

Working together to beat damp and mould

Working together is the best way to beat damp and mould in your home. There are a range of things we can do including:



Making sure extractor fans and extraction units are sufficient and working properly



Fixing leaks and water ingress



Insulating and ventilating your home



Dealing promptly with heating issues

There are also things you can do to help. These include:

- Reporting issues to us as soon as possible. You can do this by calling **0300 2000 120** or emailing **customerservices@wandle.com**
- Reducing the moisture in your home. The chart below shows how much moisture we create from day-to-day activities.

Mould needs moisture to grow, so the less moisture we create, the less chance it has to spread.

Two people active for one day		1.5 litres
Cooking and boiling a kettle		3 litres
Having a bath or shower		1 litres
Washing clothes		0.5 litres
Drying clothes		5 litres
Using a paraffin or bottled gas heater		1.5 litres
Total amount of moisture produced in your home in one day		12.5 litres

	Things to help	Things that make it worse
	Keep your home a consistent temperature (above 17/18 degrees)	Having your home cool to below 16 degrees
	Keep trickle vents open on windows	Blocking air bricks or vents
	Allow a gap between furniture and an external wall	Pushing furniture against a wall
	Open windows and close doors when cooking or showering	Leaving doors open and windows closed when cooking or showering, allowing moisture to travel
	Circulate air twice a day by opening windows for 10 minutes	Keeping windows and trickle vents closed
	Boil small amounts of water in the kettle – only the amount of water needed each time	Overfilling the kettle
	Cover pans on the hob with a lid	Cooking without a lid as this will allow steam to travel and can cause damp issues
	Use hangers to dry clothes near an open window	Drying clothes on the radiator
	Wipe down excess moisture, including on bathroom tiles	Ignoring moisture or mould growth
	Use extractor fans – ensure they work or are on	Switching off extractor fans

If you have any concerns about damp and mould in your home, report it to us on **0300 2000 120** or **customerservices@wandle.com**

You can find more information at:

www.wandle.com/safe-homes/damp-and-mould