



Damp, Mould and Condensation



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MTVH believes that everyone should have a decent home and the chance to live well. All residents rightly expect to live in warm, safe and dry homes.

Damp and mould can be caused by a variety of factors and MTVH is committed to ensuring lasting solutions are implemented, and we recognise that the responsibility of maintenance issues lie with us.

To support our residents, this leaflet has been created to provide advice and ensure residents understand our process, whilst also explaining tips to help prevent outbreaks of damp and mould.

This information is based on government guidance and we work closely with Environmental Health to eradicate damp issues.



*Report leaks, damp, mould or condensation on **0203 535 3535** (Metropolitan), **0300 456 2929** (Thames Valley) or via **MTVH Online**.*



What is MTVH's process?

When you report an issue to us we'll raise a case for our repairs team to investigate and provide advice. We will work with you to identify causes of damp and mould, understand the impact it has on your life and work out how these issues can be resolved.

Resolving damp and mould can be complex and sometimes multiple fixes need to be tried. We will be clear on timescales and keep in contact with you throughout the process.

Sometimes it is not just repairs that are needed and we will refer you to our support services if required, for example if you are finding it challenging heating your home. This might involve support from your Local Housing Manager or members of our Empowering Futures team, and will be assessed on a case by case basis.

What happens after these interventions?

We will continue to monitor the effectiveness of works carried out and/or support provided over a 12 month period. This is to make sure that across all seasons the issue has been resolved and does not reoccur. We will take further steps if there are still issues.

What is damp, mould and condensation?

Condensation is a build-up of moisture that usually occurs on windows and walls when there is too much humidity in the air. The humidity causes water droplets to form and soak into the cooler areas of a room, like external walls and windows. This can result in mould growth if not treated.



Damp occurs when water finds its way into a property, usually from outside. This can happen in a few ways such as damaged gutters, broken roof tiles or even through the foundations of your home, which is called **rising damp**. Damp may also be caused by an internal leak. It should be easy to identify as a dark, wet patch that may also cause flaky plaster and a pungent smell.

Mould is a kind of fungus that develops from airborne spores. It usually grows in damp conditions without much airflow, which is why household bathrooms and loft spaces often suffer from mould. Mould could appear in different colours, but is often dark and spotty.



What you can do while we manage your case

The suggestions below won't necessarily solve your problem but may help manage it while we're taking other steps. They are good practice to follow even when damp and mould is not a problem in your home:

Keep your property well ventilated

- Ensure trickle vents are kept open
- Open windows in good weather
- Open kitchen and bathroom windows during activities which give off steam (e.g. showering / cooking) and keep open for a short time after
- Use the boost function on extractor fans during cooking or bathing and keep doors and windows shut
- Do not isolate extractor fans as they carry out background ventilation
- Ideally dry clothes outside
- When drying clothes indoors use an extractor fan or open window
- Place large furniture slightly away from walls (especially external walls) so air can circulate behind



Try to keep your home adequately heated

- Warmer air can hold more moisture so if a property isn't heated it takes a smaller amount of moisture to cause a condensation problem
- Try and keep your home heated to a comfortable level. This can be done using the thermostat and internal temperatures should be maintained at a minimum of 16 degrees if possible.
- Contact us for support where heating is challenging



Report issues

- Report any internal or external leaks immediately
- Report any broken extractor fans or trickle vents
- Contact us with concerns you have about damp or mould

We want all of our customers to be able to understand all the customer information we provide. If your household needs to receive this information in your own language and/or in an alternative format (e.g. large print, Braille, audio disc or other), please contact **020 3535 3535** (if your property is managed by Metropolitan) or **0300 456 2929** (Thames Valley) and we will take reasonable steps to arrange this for you.