



DAMP, MOULD AND CONDENSATION

A guide for residents



HOW WE CAN HELP YOU

WE TAKE REPORTS OF DAMP AND MOULD VERY SERIOUSLY.

IF YOU'RE CONCERNED ABOUT DAMP AND MOULD IN YOUR HOME, PLEASE CONTACT US STRAIGHT AWAY.

From October 2025, our processes will change in line with Awaab's Law.

We will:

- ✓ Investigate any potential emergency hazards and, if the investigation confirms emergency hazards, undertake relevant safety work as soon as reasonably practicable. The investigation and the work must both take place **within 24 hours** of becoming aware of the hazard
- ✓ Investigate any potential significant hazards **within ten working days** of becoming aware of them
- ✓ Produce a written summary of investigation findings and provide this to the you **within three working days** of the conclusion of the investigation

- ✓ Undertake relevant safety work **within five working days** of the investigation concluding, if the investigation identifies a significant hazard
- ✓ Begin, or take steps to begin, any supplementary preventative work to prevent a significant or emergency hazard recurring **within five working days** of the investigation concluding, if the investigation identifies a significant or emergency hazard. If steps cannot be taken to begin work in five working days this must be done as soon as possible, and work must be physically started **within 12 weeks**



- ✓ Satisfactorily complete supplementary preventative works within a reasonable time period
- ✓ Secure the provision of suitable alternative accommodation for the household, at Southern Housing's expense, if relevant safety work cannot be completed within specified timeframes
- ✓ Keep you updated throughout the process and provide information on how to keep safe.

UNDERSTANDING DAMP PROBLEMS IN YOUR HOME

HOW TO IDENTIFY THE TYPE OF DAMP YOU HAVE

Damp issues are common in many homes. We want to resolve any problem you have quickly and effectively by sending the right member of our team to your home.

Identifying the specific type of damp makes it easier for us to help you.

The following pages will help you identify different types of damp.



RISING DAMP

Rising damp occurs when moisture travels upward from the ground through walls. It typically reaches about one metre in height (never higher than 1.5 metres). This usually happens when the damp proof course is failing.

What you should look for: Damaged plaster, peeling paint or wallpaper, and tide marks along the bottom of walls.



PENETRATING DAMP

This happens when water finds its way through the external structure into your home, often through damaged brickwork or render.

What you should look for: Bubbling paint or plaster that appears to be “blowing out” on internal walls. This is less common in homes built after 1945.



CONDENSATION DAMP

Condensation happens when moisture from everyday activities becomes trapped inside your home due to insufficient ventilation.

What you should look for: Black spot mould growth, particularly around cooler surfaces of your home such as external walls, around windows and in corners.



LEAKING PIPES

Your home contains an extensive network of pipes for water supply, waste and heating systems. Leaks can occur in any of these.

What you should look for: Watermarks or staining in specific areas, often in consistent patterns.



ROOF OR GUTTER DAMP

Often appears after storms or rainfall due to damaged tiles or blocked gutters.

What you should look for: Watermarks or staining on ceilings, often creating distinctive 'tide marks'.



REPORTING DAMP AND MOULD PROBLEMS

You should contact us straight away if you notice any signs of damp or mould. We encourage you to send us photographs as well to help us identify the issue.

Our advisors can now send you a link to record a video that will help you highlight where the damp and mould may be.

We're responsible for addressing most building defects, and this is set out in your tenancy agreement. Our Repairs Team will advise you on the appropriate next steps based on your specific situation from the information you provide us.

MANAGING CONDENSATION IN YOUR HOME

Condensation is often something you can help control through simple changes to your daily routines.

Condensation forms when warm, moist air comes into contact with colder surfaces.

-  Did you know the average adult produces about **four pints of moisture** each day through breathing and normal activities like cooking and bathing?
-  Drying clothes indoors can add up to **six pints of moisture** to your home's air.
-  Modern, energy-efficient homes with good insulation and sealed windows can trap moisture inside, which can lead to condensation.

WE'VE SOME SIMPLE STEPS TO HELP YOU REDUCE CONDENSATION



1 REDUCE MOISTURE PRODUCTION

-  Use lids on pans while cooking
-  Avoid drying laundry on radiators or indoor airers when possible
-  Ensure tumble dryers are properly vented outside.

2 CONTAIN MOISTURE AT ITS SOURCE

-  When cooking or bathing, use extractor fans, open windows, and keep doors closed
-  Keep the extractor running for a short while after you finish
-  Wipe away condensation when it appears.



3 VENTILATE YOUR HOME EFFECTIVELY

-  Keep trickle vents in windows open (these small slots help provide constant air flow)
-  Don't block air bricks or wall ventilation points
-  Position furniture away from external walls, leaving a gap for air circulation
-  Avoid overfilling wardrobes and cupboards.



4 MAINTAIN EVEN HEATING

-  Keep your home at a consistent temperature
-  In very cold weather, it's better to leave heating on at a lower temperature than to let the property get cold
-  If you can, heat all rooms, even those you use less frequently
-  Keep radiators clear.

TREATING MOULD

If you notice mould growth:

1. Treat it immediately with a fungicidal wash from any DIY store (please follow manufacturer's instructions)
2. Monitor the area for at least a week and reapply if needed
3. If redecorating, use fungicidal paint or wallpaper paste containing fungicide
4. Dry clean affected clothing or carpets.

You should contact our repairs advisors or customer service team if mould persists despite these measures.



NEED MORE HELP?

We urge any resident who have concerns about damp and mould to **contact us immediately**.

Our team are ready to support you, but it's vital you tell us about any issues so we can help.



www.southernhousing.org.uk/damp-and-mould



hello@southernhousing.org.uk



0300 303 1066

If you're unhappy with our response, you can seek further independent advice from:

Property Care Association:
www.property-care.org

Citizens Advice:
www.citizensadvice.org.uk/housing/repairs

CAN WE DO SOMETHING DIFFERENTLY TO MEET YOUR NEEDS?

We want our services to be accessible.

Please contact us to discuss what adjustments we can put in place to help you.

 To find out more information, visit:
www.southernhousing.org.uk/Easy



We're happy to provide the information in this leaflet in an alternative format to ensure you have the best possible experience.

We've an accessibility and language translation tool on every page of our website that you can use alongside this information. The tool can be accessed by selecting the orange ReachDeck button located in the bottom right corner of your screen when on the relevant website page.

ReachDeck allows users to:

- ✓ Increase text size
- ✓ Change colour schemes
- ✓ Translate content into multiple languages
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