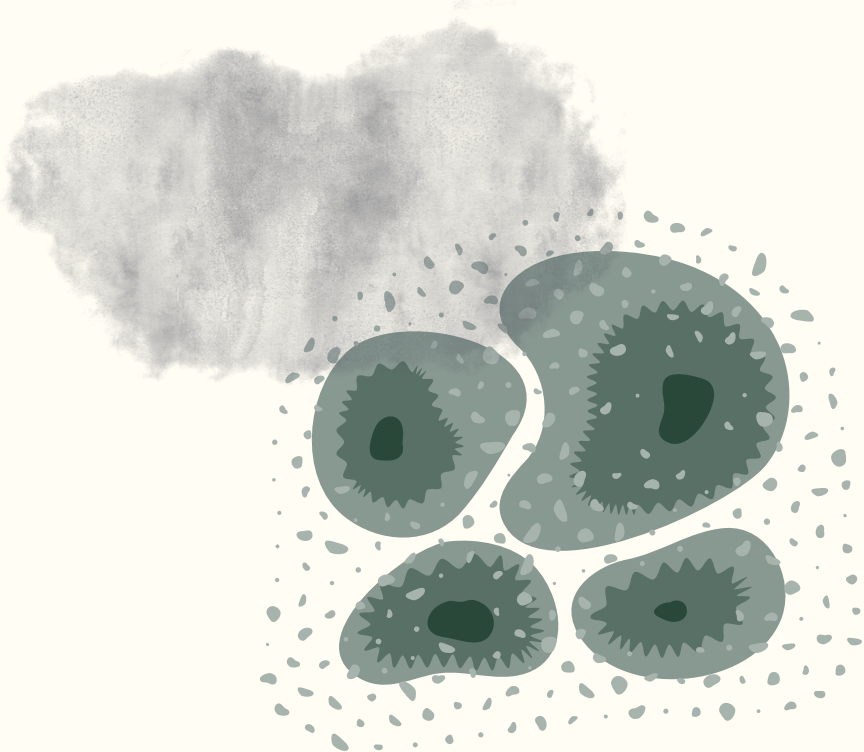


# CITY OF LONDON CORPORATION HOUSING: MANAGING & REDUCING DAMP AND MOULD IN YOUR HOME



[www.cityoflondon.gov.uk/dampandmould](http://www.cityoflondon.gov.uk/dampandmould)



## Causes of damp and mould

According to a survey conducted by the Housing Ombudsman, the top four causes of damp and mould are: poor ventilation, leaks, structural problems and condensation.

It should be noted that these causes are often not mutually exclusive, and that some or all of the causes may be present in any particular case.

Condensation damp happens when moisture generated inside the home cools and condenses onto colder parts of the buildings (for example window frames, corners and low points on walls, behind sofas or wardrobes). Where condensation is identified as a cause of damp and mould growth, it is not meant to imply blame on the resident, but confirms that the issue is related to heating, ventilation, and insulation.

Rising damp is moisture from the ground that rises through parts of the buildings in contact with the ground (walls and floors). It is usually found in older properties and is often misdiagnosed.

Penetrating damp is water that gets into the building from outside due to defects in the walls, roofs, windows, or floors.

Traumatic damp can be caused by leaking water from waste and heating pipes, overflowing baths or sinks, burst pipes, or defective water storage vessels inside the building. Traumatic damp can also originate from outside the property, for example from another building or from environmental flooding.



## Health risks of damp and mould

If you have damp and mould in your home, you're more likely to have respiratory problems, respiratory infections, allergies or asthma. Damp and mould can also affect the immune system.

Some people are more sensitive than others, including:

- Babies and children
- Older people
- Pregnant women, their unborn babies and women who have recently given birth
- Those with existing skin problems, such as atopic eczema
- Those with respiratory problems, such as allergies and asthma
- Those with a weakened immune system, such as those having chemotherapy
- People living with a mental health condition.

### How does it affect your health?

Moulds produce allergens (substances that can cause an allergic reaction), irritants and sometimes toxic substances.

Inhaling or touching mould spores may cause an allergic reaction, such as sneezing, a runny nose, red eyes and skin rash. Moulds can also cause asthma attacks.

Other social and financial effects may include:

- Putting up heating bills in order to properly heat the home
- Damaging building fabric and contents, including clothes and furniture
- Not being able to fully enjoy use of your home.



## What we will do for residents reporting damp and mould in their homes

We encourage our residents to let us know of any issues with condensation/damp/mould as soon as possible. We take a risk-based approach to identify the next steps.



- If we can identify the root cause (for example, a leak) easily over the phone, we'll arrange a repair.
- Where appropriate, we will inspect report damp and mould issues within ten working days (subject to access) to identify the possible causes and associated remedial works.
- Essential follow up remedial works will be raised within five working days after the investigation.
- We will also discuss the matter with our tenants, providing advice and guidance as appropriate.
- Where appropriate, works will be post-inspected by our Property Services Officers.



