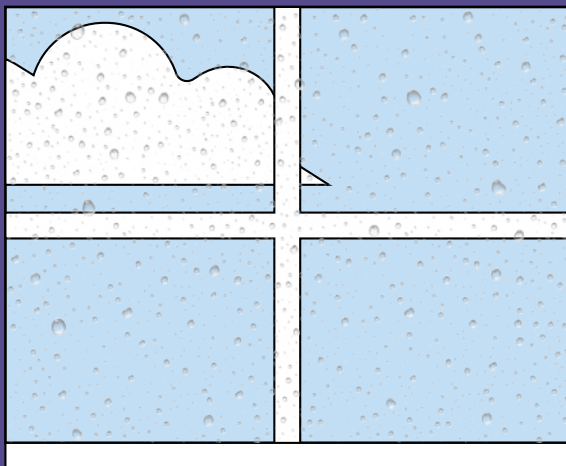


Damp and mould



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We know it can be worrying if you are experiencing problems with damp, mould or condensation in your home.

We have created this information leaflet to let you know how we can help and also some of the steps that you could take to prevent damp and mould.

2

What is damp?

There are three types of damp that can affect our homes.

Rising damp

This is uncommon and is caused by water rising from the ground. Our homes have damp-proof materials that stop this from happening.

Defects in your brickwork, roof or plumbing

Property defects can allow water or cold air to get into your home, which can cause damp in any area of your home.

You can usually notice this kind of damp more after rainfall or in the cooler months but it can occur all year round. It likely to be wet to touch, smells, with mould growth. Condensation can also make the damp caused by the defect worse.

Let us know if you have a leak or other defect in your home by reporting a repair online at www.progressgroup.org.uk by:

- Logging into your online tenant account

- Emailing us
- Using live web chat – available Monday to Friday, 8am to 5pm

You can also phone us on 0333 320 4555, Monday to Friday, 8am to 6pm, or visit or write to us at Progress Housing Group, Sumner House, 21 King Street, Leyland, PR25 2LW.

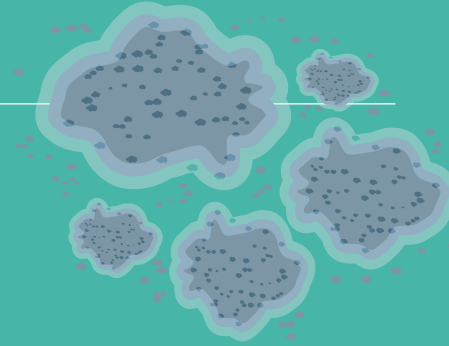
Condensation

Condensation is the most common cause of damp and mould in homes. Cooking, running taps, drying washing inside, and even breathing from people and pets produces moisture. When this moisture meets cold surfaces it creates condensation. Condensation can cause damp and mould by soaking into surfaces like wallpaper and paint.

This kind of damp is commonly found in the corners of rooms, on gable walls or near windows and external doors. It is also found in areas with poor air circulation, such as behind furniture placed against external walls.

3

What causes damp and mould?



Damp and mould are usually caused when there's too much moisture in the air from doing normal day-to-day activity such as cooking, drying washing inside or having a shower. They can also happen if a home is not well ventilated, or the inside temperature frequently drops below 16 degrees Celsius.

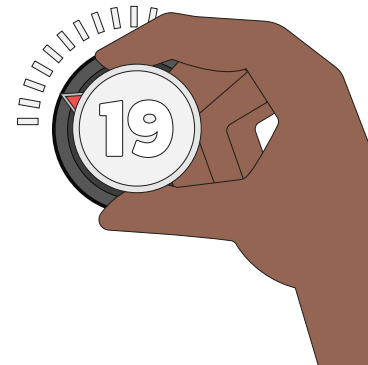
The age and condition of a property, whether it is located in an exposed area, or even the way that your home has been built can also contribute to damp and mould.



