

Managing damp and mould in your home

What is Damp?

Damp refers to the presence of excess moisture in a room. This can show as:

- condensation on your windows
- black mould on walls, around windows or on fabrics/soft furnishings
- staining rising from the floor or coming from a ceiling/window
- a damp musty smell in your home



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What to do if you have damp in your home

If you have damp in your home, please contact a member of our repairs team via our **Customer App** or call **0141 550 5600**. Our friendly team are here to help. We will ask you some questions about the dampness in your home to better understand what type of damp may be affecting it.



In most cases we will send out one of our experienced Technical Officers to look at the issue. The team may ask an independent specialist to carry out a Damp Survey that will investigate the reasons dampness or mould has appeared, if the reasons are not immediately clear. We will discuss this with you and look to put in place any recommendations from the survey results where we can.

However, dampness that is not caused by a building defect may need to be managed by the household. We will help you do this by giving you all the information you need to control excess condensation in your home and we will support you in making small changes that should help manage the problem.

Managing condensation in your home - What causes moisture to build up?

Some examples of household activities that can contribute to condensation and dampness are:

- Cooking – steam from cooking produces 2.3-2.6 litres of moisture
- Drying clothes inside our homes can produce 4-5 litres of moisture
- Washing and bathing can produce 0.4-0.5 litres of moisture

If this moisture isn't removed from your property, it will condense on cold surfaces and create the ideal environment for mould to grow. Mould spores can be dangerous to you and your household's health, so it is very important that their growth is prevented.

What you can do to reduce this moisture

- 1** Keep air moving in your house – do this by keeping all vents open and clear. Open windows every day for at least 15 minutes to let air out, even in cold weather. It's helpful to remember that moist, warm air takes longer to heat up than cold dry air, so if you let the moisture out regularly, your home will heat up quicker.

- 2** If you see condensation on your windows, remove the condensation using a wet cloth and wring the cloth out to remove the moisture.

- 3** Where possible dry clothes outside or in the tumble dryer. If drying clothes in your home, put your laundry in a well-ventilated room: for example hang your laundry in your bathroom with the bathroom extractor fan on or the window open and the door closed.

- 4** When cooking and bathing, keep the door closed and the window open and/or extractor fan on until all the moisture has been removed from the room. Tip: If your extractor fan is on or next to a window, use one or the other and not both.

- 5** If you have mould anywhere in your home, clean it off straight away using a fungicidal wash. This can be purchased in all supermarkets or from homeware/hardware stores etc. If you have one mould spore in your home, it will look for somewhere cold to settle and create more mould. Therefore it is really important that any mould is treated as soon as you spot it.

- 6** Do not have furniture pushed hard against a wall to allow air to circulate. This reduces the risk of mould growing behind these areas.

- 7** Heat your home, where possible, to a minimum of 18 degrees, though this can be cooler when not at home and overnight. You don't need to keep your home at these temperatures all the time, but you should aim to bring it up to these temperatures at least some of the day.

WSHA will continue to support you in managing dampness in your home and will check in with you over a period of time to check that any measures put in place by ourselves and/or you are working.

Our current service standards in respect of responding to Dampness and Mould

Our Customer Care Charter specifies the following service standards you can expect from us in respect to the reporting of an instance of damp or mould in your home:

- We will visit a tenant's home within 3 working days when they report dampness or mould to us
- We will complete remedial work within 6 working days unless a specialist contractor inspection is required. In such cases we will look to complete remedial work within the timescales proposed by the specialist contractor

We will follow up each completed repair within 6 weeks of any damp and mould repair work being carried out.

- We will programme further visits every 6 months until both the tenant and the Association is happy that the issue has been resolved
- All logged repairs must have evidence of at least 3 attempts to contact the customer



For more information please contact:

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