We will support leaseholders in addressing damp and mould by taking collaborative steps.

## What we are doing to reduce damp and mould

We are making significant investment across our estates to ensure our homes meet and exceed the Decent Homes Standard.

Major works such as roof renewals, replacement windows and new heating and ventilation systems will contribute to addressing and reducing potential sources of damp and mould in our homes.

Many of our properties are accessed by various contractors carrying out either day-to-day repairs (including gas servicing, electrical checks, general repairs etc) or major works such as replacement windows and replacement fire doors. Both staff and contractors are instructed to report any issues relating to damp and mould.

Check our website for images to help identify damp and mould in your home:  
[www.cityoflondon.gov.uk/dampandmould](http://www.cityoflondon.gov.uk/dampandmould)

Scan the QR code with your phone camera to visit the 'Damp and mould' page on our website.



# What residents can do to reduce damp and mould issues

## Minimise moisture in the air

- Cover pans when cooking and switch on extractor fans.
- Dry washing on a clothes rack in the bathroom and open the window or put extractor fans on and close the door.
- Wipe condensation off windows and windowsills.
- If possible, move furniture away from walls and radiators to allow air to flow between them.
- Wipe down walls and tiles after showers and baths.
- Keep steam from kettles away from underneath cupboards.
- Keeping heating on a low temperature for longer periods will help to heat your home more evenly and efficiently than turning on heating in short, hot blasts.

## Let fresh air into your home

- Close kitchen and bathroom doors when cooking and using the bath or shower, even if you have an extractor fan.
- Open windows when using a tumble dryer and make sure the hose goes outside if possible.
- Clean vents and extractor fans regularly and make sure they are not blocked by furniture.
- If you have trickle vents on your window frames, make sure they are open.
- Open windows for 5-10 minutes when waking up, to let fresh air in and let warm moisture out.



For more help and advice you can visit our website or speak to a member of the Property Services team.

## Reporting damp and mould

We encourage our tenants to let us know of any issues with condensation/damp/mould as soon as possible – they will be prioritised based on risk.

### Report using the online form

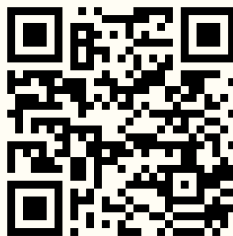
<https://forms.office.com/e/cYRcjrafaf>

### Report by email

[propertyservices@cityoflondon.gov.uk](mailto:propertyservices@cityoflondon.gov.uk)

### Report by telephone

0800 035 0003



Scan the QR code with your phone camera to report damp and mould issued through the online form

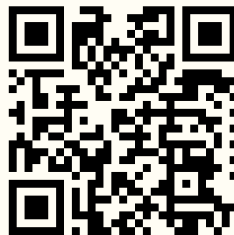
## Help and support

We're acutely aware the cost of living crisis is likely to make problems with damp and mould worse, as people struggle to heat their homes.

Visit our getting help with the cost of living page on our website if you need support to reduce your energy bills and energy consumption: [www.cityoflondon.gov.uk/costofliving\\_](http://www.cityoflondon.gov.uk/costofliving_)

If you live outside the City, check your council's website for their cost of living page.

Scan the QR code with your phone camera to visit the City of London Corporation 'Getting help with the cost of living' page



# KEY CONTACTS



To report issues relating to cleaning and grounds maintenance on your estate, email: [estateservices@cityoflondon.gov.uk](mailto:estateservices@cityoflondon.gov.uk) or call your estate office.

Repairs: 0800 035 0003 | [propertyservices@cityoflondon.gov.uk](mailto:propertyservices@cityoflondon.gov.uk)

For urgent estate matters outside normal office hours, other than repairs, please call 020 7256 6583.

Complaints and customer feedback:

[Housing.complaints@cityoflondon.gov.uk](mailto:Housing.complaints@cityoflondon.gov.uk)

By phone: 0207 606 3030 (Switchboard) or 0207 029 3935 (Housing complaints and customer feedback)

By post: Housing Complaints and Customer Feedback Team, Barbican Estate Office, 3 Lauderdale Place, London EC2Y 8EN

Rent Accounts/Payments: 020 7332 1263

[rentsteam@cityoflondon.gov.uk](mailto:rentsteam@cityoflondon.gov.uk)

Rent Arrears: To contact us about rent arrears, please call your estate office or email the Income Recovery team:

[incomerecoverofficer@cityoflondon.gov.uk](mailto:incomerecoverofficer@cityoflondon.gov.uk)

Scan the QR code to register for the City of London @Home Newsletter or visit:

<http://eepurl.com/iSYW0s>

