

Worried about damp and mould in your home?



Need this information in a different format?

We're here to help make things easier. If you'd prefer this communication in another language, large print, audio, Braille, or a digital format that's easier for you to use - just let us know. We're happy to get it to you in the way that works for you.



Spot it



Report it



Sort it

Let's **sort it** together.



Spot it



Report it



Sort it

In this guide, you'll find:

- What damp and mould is
- What causes it
- What you can do to Spot it, Report it, Sort it
- How we'll support you every step of the way

We want you to feel proud of your home

We know that your home should be a place where you feel safe, comfortable, and proud to live. Living with damp and mould isn't just uncomfortable - it can also affect your health and cause damage to your home.

That's why we take issues like damp and mould seriously – and we've made some important changes to the way we manage it.

What's changed?

We've updated our approach so that it's not only faster and more consistent but also puts your wellbeing first. We've put clear timeframes in place for inspections, repairs, communication and ongoing follow-ups. So, when you report a problem, you'll know exactly what to expect and when.

And we're in the process of revising our damp and mould policy so it reflects the latest best practices and meets all UK requirements, including Awaab's Law - which sets clear standards around how social landlords must investigate and repair serious damp and mould within set timeframes and fix emergency issues within 24 hours.

Helping you Spot it, Report it, Sort it

Back in 2022, we launched our Spot it, Report it, Sort it campaign to make it easier for you to recognise the signs of damp and mould early, and to know what to do next. We keep this campaign up to date, so you always have access to the latest advice, practical tips, and support.

Our commitment to you

We take every report of damp and mould seriously - and we're committed to finding long-term fixes, not just patching things up.

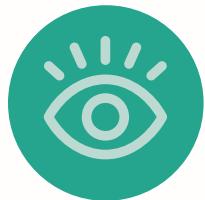
Read our **Damp and mould** policy to find out how we manage damp and mould in your home and the timescales you can expect us to follow.



Shared owner living in a flat or a leaseholder? If you report damp or mould, we'll arrange a visit to check whether the issue is coming from a part of the building we're responsible for. If it is, we'll get it sorted.

Helping you to identify and report damp and mould in three easy steps:

Step one



Spot it

Look out for these common signs of damp and mould:

- A damp and musty smell
- The appearance of mould, mildew or black spots on windows, walls, floors, or ceilings
- Walls, floors, or ceilings that feel cold or damp
- Dark or discoloured patches on walls or plaster
- Lifting or peeling wallpaper
- Damp spots or moisture collecting on surfaces
- Evidence of water damage
- Staining to external walls

Visit our website
for more tips
and advice.



Step two



Report it

As soon as you notice any signs of damp or mould, let us know. Don't wait for the problem to get worse.



0300 323 0011



moat.co.uk/
mymoat



customer
@moat.co.uk



moat.co.uk/
mymoat/chat



In person to a
Moat employee



Writing to us:
Mariner House,
Galleon Boulevard,
Dartford DA2 6QE

Step three



Sort it

When you report damp and mould to us, here's what you can expect:

(This applies if you rent your home from us, are a leaseholder, or a shared owner living in a flat.)

1. We'll act promptly.
Once you get in touch, we'll arrange an inspection appointment based on the urgency of the issue.

2. We'll share the findings with you. If significant damp is found, we'll send you a copy of the inspection report within three working days.

3. We'll treat the mould. If possible, we'll remove any mould during the inspection. If your home needs minor works, we aim to complete these within 21 days.

4. For major repairs, we'll keep you updated. We'll discuss the next steps and give you an estimated timeline. Our aim is to complete major works within 12 weeks.

5. We'll follow up to make sure it's sorted. We'll check in with you three months later to make sure the problem hasn't returned. You can also ask for another follow-up at the six-month mark.

What is damp and mould?

Damp is the build-up of moisture in a property and mould is a fungus that thrives in damp conditions.

They can affect building materials (such as walls, floors, ceilings and foundations) and/or home furnishings and belongings (such as carpets, curtains, wallpaper, furniture and clothing).



What causes damp and mould?

Penetrating damp



When water gets into the home from the outside, through leaks or cracks in walls or roofs.

Plumbing leaks



Leaks from water pipes and overflows inside the home.

