

Keeping you and your home safe

Your guide to damp, mould and condensation

Excess moisture in your home can lead to mould forming, which can have an effect on your health.

That's why At Salix Homes, we are committed to making sure you have a healthy home, free from damp, mould and condensation. We're providing this guide to support you in making your home a healthier and a more comfortable place to live.

If you have any concerns about damp, mould repairs or other emergency hazards you can report them quickly through MySalix online, or by contacting our Customer Service Centre on **0800 218 2000**.

What is damp, mould and condensation?

Damp is caused by excess moisture in your home. The most common types of damp are rising damp, penetrating damp, damp caused by a leak and damp caused by condensation.

It can make your home feel cold and uncomfortable, and it can cause structural damage if it's not dealt with.

Mould is a type of fungi caused by excess moisture in your home. It looks like a collection of little black spots and can often be found on windows or in the corners and edges of rooms.

Mould can grow in any home, so it's important to let us know if you spot mould in your home so we can help you.

Condensation occurs when moisture in the air meets a cold surface like a window or wall.

You may notice it when you are cooking or having a shower.

If surfaces are left wet, a build-up of condensation can occur which can lead to mould forming.

What you can to do reduce moisture in your home

- To help reduce moisture, your home needs to be well heated. 18°C is the ideal temperature according to the World Health Organisation.
- Ventilate your home when you can. Things like opening windows or turning on the extractor fan when cooking can really help.
- If you're drying your washing inside, make sure you open a window to give the extra moisture a place to escape.
- If you've got a tumble dryer, it needs venting to the outside (unless it's a condenser dryer). Contact us first if you need to vent your dryer outside.
- Wipe away any signs of condensation build-up on windows or surfaces in your home before mould can develop.

If you see any sign of damp, mould or condensation in your home, report it to us right away on MySalix or call us on

0800 218 2000.



Want to see how we prioritise repairs and hazards?
Learn more: www.salixhomes.co.uk/awaabs-law/