



**Yorkshire
Housing**

Your guide to preventing damp and mould



Creating a healthy home needn't be a chore

We've packed this guide with handy hints to help keep your home feeling tip-top. It also explains what happens if there's an issue that we need to come and take a look at.

Just like when someone's feeling under the weather, your home can show signs that something's not quite right - things like damp, mould and condensation.



This guide will help you spot the symptoms and make quick, easy changes to help fix them. Occasionally it can be something more serious and we'll need to come and investigate.



Need this in another language?

Scan the QR code or visit yorkshirehousing.co.uk/your-home/your-healthy-home and use the Recite Me toolbar to translate the page.



Symptom: Condensation or high humidity

Noticed a build-up of condensation on your windows, walls or ceilings? Daily activities like cooking, showering and drying clothes indoors adds moisture to the air making your home feel stuffy and uncomfortable.

So, where's all this moisture coming from?

2 Pints: Having a bath or shower



3 Pints: Two people active for one day



6 Pints: Boiling a kettle and cooking food



9 Pints: Drying clothes inside



Black mould around the window is usually caused by a build-up of condensation. Keep condensation away by wiping it away with a damp cloth or piece of kitchen towel. If you start to see black mould forming around your windows get in touch with us.

Treatment:



Make sure your **extractor fan is working** and switched on while you're cooking or bathing. It clears away steam and moisture, so leave it running afterwards to finish the job. Most fans have timers or sensors, so they'll turn off by themselves.



When you're **using your hob** make sure you keep pots and pans covered to help prevent excess moisture escaping.



It's normal to see condensation on your windows when it's been **really cold overnight**. Each morning take a couple of minutes wiping it away with a towel or piece of kitchen roll. This helps to prevent black mould from appearing around your window frames.



If your **windows have trickle vents**, keep them open all year round, except in rooms with a working extractor fan.



If your **windows don't have trickle vents** don't worry, open your windows and lock them in the vent position – it'll do the same job.



Myth buster: Extractor fans cost very little to run. On average it costs £9.20 a year to run your bathroom extractor fan. That's around 2p a day.

Top tips:

- Covering pots and pans while cooking helps prevent excess moisture escaping into your home. It also makes things cook faster, saving you time and energy.
- If you're running a bath, add the cold water first. Believe it or not this cuts the amount of steam produced by up to 90%.
- The humidity level in your home should be between 40% - 60%. It can be measured using a hygrometer. High humidity can cause condensation build up which can cause mould. You can buy a hygrometer online for as little as £3.



Example of black mould forming around a window frame

Symptom: Damp, mould and condensation

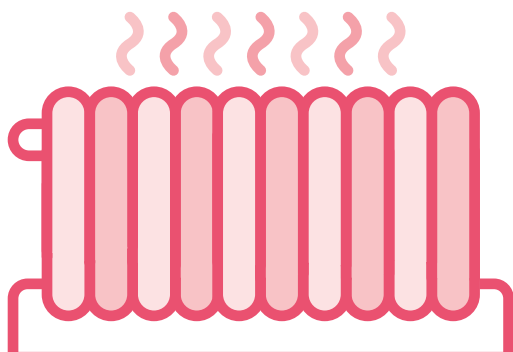
Let's face it, the good old Yorkshire weather can make it difficult to keep the inside of our homes warm and dry.

Cold air can't absorb as much moisture as warm air. That's why things like damp and mould are more common throughout winter. If your home is very cold the moisture that's in the air condenses on colder surfaces creating condensation which can cause damp and mould.

Keeping your home warm

We know keeping your home warm isn't easy. Especially while the cost of energy remains high. If you're worried about money, please get in touch with us so we can find a way to help.

Find out more about our money coaching service by scanning the QR code with your phone camera. You can also visit www.yorkshirehousing.co.uk/your-home/tenancy-and-money-coaching



Treatment:



We recommend you keep your home heated to between **18 and 21 degrees Celsius** and don't let the temperature drop below 16 degrees Celsius for long periods of time.



If you spot mould around the edges of your ceiling it could be because your loft insulation has been disturbed, creating **cold spots** where moisture can form. Try avoid using your loft for storage, and report any issues so we can come take a look.



Hint: Warm air holds more moisture than cold air, which in simple terms means that you have reduced humidity levels. Keep your home at a steady temperature throughout winter.



Example of mould caused by loft insulation cold spots

Symptom: Damp or mould on the ceiling

The insulation in your loft helps keep you warm and reduce your energy consumption. It traps the warm air inside your home and stops it from escaping through the roof, a bit like your favourite winter hat!

If the insulation is moved or squashed it stops working properly and cold spots can form on your ceiling. When warm air comes into contact with these cold spots condensation can form and can cause black mould to appear on your ceiling.

If you spot black mould on the ceiling, it's usually because there are cold spots in the loft. It could be because your loft insulation has moved or been disturbed creating cold spots on your ceiling where moisture can form. If you see mould like this, get in touch with us so we can send someone out to investigate and treat the mould.



Example of a black mould forming on a ceiling

Sometimes damp and mould problems can be hidden by furniture or kitchen cupboards.

