

Keeping your home free of damp and mould

Frequently asked questions



Spot it



Report it



Sort it

What is damp and mould?

- Damp is excess moisture that occurs inside a home. This moisture enables mould to grow.
- Dampness can come from leaks, defects in the structure of your home and condensation.
- Mould is a fungus that thrives in damp conditions.

What causes damp and mould?

1. Penetrating damp - When water gets into the home from the outside, through leaks or cracks in walls or roofs.
2. Plumbing leaks - Leaks from water pipes and overflows inside the home
3. Condensation - When warm air meets cold surfaces, it turns to water droplets. This is common around windows, in corners, and behind furniture.
4. Rising damp - Groundwater rising up through floors and walls, usually due to issues with damp proofing.

What are the signs of damp and mould I need to look out for in my home?

- 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

What do you do to help shared owners and leaseholders who have damp and mould concerns?

If you are a shared owner or leaseholder, please contact us if you spot damp or mould in your home or on any communal areas where you live. Though we are not responsible for the interior of your home, we will still inspect to determine if the cause relates to any building areas or a neighbouring home that we manage.

If the cause is from a part of the building that's our responsibility, we will fix it. If the cause relates to parts of the home that are your responsibility, we'll support you to find a solution that addresses the issue.

What are the risks of living with damp and mould?

Living in a home with damp and mould isn't just unpleasant - it can cause serious damage to your health and home.

How it can impact your health

- Dampness and mould can aggravate respiratory issues like asthma and allergies.
- Some moulds release toxins that can make you ill.
- It can also affect your mental health.
- Some people are more vulnerable, like children, older adults, or those with existing health conditions.

How it can impact your home

- Dampness causes decay and deterioration over time to your home.
- It can damage and ruin home furnishings and belongings such as curtains, furniture, and clothing too.
- Mould damage requires costly repairs and remediation.

You should not have to live with these hazards. Please contact us at the first sign of a problem. Together, we can keep your home a healthy and happy place for you and your family.

What can I do to help prevent damp and mould happening in my home?

Damp and mould can be caused by lots of things, however, there are some simple things that you can do to help avoid this problem appearing in your home.

- ✓ Report any damp and mould concerns to us as soon as you spot it.
- ✓ Identify any leaks in your home promptly and report them to us – so we can repair them quickly.
- ✓ Open windows regularly to ventilate, especially when cooking or showering.
- ✓ 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.
- ✓ Use your thermostat to keep your heating at a steady temperature (18-21C). Find a setting that gives you the heat you need without increasing your heating costs.

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- ✓ Move furniture away from walls, try not to overfill cupboards, and open curtains to let air circulate.
- ✓ Try to dry laundry outdoors if possible, using designated drying areas. If drying indoors is necessary, try to restrict it to one room and allow for proper ventilation.
- ✓ Wipe water droplets away on windowsills, tiled surfaces and after using the bath or shower.

I'm struggling to pay my energy bills and heat my home. What help is there to support me?

We know rising energy costs can make heating your home difficult. Please **contact us** if you are worried about affording your bills. We are here to help. We can provide money advice and connect you with organisations ready to assist you right away with support. You don't have to tackle this alone - we're here for you.

Can I treat minor mould issues myself?

Yes, you can clean and treat small areas of mould growth on windowsills, on bathroom sealants and grout yourself, by following these recommended safety steps:

1. Wear protective equipment, such as masks, gloves and goggles, to avoid contact with mould spores or cleaning products.
2. Windows should be left open during and after the clean-up activity.
3. Only clean the area when it is wet and not dry using a recommended reputable mould removing product. We do not recommend using bleach.
4. Carefully remove excess mould with a damp cloth and then bin the cloth immediately, preferably in an outside bin.
5. Don't wipe back and forward as you may spread it.
6. Do not brush mould as this releases spores into the air.
7. 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 sort it together.

What can I do to tackle condensation?

Condensation is a common problem during winter. To prevent it ...

1. Get a hygrometer to measure the moisture content to ensure that the humidity levels in your home are not too high. See below for more info on hygrometers.
2. Open windows for 15-20 minutes each day, even in cold weather to remove moist air.

What is a hygrometer and how can it help with condensation in my home?

A hygrometer is a device used to measure the moisture

content and humidity levels in the air. You can use it to monitor the humidity in different rooms in your home.

Monitoring humidity levels can help you regulate the temperature in your home, preventing issues like condensation and mould growth that arise from high humidity levels. You can buy a hygrometer from places like Amazon or Screwfix for around £10.

How do I report damp and mould concerns?

We understand how stressful and worrying it can be living in a home with damp and mould. If you spot damp and mould in your home report it to us right away. Working together we can make your home safe, warm, and dry. You can report any damp or mould concerns to us:

- by telephone: 0300 323 0011
- by email: customer@moat.co.uk
- on our online portal: [myMoat](#)
- on web chat: [Moat | Contact us](#)
- by telling us in person to any Moat employee
- **writing to us at:** Moat, Mariner House, Galleon Boulevard, Dartford DA2 6QE

When I report a damp and mould issue to you what information do you need from me?

We will ask you to provide the following information:

1. When did the mould/damp appear?
2. Do you think it could be a water leak from a pipe or your roof?
3. What rooms have been affected?
4. How long has it been there?
5. Has anything changed with in your home, has your household grown, have you changed any patterns such as working from home?
6. Are your extract fans working?
7. Is your heating working?

We will also ask you to take photos of the damp and mould to help us understand the severity of the problem.

What happens when I report damp and mould issue to you?

Our dedicated teams will listen to your concerns and work with you to resolve any damp and mould issues.

What we will do:

1. Respond quickly to inspect and assess the damp and mould reported. We will keep you informed on next steps.
2. Identify and fix the underlying cause/s, not just remove visible mould. This includes repairs and improvements to stop water getting in, increase ventilation, and offer advice and help on heating your home.
3. Follow up after repairs to check the damp has not returned. More work will be done if needed.