orbit

Damp, mould and condensation in your home

How we can help



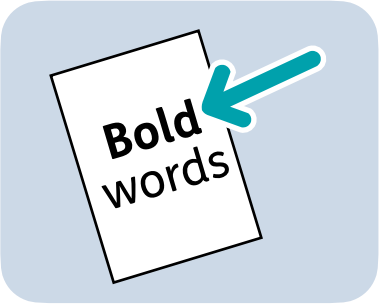
Easy Read

Easy Read

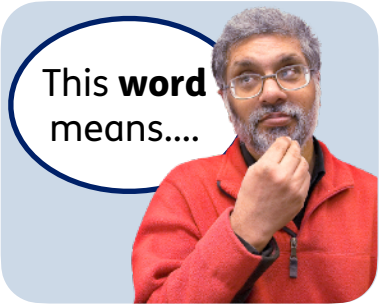
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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You can fill in a quick survey to say what you think about this Easy Read booklet: www.easy-read-online.co.uk/easy-read-feedback-survey

About this booklet

This is information from Orbit Housing Association.



It is about how you can deal with **damp, mould** and **condensation** in your home.



Damp is when walls have too much water on them. If it is not dealt with, damp walls will help mould to grow.



Mould is something that grows in wet places. It looks like black pin pricks and has a musty smell.



Condensation is when warm air meets a cold surface and turns into water droplets.

Stopping damp, mould and condensation

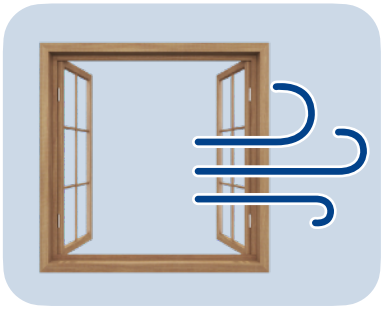


Damp and mould can be found in rooms where there is too much water in the air.



Here are some tips to help stop water from building up in the air.

Kitchen



Use an **extractor fan** or open a window when you are cooking.

An **extractor fan** takes air from inside your home to outside.



Cover pots and pans with a lid when you are cooking.

Bathroom



Use your bathroom extractor fan when bathing.

Keep air vents or fans clear and clean them.

Other rooms



Make sure vents in windows are left open all the time.



Leave space for air to move around furniture.



Dry your clothes outside or open a window if you have to dry them indoors.



Do not dry your clothes on radiators or heaters. Use a drying rack instead.

Managing damp and mould

You can manage damp and mould by:



- Wiping away small amounts of mould with anti-mould spray.



- Using anti-mould paint on your walls. Do not paint straight over mould as it will grow back.



- Using **dehumidifiers**. They soak up water from the air.

You **should not:**

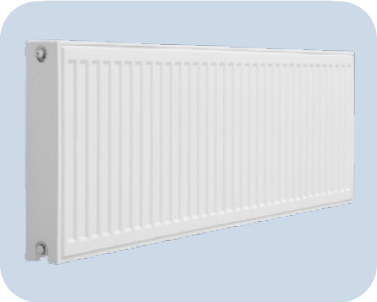


- Brush or hoover the mould. This will just spread it around your house and could make your family ill.



- Use bleach to clean mould. It does not get rid of the mould well.

Keeping your home warm



Make sure your home is warm enough. This will help stop damp and mould.



Try not to switch your heating on and off when it is cold. This can make condensation worse in your home.



We understand you may not want to keep your heating on because it costs a lot.



If you are worried about the cost of heating your home, please contact us.



You can get free advice and support on our website here:
www.orbitcustomerhub.org.uk/betterdays

About Awaab's Law



Awaab's Law says landlords must quickly deal with **emergency hazards** in the homes they rent out.

Emergency hazards could include things like:



- Significant damp and mould.



- Gas leaks.



- Broken windows or boilers.



The law says that emergency hazards that could harm you or your family straight away must be dealt with within 24 hours.



We think about many things to decide if something is an emergency hazard.

This might be things like:



- How bad the damp and mould is.



- If the damp and mould is in a bedroom.



- The health conditions of the people living in the house.



- The ages of the people living in the house.

Telling us about damp, mould and condensation



You can tell us if there is damp or mould in your home by filling in our form online: www.orbitcustomerhub.org.uk/reportdmc



If it is an emergency hazard, we will look into it and fix it no more than 24 hours after you tell us.



If there is a serious problem in your home, we will look into it no more than 10 days after you tell us.



If it is a small or medium sized problem, we will look into it no more than 28 days after you tell us.

Looking into the problem in your home



We will talk to you to find out the best time to come and look at the problem.



The person coming to your home will have an ID, so you can ask to see it if you would like to.



It will take us up to an hour to look into the problem in your home.



We will do checks inside and outside your home. We will take photographs of everything we look at.



We may need to go into every room in your home.

When we visit your home



We will look at:

- What the walls on the outside of your home look like.



- Any hidden leaks there might be.



- The drains.



- How much water is in the walls or floors.



- The walls and take any readings needed.



When we visit, we will also look at:

- If there is anything outside your home that might be bringing water inside.



- Special pictures of your home that show how much water there is and what the temperature is.

After we visit your home



We will let you know if any repairs need to happen.



We will organise any repairs that are needed.



If no repairs are needed, we will keep checking the damp and mould to make sure it does not get worse.

Find out more



You can look at our website here:
www.orbitcustomerhub.org.uk

If you need more information, please contact us by:



- Phone: 0800 678 1221

- Textphone: 18001 0800 678 1221



- Post:
  Orbit
  PO Box 6406
  Coventry
  CV3 9NB



You can report damp and mould by filling in our form online:

www.orbitcustomerhub.org.uk/reportdmc

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