causes it?

Sometimes, damp can be caused by a leak or from water coming from outside your home.

Often though, it is caused by moisture in the air which turns into water droplets when it comes into contact with colder surfaces. This is known as **condensation**.

Lots of normal activities in your home can cause condensation, including things like:

- Cooking
- Showering
- Drying clothes

If the moist air cannot escape and builds up in your home, it can form damp areas – especially on windows and walls, and mould can grow.

What to do

If you find damp or mould in your home, you can let us know and we will get it cleared for you and check to see if there are any repairs required to prevent mould coming back, such as repairs to vents and gutters. We can also show you how to help prevent it coming back.

You can [report this to us](#) in the same way you would *report any repair*.

Can I prevent damp and mould?

There are some things you can do to reduce the risk of getting damp and mould in your home.

Here are our top tips:

- When using the shower or bath, turn on the extractor fan (if you have one), open the window a little and where possible close the door.
- Run the hot and cold taps at the same time, as adding cold water after hot will increase the level of moisture in the ai
- Keep lids on pans when you are cooking, use extractor fans if you have them and open the window if possible.
- Pull big furniture items (like sofas and wardrobes) away from the wall slightly to allow the air to move around them.
- Don't block up air vents
- Open your curtains and blinds during the day
- Dry clothes outside rather than inside and if you can't use a clothes dryer not radiators to dry them on.
- If condensation appears (on windows or on your shower screen for example) wipe it away

The Energy Saving Trust have made [this video](#) about how to reduce condensation in your home.

Treating mould

'Black mould' remover can be purchased from lots of high street shops.

This is a solution that you spray onto the mould and then wipe away. Always follow the instructions on the bottle.

Don't forget, we can help to clear damp and mould in your home. When you report damp and mould to us, we will come and clear it for you. We will also make sure there is nothing else causing the damp – for example a leak – and we will give you some advice on reducing condensation in your home.

[Report damp and mould to us here](#)

Or by calling us on: 0333 012 4307

Click the links below to read our policy documents on damp and mould:

[Damp and mould policy](#)

[Damp and mould process](#)