

# Help with condensation, damp and mould

Too much moisture and condensation in a property can cause damp and mould, which can negatively affect your health and wellbeing if not fixed. Here are three steps you can take to deal with these issues.

## Step one

You can take a number of actions to help prevent damp and mould:

- **Wipe down windows** and surfaces in the morning where condensation has built up overnight.
- **Open windows** throughout the day and night (where it is safe and appropriate to do so).
- **Dry laundry outside** where possible or in the bathroom with a window slightly open and/or the extractor fan on.
- **Do not use radiators to dry laundry** as this will cause excess moisture to be released leading to condensation.
- **Use an extractor fan while cooking**, using a kettle and using baths and showers.
- **Keep a gap between furniture** and external walls, and where possible place furniture against internal walls.
- **Maintain a medium/low level of heat** throughout the property, where possible.
- **Use a mould spray** on mouldy areas (follow instructions for safe usage).

## Step two

**If you think mould is related to a property defect** (e.g. damp proofing, guttering, brickwork or roof), you should inform your landlord or agent as soon as possible.

If the problem persists after taking the actions outlined in Step 1, you should inform the landlord or letting agent to enable them to investigate the problem and determine the appropriate action to remedy the issue.

**Where a landlord or their agent does not address the issue appropriately, there are a number of routes to resolve the problem and seek redress.** See page 2 for step 3.

## Step three

### Report the issue to your local authority

**Your local council** can help private renters and will have an environmental health team who can assess the problem and contact the landlord on your behalf. They may also visit the property to decide if a **formal environmental health inspection** is required. They can deal with poor housing conditions by serving a hazard awareness notice or imposing emergency measures on the landlord.

### Seek redress from landlords

- Social housing tenants refer complaints to the **Housing Ombudsman**, provided they have raised their complaint with their social landlord in the first instance.
- Private renters in England and Wales can seek compensation from their landlord through the **courts or tribunals**.
- In Scotland, private renters can refer their claim to **the First Tier Tribunal**.

### Seek redress from letting or managing agents

You can refer your complaint to **The Property Ombudsman** if the business is a member, provided you have raised the complaint with the agent in the first instance. We will consider the agent and the landlord's responsibilities and actions in reaching our decision.