

# How to report damp and mould



The [first step](#) you should take if you have any concerns about damp, mould or condensation in your property is to report it to us, immediately.

- Visit [cobalthousing.org.uk](https://cobalthousing.org.uk) or scan the QR code to complete the online form
- Call us on 0330 303 2222
- Visit our reception to talk



## When you report damp, mould or condensation to Cobalt, [we will:](#)



1 Arrange to visit your home to inspect your concerns within five working days



2 Put a plan in place to tackle any issues we find during the property inspection



3 Complete the works within set target timescales based on the extent of damp and mould identified

If you're not satisfied after we've concluded our steps to tackle any issues, please get back in touch with us to discuss your concerns.

# Whose responsibility is damp, mould and condensation?

When it comes to damp, mould and condensation, it's important to understand what we as a landlord are responsible for, and what you as a tenant needs to do.

Only by working together can we deal with damp, mould and condensation in an [effective way](#).

## Our responsibilities

- ✓ Respond promptly to reports of damp, mould and condensation.
- ✓ Repair structural issues that cause rising damp, penetrating damp or poor ventilation in your home.
- ✓ Provide you with information and advice to combat condensation in your home.

## Your responsibilities

- ✓ Promptly report any issues with damp, mould and condensation in your home.
- ✓ Follow our advice to minimise condensation in your home that is caused by daily living tasks.



Please keep me for information

# Recognising and reporting damp and mould

A guide to damp, mould and condensation and how to report any concerns you may have in your home.



## Recognising different types of damp and mould

We take damp, mould and condensation in our homes extremely seriously.

Damp, mould and condensation can cause serious health problems for you and your family, as well as damage to your home and your belongings.

That's why it's important to understand the different types of damp, what causes it, and report it to us as quickly as possible.



### Defective plumbing

Damp can be caused by leaking or defective plumbing, commonly occurring in bathrooms and kitchens.

#### What to look out for ...

Noticeable signs of water staining on ceilings or walls may indicate leaks from pipe joints, bath and sink seals and around showers and baths. Defective guttering will also cause damp, allowing water to run down the outside of your walls and penetrate the brickwork.



Black mould is less likely to occur with defective plumbing due to the chemicals found in soaps and cleaning products inhibiting its growth.



### Rising damp

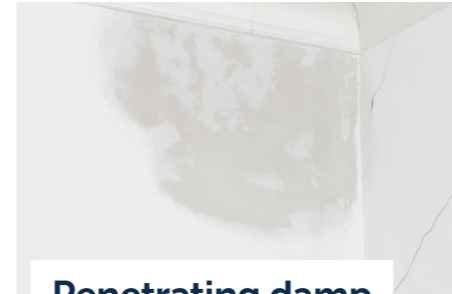
This is damp that rises up from the ground and into the walls of your home, drawn up by a process called capillary action. It happens in homes with no damp proof course (DPC) or where the DPC has been damaged.

#### What to look out for ...

It usually rises only 30-60cm up the walls and will leave noticeable damp patches and salty tidemarks on your walls, where the salts from the building materials are deposited.



Rising damp is unlikely to cause black mould, because the salts in the water inhibit its growth.



### Penetrating damp

This is caused by water entering or penetrating in to a building through the walls, as a result of either missing or defective mortar (cement) to a brick wall, roof leaks or other building defects.

#### What to look out for ...

This can happen anywhere in your home but will be located close to where the defect is. It will be more noticeable directly after rain and will leave a noticeable damp patch on your walls.



Like rising damp, penetrating damp is unlikely to cause black mould, because the salts in the brickwork limit its growth.



### Condensation

Condensation happens when the air gets colder and it cannot hold all the moisture.

#### What to look out for ...

Tiny drops of water appear and if this happens on a regular basis it can cause condensation in your home, leaving black or green mould growth on walls and furniture.



It is important to provide sufficient ventilation to allow moisture generated by daily living to escape. Of all the causes of damp and mould, condensation is the most likely to cause black mould, due to the lack of chemicals in the water, which in other cases, inhibit its growth.



### Minimise condensation

Even if you can't see it, there is always some moisture in the air. Things we do every day, for example, cleaning and showering, washing and drying clothes or cooking, all release moisture, or tiny droplets of water, into the air. When this moisture settles on a cold surface, such as a window, or cold wall, it appears wet, and this is known as condensation

There are steps we can all take to minimise condensation:

- 1 When cooking, keep lids on pans and use an extractor fan. Close the kitchen door to prevent condensation escaping to other rooms.
- 2 When showering or running a bath, keep the window open and make sure the extractor fan is on.
- 3 When drying washing, avoid piling wet clothes on top of radiators and place your clothes airer in a room which is ventilated by either an extractor fan or by opening windows to allow fresh air to circulate.
- 4 Consider checking the weather so you can take advantage of your washing line on dry days.
- 5 Consider investing in cheap dehumidifier pots that can be placed on windowsills, in corners, cupboards or close to cold walls in the house.
- 6 Remove obstructions that are directly in front of radiators to allow heat to circulate.