

Keeping your home free from damp and mould



Spot it



Report it



Sort it

Let's **sort it** together.





Spot it



Report it



Sort it

Everyone deserves a safe, healthy home they can be proud of

Damp and mould can damage your home and may affect your health, so it is important that we work together to deal with it as soon as possible.

If you're worried about damp and mould, condensation, or anything else in your home that could affect your health or wellbeing, please get in touch with us as soon as possible.

We'll take your concerns seriously, investigate them within set timescales, and keep you updated every step of the way. If there's an immediate risk to your health or safety, we'll act urgently to make the situation safe.

The sooner you tell us about a problem, the sooner we can help. Reporting issues early can prevent them from becoming more serious and help us put things right more quickly.

Supporting our shared owners and leaseholders

While you're responsible for managing damp and mould within your home, if you live in a flat and spot any issues in your communal areas, please let us know so we can investigate it promptly.

If we don't own your block, we'll contact the managing agent for you to get it sorted.



We're here to help

If you notice damp, mould or any other condition that's affecting your home, let us know. When you contact us, it helps if you can tell us:

- What the issue is
- Where it's located
- When you first noticed it
- Whether it's affecting anyone's health or safety

Once you've reported a concern, we'll assess the issue, arrange any inspections or repairs needed, and keep you informed about what happens next.



Our commitment to you

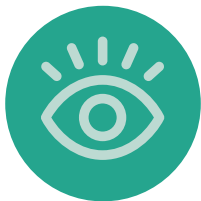
We take every report seriously and are committed to helping keep your home safe and comfortable. We'll:

- ✓ Investigate and make safe emergency hazards within 24 hours of becoming aware of them
- ✓ Investigate potential significant damp and mould hazards within 10 working days
- ✓ Complete required safety work within 5 working days where a significant hazard is found
- ✓ Provide a written summary within 3 working days of the investigation ending where required
- ✓ Offer suitable temporary accommodation if your home cannot be made safe within the required timescale.

Spot it. Report it. Sort it.

In three easy steps:

Step one



Spot it

Look out for these common signs of damp and mould:

- A damp or musty smell.
- Black mould spots on walls, ceilings or around windows.
- Damp patches or staining on walls and ceilings.
- Peeling wallpaper or flaking paint.
- Condensation collecting on windows and other surfaces.
- Walls, floors or ceilings that feel damp or unusually cold.
- Water damage or leaks.
- Mould growth behind furniture or belongings.

Need any further advice?

Visit our website or scan the QR code for more information on damp, mould and condensation.



Step two



Report it

Calling us is the fastest way to report an urgent issue.

Please include what you have seen, where it is, when it started, whether it is affecting your health or safety, and whether anyone in your household may be more at risk.



0300 323 0011

You can also use the options below for non-urgent issues:



**customer
@moat.co.uk**



**In person to a
Moat employee**



**moat.co.uk/
mymoat**



**moat.co.uk/
mymoat/chat**



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

For Stanhope
PFI customers:



01233 647396



**stanhopecustomer
@moat.co.uk**

Step three



Sort it

What happens after you report it:

1. We assess the issue and decide whether it may be an emergency or significant hazard.
2. We investigate potential significant damp and mould hazards within 10 working days.
3. We investigate and make safe emergency hazards within 24 hours, and complete required safety work within 5 working days where a significant hazard is found.
4. We provide a written summary within 3 working days of the investigation ending where required, and keep you updated on any follow-up action.

We'll keep in touch, update you through the process and check that the issue has been resolved. For Stanhope PFI customers, Ashford Borough Council will also write to you.

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.

Condensation



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

Plumbing leaks



Leaks from water pipes and overflows inside the home.

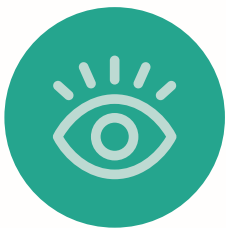
Rising damp



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 windows and 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.



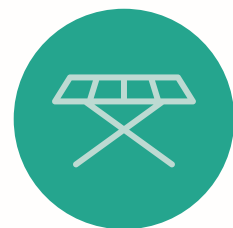
Heat your home efficiently. If your home is under-heated, you're more likely to have issues with condensation.



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

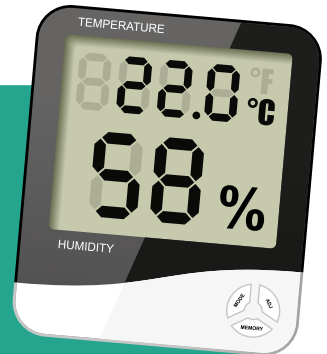


Drying clothes on an airer

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!



One soda can = 330mls

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 release's 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 high energy costs can make it more difficult and stressful to keep your home warm. If you're concerned about your heating bills, we are 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

For Stanhope PFI customers:

📞 01233 647396 ✉️ stanhopecustomer@moat.co.uk



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