



## How we can help you deal with damp, mould or condensation in your home



Our priority is to make sure your home is warm, safe and dry. If you have problems with damp, mould or condensation in your home, please let us know at [www.peabody.org.uk/report-damp-mould-or-condensation](http://www.peabody.org.uk/report-damp-mould-or-condensation)

## Reasons for damp and mould

Damp and mould can happen when pipes leak, rain enters your home or when moisture rises from the ground in a basement or ground-floor home. Please tell us as soon as possible if you see signs of a leak or water getting in. We can arrange for a surveyor to inspect your home and make any repairs that are needed.

A build-up of condensation can also lead to damp and mould and forms where moisture settles on surfaces such as windowsills, tiles and walls.

Please contact us immediately if you're experiencing damp, mould or condensation in your home.

We have a specialist team in place, and it is our priority to ensure you have a warm, safe and dry home.

Visit: **[www.peabody.org.uk/contact-us](http://www.peabody.org.uk/contact-us)** to report condensation, damp or mould, or request a repair.



## Need help?



**Report damp, mould  
or condensation**

**[www.peabody.org.uk/report-damp-mould-or-condensation](http://www.peabody.org.uk/report-damp-mould-or-condensation)**

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## Report a repair



**[www.peabody.org.uk/report-repair](http://www.peabody.org.uk/report-repair)**

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**Contact us**

**[www.peabody.org.uk/contact-us](http://www.peabody.org.uk/contact-us)**

## Need more support?

We're here to help you keep warm and save money and support you with any financial and wellbeing concerns you may have.



Find out more about  
how we can support you  
**[www.peabody.org.uk/  
cost-of-living](http://www.peabody.org.uk/cost-of-living)**



## How you can help manage damp, mould or condensation in your home

Moisture naturally builds in our homes from daily activities, such as breathing, cooking, washing and drying clothes, showering and taking a bath.

Condensation forms when warm, moist air touches a cooler surface such as tiles, windows or walls. This causes the moisture in the air to condense, leaving water to collect on these surfaces, which can then soak into wallpaper and plasterwork. Over time, black mould can appear on these affected areas.

Did you know that a family can create almost 18 pints of moisture in the home by cooking, washing and drying clothes and from taking a bath or shower?

### Moisture produced from everyday activities soon builds up:

1 hour of cooking



Taking a bath



Drying clothes



## Tips and advice for reducing damp, mould or condensation

### Good ventilation

Condensation is less likely to happen in well-ventilated and warm homes.

- Avoid covering air bricks or ventilation holes and try not to switch off or block extractor fans. If your extractor fan is broken or too noisy, please let us know at [www.peabody.org.uk/contact-us](http://www.peabody.org.uk/contact-us)
- Always leave a small gap between furniture and the wall to let air flow and try to avoid overfilling wardrobes and cupboards.
- Open windows slightly and make sure your window's trickle vents (if they have them) are open and not blocked.
- Try running the cold tap before the hot to help reduce moisture.

### Reduce moisture

Managing humidity can help stop damp, mould or condensation from growing.

- Always use a lid on pans when cooking to help reduce steam and condensation in your kitchen. It also means you can turn down the heat on your hob, saving energy and money
- Use an extractor fan if you have one or open a window ideally for 20 minutes after you've finished cooking. Remember to close kitchen doors to stop condensation spreading to other rooms
- If you use a tumble dryer, use a condensing one, or make sure the exhaust vent is installed properly - don't just hang it out of a window
- Avoid using radiators to dry clothes as this stops them working well. It can also make your home colder and lead to higher heating costs. Use an airer and where you can keep the room cool with a window slightly open and the door closed.

### Control the temperature in your home

Having a low background heat is a good way to help cut down on the amount of condensation in your home.

- A thermostat will help control your heating and your energy bills
- Make sure you seal your doors and windows properly to help regulate the airflow and temperature in your home
- Close your blinds or curtains once it gets dark to help keep heat in. Remember to open them again during the day to help the airflow around your windows and doors.

## English

If you would like this leaflet explained in your own language, please call us on 0300 123 3456

## Turkish

Bu broşürün kendi dilinizde anlatılmasını istiyorsanız, lütfen bizi 0300 123 3456 numaralı telefondan arayınız.

## Bengali

আপনি যদি এই লিফলেটটি আপনার নিজের ভাষায় ব্যাখ্যা করতে চান তবে অনুগ্রহ করে আমাদের 0300 123 3456 নম্বরে কল করুন

Āpani yadi ē'i liphālēṭaṭi āpanāra nijēra bhāṣāya byākhyā karatē cāna tabē anugraha karē āmādēra 0300 123 3456 nambarē kala karuna

## French

Si vous souhaitez que cette notice soit expliquée dans votre propre langue, veuillez nous appeler au 0300 123 3456

## Chinese

如果您想用您自己的语言解释本传单，请致电 0300 123 3456 联系我们

Rúguǒ nín xiǎng yòng nín zìjǐ de yǔyán jiěshì běn chuándān, qǐng zhìdiàn 0300 123 3456 liánxì wǒmen

## Arabic

ی جری ، ةصاخلا كت غلب ةرشنلا هذھ حرش ی ف ب غرت تنك اذإ  
یلع انب لاصتالا

0300 123 3456

'iidha kunt targhab fi sharh hadhih alnashrat bilughatik alkhasat , yurjaa alaitisal bina ealaa 0300123 3456

## Vietnamese

Nếu bạn muốn tờ rơi này được giải thích bằng ngôn ngữ của mình, vui lòng gọi cho chúng tôi theo số 0300 123 3456

