

Damp & Mould

Keeping Your Home

Safe, Warm & Healthy



WHAT IS DAMP & MOULD?

Damp is caused when too much moisture builds up inside your home from everyday activities such as cooking, showering, or drying clothes - or from leaks and structural issues.

When damp air sits on cold walls or windows, **mould** (a fungus) can grow.

It looks like small black, green or white dots and can spread quickly if not treated.

Mould affects your home's condition and can impact your health - especially if you have asthma, allergies, or breathing problems.



HOW TO SPOT IT?

Check your home regularly for early signs:

- Black or green patches on walls, ceilings, or around windows.
- Musty smells that don't go away.
- Condensation on windows in the morning.
- Peeling paint, flaking plaster, or damp patches.
- Cold or wet walls.

If you notice any of the above, report it straight away - don't wait until it gets worse.



HOW TO STOP IT?

Small daily habits can make a big difference.

Keep the air moving:

- Open windows for 15-20 minutes a day, even in winter.
- Use extractor fans when cooking or showering, and leave them running after.
- Keep trickle vents open (the small vents at the top of your windows).

Keep your home warm:

- A low, steady heat keeps surfaces dry.
- Avoid letting rooms get cold, then reheating quickly.
- Move furniture a few inches away from walls to allow air flow.

Keep things dry:

- Wipe condensation from windows every morning
- Dry clothes in one ventilated room or use an ailer - not on radiators.
- After a bath or shower, wipe tiles, mastic and shower screens to stop moisture settling.

YOUR RIGHTS UNDER AWAAB'S LAW

Under **Awaab's Law**, all landlords must act quickly when damp and mould are reported.

At SW9, we take this seriously.

We will:

- **Investigate any reports within 10 working days** of receiving them.
- **Provide clear next steps** and timescales after the inspection.
- **Repair confirmed issues as quickly as possible**, prioritising safety and health.

You will never be blamed for reporting damp and mould. If mould keeps coming back, it's not your fault - it means we need to fix the cause.



WORKING TOGETHER

You can help by:

- Ventilating your home daily.
- Wiping away condensation.
- Reporting problems early.

We'll do our part by:

- Investigating leaks and faults.
- Fixing structural or ventilation issues.
- Keeping you informed until the issue is resolved.

HOW TO REPORT IT

If you spot damp or mould in your home:



Call Us: 020 7326 3700



Email Us: DMC@sw9.org.uk



Visit Us: www.sw9.org.uk

Attach or supply us with a photo if possible — it helps us diagnose the issue faster.

QUICK TIPS

- Keep lids on pans when cooking
- Use extractor fans and leave them on for 15 minutes after use
- Wipe windows and sills each morning
- Don't block airflow — keep vents open
- Wipe tiles and shower areas after bathing

**TOGETHER, WE CAN KEEP EVERY SW9 HOME
HEALTHY, SAFE & MOULD-FREE.**

