- To kill and remove mould, wipe down the walls and window frames with a fungicidal wash, which carries a Health and Safety Executive 'approval number'. Follow the manufacturer's instructions precisely. Dry-clean mildewed clothes and shampoo carpets.
- ✗ Disturbing mould by brushing or vacuum cleaning can increase the risk of respiratory problems.
- After treatment, redecorate using a good quality fungicidal paint to help prevent mould recurring. Note that this paint is not effective if over laid with ordinary paints or wallpaper.
- The only lasting way of avoiding severe mould is to eliminate dampness.

If the problems persist contact **Thurrock Council Repairs Contact Centre 01375 413636.**

Thurrock Council has a duty to treat any forms of dampness found. However, it is also the *tenant's responsibility* as explained in *section 6.4 of your tenancy agreement* in managing the property and also to ensure that high levels of moisture are not allowed to build up, and where any mould spores form to clean these away before they are allowed to spread. Tenants are also responsible for reporting any dampness to the council's repairs line to enable us to deal with any repairs identified.

Tenants should be aware that whilst the council will offer advice, we will not continue to treat damp related to neglect. Thurrock Council will not be liable for any loss or damage due to tenant neglect.

Further information can be found on the Communities website, www.communities.gov.uk

Monday to Friday 19.00am - 5.00pm



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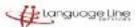
ਜੋ ਤੁਹਾਡੇ ਕੋਈ ਸਵਾਲ ਦਲ ਤਾਂ ਕਾਲ ਕਰੋ (Punjabi)

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Nêu qu' vị có bắt kỳ của hói nào, xia hủy gọi (Vietnamese). Bí o ba ni libere kankan pe wa lori ero (banisoro' (Yoruba).

For Large Print or Braille phone

01375 652472



Please recycle this leaflet after use

Thurrock Council Welcomes Typetalk calls.

Typetalk is run by the RNID in partnership with BT. If you would like more information on this facility, you can contact BT on:

Text: 18001 0800 7311888 Voice: 0800 7311 888

> Thurrock Council, Civic Offices New Road, Grays Essex RM17 6SL

> > Phone: 01375 413636 Fax: 01375 366263

E-mail: repairs@thurrock.gov.uk

www.thurrock.gov.uk



Is your home damp?

Most damp is caused by condensation. This leaflet explains how condensation forms and how you can keep it to a minimum, so reducing the risk of dampness and mould growth. The way you use your home affects the amount of condensation you get.

What is condensation?

There is always some moisture content in the air, even if you cannot see it. If the air gets colder, it cannot hold all the moisture and tiny drops of water appear. This is condensation. Condensation occurs mainly during cold weather, whether it is raining or dry, it does not leave a 'tidemark'.

It appears on cold surfaces and in places where there is little movement of air. Look for it in external corners, on or near windows, in or behind wardrobes and cupboards. Damp houses encourages the growth of mould and mites and can increase the risk of respiratory illness.

Is it condensation?

Condensation is not the only cause of damp. It can also come from:

- ▲ Leaking pipes, wastes or overflows
- A roof leak
- Leaking gutters or rain water goods
- Water penetration around or through window frames
- Rising damp due to a defective or missing damp proof course (although this is usually due to other related repairs)
- Ground levels above damp course level, these causes of damp often leave a tide mark

If you do not think the damp comes from any of these causes, then it is probably condensation.

www.thurrock.gov.uk

SOME WORDS OF WARNING

- X Do not block permanent ventilators.
- X Do not completely block chimneys.
- Do not draught proof rooms where there is condensation or mould.
- Do not draught proof rooms where there is a cooker or a gas fire.
- Do not draught proof windows in the bathroom or kitchen.

Produce less moisture

- Cover pans and do not leave kettles boiling.
- Avoid using paraffin and portable flueless bottled gas heaters as these heaters put a lot of moisture into the air.
- Dry washing outdoors on a line, or put it in the bathroom with the door closed and the window open or fan on.
- Vent any tumble dryer on the outside, unless it is the self condensing type. DIY kits are available for this.

Ventilate to remove moisture

- Keep a window open or trickle vents open when someone is in the room.
- Ventilate kitchens and bathrooms when in use by opening windows wider.
- Close the kitchen and bathroom doors when these rooms are in use, even if your kitchen or bathroom has an extractor fan.
- Ventilate cupboards and wardrobes. Avoid putting too many things in them as this stops air circulating.

Cut breather holes in the back of the wardrobes and leave space between the back of the wardrobe and the wall. Where possible, position wardrobes and furniture against internal walls but not too close as this could affect any air circulation in the room especially if there is inadequate heating or ventilation.

Insulate, draught proof and heat your home

When the whole home is warmer, condensation is less likely. Thurrock Council will insulate your property subject to meeting the Decent Homes criteria.

- ✓ In cold weather, keep low background heating on all day even when there is no one at home.
- Have your heating system checked to ensure it is working efficiently.

First steps against mould

First treat any mould you may already have in your home. If you then deal with the basic problem of condensation mould should not reappear.