Condensation



When warm air meets cold surfaces, it turns to water droplets. This is common around windows, in corners, and behind furniture.

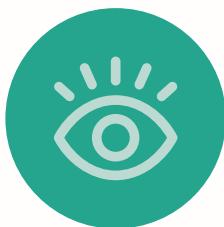
Rising damp



Groundwater rising up through floors and walls, usually due to damp proofing issues.

Preventing damp and mould

Damp and mould can be caused by a mix of things - from everyday moisture to building issues. The good news is, there are some simple steps you can take to help stop it from showing up in your home.



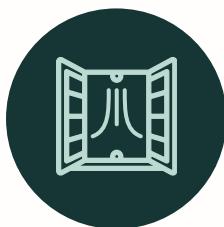
Identify any leaks in your home promptly and report them to us - so we can repair them quickly.



Keep lids on pots and pans to help produce less moisture whilst you're cooking.



Wipe water droplets away on windowsills, tiled surfaces and after using the bath or shower.



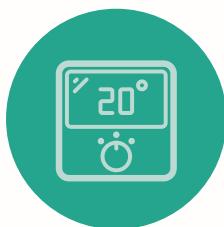
Open windows for 15-20 minutes each day, especially when cooking or showering, even in cold weather to remove moist air.



Use extractor fans when cooking or showering and keep doors closed in these rooms to stop moisture spreading.



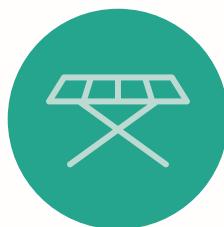
Heat your home efficiently. If your home is under-heated, you're more likely to have issues with condensation.



Keep heating at a steady temperature (18-21C). Find a setting that gives you the heat you need without increasing heating costs.



Move furniture away from walls, try not to overfill cupboards, and open curtains to let the air circulate.



Dry laundry outdoors where possible. If drying indoors is necessary, restrict it to one room and allow for proper ventilation.

Reducing condensation

Condensation happens when excess moisture in the air settles on cold surfaces - like windows or walls. Over time, this can lead to damp and mould if it's not managed.

Everyday things like cooking, showering, and drying clothes indoors all add moisture to the air. But the good news is, a few small changes to daily habits can make a big difference.

Improving ventilation, keeping your home warm during colder months, and letting moist air escape where possible can all help reduce condensation and keep your home healthier.

DID YOU KNOW?



One person asleep for eight hours



Washing clothes



One person active for 16 hours



Taking a bath



Cooking for one hour



Drying clothes on an airer

TOP TIP

Invest in a hygrometer



These smart little devices measure the moisture content in your home to ensure that the humidity levels are not too high. You buy one for around £10 from Amazon or Screwfix.

Want to learn more?

Visit moat.co.uk and watch our 'Keeping condensation under control' video.



An average family makes about 20 pints of water vapour in just one day.

That's almost **35 cans** of soda!



Treating minor mould

You can clean and treat small areas of mould growth on windowsills, on bathroom sealants and grout safely yourself by following the steps below.



Wear protective equipment, such as masks, gloves and goggles, in order to avoid contact with mould spores or cleaning products.



Windows should be left open during and after the clean-up activity.



Only clean the area when it is wet and not dry using a recommended reputable mould removing product. We do not recommend using bleach.



Carefully remove excess mould with a damp cloth and then bin the cloth immediately, preferably in an outside bin.



Don't wipe back and forward as you may spread it.



Do not brush mould as this releases spores into the air.



Do not try to remove mould using a brush or vacuum cleaner.



If the area is bigger than 1/2 square metre (about the size of a laptop), we do not recommend you try to clean it yourself. Please report it to us and we can help tackle the issue together.

We're here to help

We understand that rising energy costs can make it more difficult and stressful to keep your home warm. If you're concerned about your heating bills, our Income and Advice team is here to offer practical support and guidance.

Whether you need help managing your costs or understanding what assistance is available, we're just a call or message away.



0300 323 0011



customer@moat.co.uk



You can also visit our Cost of Living support page by scanning the QR code

For more advice on damp
and mould please visit:
moat.co.uk/your-home/home-safety/damp-and-mould



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