

Quick Read: Damp and mould

We want all our tenants to live in safe and healthy homes. Damp and mould can cause health problems and damage your personal belongings.

My Space investigates and fixes damp and mould quickly. We have legal duties to do that, with a responsibility to keep you safe and your home in good condition.

Types of damp

Mould grows in damp places around your home. There are several different kinds of damp that could cause mould:

- Rising damp – this is when water in the ground moves upwards, into walls
- Penetrating damp – this happens when water comes through a roof or walls
- Leaks – for example because of a broken tap or pipes
- Condensation – caused by warm moisture meeting cold surfaces like a window or wall

Rising damp, penetrating damp and leaks, always need to be put right. Report these, as soon as you see them.

Condensation is common in the UK, where our climate is often cool and wet. Normal household activities like cooking and bathing produce condensation and we can help you to stop this becoming a problem.

Sometimes, a repair or improvement is necessary to reduce condensation.

What to do if you see damp or mould

If you see damp, mould, or condensation that you can't easily remove, you must let us know straight away. Report these problems early, before they get worse.

Call us, email, or talk to your housing support officer.

It is very important to give us access to your home for inspections and repairs to fix damp and mould and to follow any advice that we give you, to protect your health.

Spotlight: My Space will never blame you for damp or mould. By reporting these problems as soon as you spot them, you can help us to keep you and your home, safe.

Our staff are trained to identify the signs of damp and mould and will respond quickly, to help.

When you report damp or mould, we will:

- Check your home within ten working days or 24 hours in an emergency
- Where repairs are necessary, we will carry these out as quickly as possible – you can find details of response timescales in our Damp and Mould policy
- Provide advice and keep you informed, every step of the way