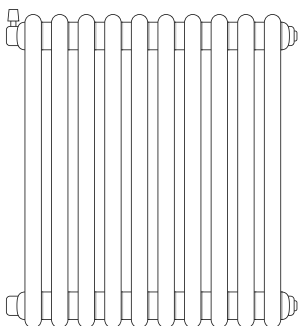
What can I do to prevent damp and mould?

Here are our top nine tips for helping to stop the build-up of moisture in your home and keep it damp and mould free:

1. Use your home's ventilation system, such as extractor fans in your bathroom and kitchen, when showering or cooking. If these are not in good working order, let us know.
2. Make sure air bricks or vents are not blocked. They help fresh air circulate in your property and remove higher levels of moisture which can cause damp and mould. If you think that your airbrick or vent is allowing cold air to access the property constantly, please contact us to make an appointment for an inspector to attend.
3. If you can, try to keep internal doors shut when cooking, showering or running taps. This can help keep the warmth in and can also help reduce energy bills.
4. Use lids on pans when cooking.
5. Wipe down any condensation on your window using a tissue and dispose of it down your toilet.
6. Dry clothes outside where possible, or use a clothes horse in a well-ventilated room.
7. Air rooms regularly, especially in the morning, to let out moisture.
8. Try to keep your home warm between 19 and 21 degrees Celsius to help reduce the risk of damp and mould. We understand with the rising cost of energy bills that you might be worried about using your heating. If you are worried about the cost of heating your home, we have lots of helpful information on our website, www.progressgroup.org.uk/support.



9. Check your radiators and ensure they are consistently warm from top to bottom. If they feel cold at the top, your radiator may require bleeding. We have a handy video on our website to show you how to do this – visit www.progressgroup.org.uk/diy or scan the QR code.



What should I do if I have damp or mould in my home?

1. Report it to us

If you have damp and mould in your home, please get in touch as soon as possible so we can arrange for one of our damp surveyors to inspect your home.

You can report damp and mould online at www.progressgroup.org.uk by:

- Logging into your online tenant account
- Emailing us
- Live chat – available Monday to Friday, 8am to 5pm

You can also phone us on 0333 320 4555 or visit or write to us at Progress Housing Group, Sumner House, 21 King Street, Leyland, PR25 2LW.

2. Take photos

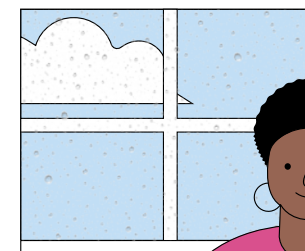
Once you have reported it, it is important to take photographs of the affected area to show us when we visit to inspect your home.

3. Clean the area with a mould and mildew spray

After taking photographs, wash the area down using a mould and mildew spray as soon as possible – do not wait for us to attend. This will help reduce the risk of mould increasing in your home and damaging your belongings. Make sure that you read the instructions for using these products safely. Don't worry - we will be still be able to properly assess your home from your photographs.

What happens next?

Once we attend, we will look at your photographs and inspect your property to understand what is causing the issue. We'll also look at what we can do to stop the damp and mould coming back. This might include chemical cleaning or specialist treatments, increasing ventilation or addressing any property defects.



SCAN HERE

to watch
our video



Get in touch

The quickest and most convenient way to get in touch is online at www.progressgroup.org.uk by:

- Logging into your online tenant account
- Emailing us
- Live chat - our team is usually online from 8am - 5pm, Monday - Friday

In an emergency, phone
0333 320 4555.

Report or track a repair or check your rent balance

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at www.progressgroup.org.uk

Progress Housing Group
Sumner House
21 King Street
Leyland
PR25 2LW

www.progressgroup.org.uk,
Monday to Friday, 8am to 6pm
enquiries@progressgroup.org.uk
0333 320 4555



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Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints Policy and process follow the standards set out in the Housing Ombudsmen's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

Do you need this information in another format or language?

Please let us know. Visit www.progressgroup.org.uk/access

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Damp/2023