Keep an eye out for stains or discolouration on floors, walls, windows, fabrics, and carpets. Check for a musty, “earthy” odour. This could be a sign of a damp problem and you should get in touch with us so we can send one of our colleagues out to investigate.



Symptom:

Damage and leaks

Wet and windy weather can expose problems with your home that you might not have noticed over summer.

If there's a problem with your roof, walls or guttering you're more likely to notice it during winter. Plummeting temperatures can damage pipes and cause leaks, driving rain can penetrate damaged brickwork and leaves can block gutters causing them to spill over onto your walls.

Damp patches like these could be caused by a few different things such as penetrating damp, leaking pipes, problems with your roof, walls, chimney or drains and sometimes a problem with your damp proof course. If you spot any damp patches like this, get in touch with us straight away so we can send someone out to take a look and sort things out.



Example of a broken downpipe and gutter leaking water

Treatment:



As temperatures drop over winter there's a risk that **pipes can freeze causing a leak**. If your home has an outside tap cover it with a frost protector or isolate and drain the tap to help prevent leaks.



If your home is near a large tree, **leaves can make their way into your gutters**. Eventually they'll become blocked and rainwater can spill over and down onto your walls. If you notice your gutter leaking, get in touch with us.



If you notice any **damp patches on your inside walls** get in touch with us straight away so we can send someone out to take a look and put things right.

Know where your stopcock is?

Your inside stopcock, also known as stop valve or stop tap, is the easiest way to turn your water on and off. You'll usually find it under the sink and it looks like this.



Your healthy home checklist



Don't use Calor gas or paraffin heaters. Not only are these not allowed inside your home, but they also produce a lot of moisture which is released into the air.



Test your smoke and carbon monoxide alarms every week. If your alarm is always beeping it might need a new battery. If you're in any doubt get in touch with us.



Cover pots and pans when using your hob and keep the kitchen clean to keep pests away.



Make sure your extractor fan is on while cooking or bathing, and leave it running afterwards. Most fans have timers or sensors, so they'll turn off by themselves. If it's not working, just let us know.



Make sure your trickle vents are kept open all year round, except in rooms with a working extractor fan.



If you can't hang clothes outside, hang them in a room with a working extractor fan and keep the door and window closed. Don't hang wet clothes on your radiators or over doors.



If you notice a problem, please call us and report it straight away.



Damp and mould: What you can expect from us

Most of the time, keeping your home healthy just means making a few small changes to your daily routine.

But sometimes, it can be something more serious. This section explains what happens when you report a problem, how we'll support you, and how new rules are helping make sure homes stay safe.

A new law called Awaab's Law is being introduced, setting out different types of hazards in homes and how quickly you can expect us to respond.



We'll support you and make sure your home is safe

Emergency hazards: **What you can expect from us**

These are issues that could affect your health or safety, such as:

- Damp and mould affecting breathing
- Gas leaks
- Broken boilers
- No water supply

If you report a hazard and it's confirmed as an emergency:



We'll aim to visit your home within 4 hours. If that's not possible, we'll attend within 24 hours.



Where we can, we'll fix the issue and make your home safe during the visit.



If we can't fix it there and then, we'll aim to make it safe within 24 hours and book a full repair.



If we can't make it safe within those 24 hours, we'll arrange temporary accommodation for you until it is safe.



If we haven't fixed the issue within three working days, we'll send you a written summary explaining what we found, what we've done and any remaining work needed.

Significant hazards: **What you can expect from us**

These aren't emergencies, but can still affect your health or comfort. Examples include:

- Damp and mould that keeps coming back
- Mould in bedrooms, bathrooms or living areas
- Condensation from poor ventilation

If you report a hazard and it's classed as significant, we'll investigate within 10 days then:



Make your home safe within **five** working days.



Start any extra repairs needed to stop the problem coming back within **12 weeks**.



If we haven't fixed the issue within **three** working days, we'll send you a written summary explaining what we found, what we've done and any remaining work needed.



To report any issue in your home, call us on **0345 366 4404**.



Disrepair claims

As new laws come into place, you might hear from companies encouraging you to make a housing disrepair claim. They might promise quick results, compensation, or even suggest you don't let us into your home.

It's important to know that making a claim is a legal process, and it can come with risks. Some companies charge hidden fees, lock people into contracts, or give advice that could affect your tenancy if it means refusing us access to carry out repairs.

If you're ever approached about making a claim, please talk to us first. We want to make sure you have the right information, the right support, and that your home gets the care it needs.



Making a housing disrepair claim is a legal process

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**Call us on
0345 366 4404**

Hazards timeline: **What you can expect from us**



Emergency hazards

Investigate and complete safety work within 24 hours.



Significant hazards

Investigate within 10 days.



Customer communication

Provide written summary within 3 working days of investigation conclusion.



Safety work

Begin within 5 working days of identifying a hazard. Further works must commence as soon as possible and within 12 weeks.



Ongoing communication

Keep customers updated throughout the process.



Risk triage

Use all available information to assess and address hazards within legal timeframes.

**For more tips
and advice on
how to keep your
home healthy, visit
our website...**



**Scan the QR
code with your
phone camera**

Or visit www.yorkshirehousing.co.uk/your-home/your-healthy-home





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