



Damp and Mould Policy

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Policy Author:	Robert Murray (Maintenance Officer)
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Scottish Housing Regulator Standard:	3 & 4
Scottish Housing Regulator Guidance:	Letter to landlords 2022 – Advice on Tenant Safety Damp and Mould and Guidance note.



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1. Purpose

- 1 A recent publication highlighted an English based Housing Association's failure to act on reported dampness and mould, within one of its properties. Which resulted in the tragic death of a two-year-old, with the mould issue to be the primary cause. The Scottish Housing Regulator (SHR) has acted promptly, by requesting all Scottish Housing Associations outline and evidence how they approach, mould and condensation issues, what actions taken and how individual occurrences of condensation and mould are dealt with when raised by tenants.
 - 1.1 Rutherglen and Cambuslang Housing Association (RCHA) are acting to safeguard its tenants, moving forward. The Scottish Housing Regulator reiterated that this case has highlighted the clear link between Damp and Mould in houses and serious health conditions.
 - 1.2 The association wants to ensure that our tenants and communities have warm, safe, and healthy homes to live in and as a basic right, which should be fulfilled by the association.
 - 1.3 Estimates in the UK are that between 10-50% of homes are affected by condensation and damp/mould conditions. Social Housing and low-income communities, where this is often prevalent, has been found to be caused by overcrowding, lack of appropriate heating, ventilation, and insulation, also lack of support and guidance from landlords.
 - 1.4 A purposeful approach to the prevention, treatment and remediation of these issues will benefit our tenants and communities. Moving forward our tools will include better data and recording of condensation and damp with an action plan, improved reporting and identification of condensation and mould, an end-to-end tenant's service with better joined up advice, guidance, and support. This includes a better use of innovative technology prevention schemes.

2. Introduction and Objectives

- 2.1 The Association is committed to maintaining its homes to a high standard, which adds value to the homes and surroundings. Maintaining high quality and secure homes can improve the lives of our tenants and achieve an elevated level of customer satisfaction.
- 2.2 This policy document has been written to ensure that wherever possible, tenants are not adversely affected by the causes of condensation, damp, or mould and drives forward, an agenda of initiative-taking action to tackle and manage and report on the causes of the above.
- 2.3 The Scottish Housing Regulator wrote to landlords in December 2022 providing advice on tenant safety, damp, and mould. The Regulator reiterated that this case has highlighted the clear link between mould and damp in houses and serious health conditions.

2.4 As part of the letter, the Regulator impressed the importance of ensuring tenant and resident safety as a critical part of the work of social landlords in Scotland. It requested that all governing bodies and committees consider the systems they have in place to ensure their tenants' homes are not affected by mould and dampness and that they have appropriate, proactive systems to identify and deal with any reported cases of mould and damp timeously and effectively.

2.5 Since receiving notification from the Scottish Housing Regulator, a Damp and Mould Policy has been developed. This is based on continuing guidance from the Housing Ombudsman, CIH, SFHA, ALACHO and SHR, alongside good practice examples from across the sector.

2.4 The Associations stock profiles include.

Table 1

RENTED HOUSING STOCK BY AGE (as of 1 st April 2023)					
Pre 1919	1919-1944	1945-1964	1965-1982	Post 1983	Total
247	109	54	46	417	873
28.3%	12.5%	6.2%	5.3%	50%	100%

Table 2

RENTED HOUSING STOCK TYPE (as of 1 st April 2023)						
Property type	Main/Detached House	Cottage Flats	Tenement/ Main Door Flats	other	MTR	Leased Property
	373 42.7%	52 6.0%	329 37.7%	119 13.6%	TBC	TBC
						873

Table 3

RENTED HOUSING STOCK BY SIZE (as of 1 st April 2023)					
1 Apt	2 Apt	3 Apt	4 Apt	5 Apt+	Total
12	222	353	233	53	873
1.4%	25.4%	40.4%	26.7%	6.1%	100

2.5 This Policy applies to the entire property portfolio under the control of the association and to all operations continued under its control without exception.

3. Key points of the Policy and the association's approach to managing dampness, mould and condensation.

The association commits to.

3.1 Provide and maintain a comfortable, warm, and healthy home, free from damp, condensation, mould, or disrepair for our tenants.

- 3.2 Ensure that tenants are treated in a fair and consistent way and to recognise that having a dampness or mould issues in a home can be distressing for our tenants and ensure we are supportive in our approach.
- 3.3 Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate, damp, mould including, managing, and controlling condensation.
- 3.4 Work in partnership with tenants to resolve and understand how to reduce condensation, damp, and mould issues, also retain a register with action plans, surveys, and outcomes, which will be reported to the Maintenance Sub-Committee on a quarterly basis.
- 3.5 Ensuring that the fabric of the association's homes is protected from deterioration and damage resulting from, or contributing to, damp and mould issues.
- 3.6 Undertake responsive repairs to alleviate damp and mould issues as quickly and efficiently as possible to minimise damage to the fabric, fixtures, and fittings of the property.
- 3.7 Enhance the understanding of the associations housing stock and the archetype of properties and components from the stock condition data, which have a higher likelihood to suffer from damp and mould.
- 3.8 Plan resources to respond to any anticipated higher demand of enquiries and required inspections and work in partnership with specialist companies for the provision of specialist survey reports, including making use of new technology such as linked environmental sensors that can be installed within reported problematic damp or mould homes and can be monitored online and to better understand cause and solution.
- 3.9 Provide staff with the skills and testing equipment to identify and differentiate between signs of damp, condensation, mould and understand the causes and remedial action.
- 3.10 To consider the issues of damp condensation and mould when designing investment programmes for example heating, ventilation, and insulation.
- 3.11 To comply with all statutory and regulatory requirements, sector best practice and tenants' health and safety compliance.

4. Legislation and Statutory/Regulatory Requirements

- 4.1 In developing this policy and procedure, recognition was taken of the legislative requirements and good practice set out in the following documents:
 - [Housing \(Scotland\) Act 2014.](#)
 - [Health and Safety at Work Act etc. 1974.](#)
 - [Scottish Housing Quality standards \(SHQS\)](#)

- Meet the Tolerable Standards.
- Be free from serious disrepair.
- Be energy efficient.
- Have modern facilities and services.
- Be healthy, safe, and secure.
- Energy Efficiency Standards in Social Housing (EESH 1&2).
- Awwab's Law (Draft)

- 4.2 This policy document also defines the Associations procedures to ensure the risks associated with condensation, damp and mould issues are properly addressed, assessed, and managed and, in doing so, ensuring that all relevant legal duties are discharged.

5. Roles and Responsibilities

- 5.1 The following Table 1 summarises the association's structure of responsibilities and to ensure that those with the most appropriate daily operational functions can manage, supervise, and conduct condensation, damp and mould related control measures as appropriate.

Table 1

Designation	Role Responsibility
Board of Management and Operations Sub-Committee	The Board of Management and Operations Sub-Committee are collectively responsible for providing leadership and direction on Health and Safety matters. The Damp and Mould Policy to be approved by the Operations Sub-Committee.
Director	The Director will hold ultimate responsibility for the development and implementation of the Damp and Mould Policy.
Managers	The Managers hold delegated operational responsibility. Implementation and management of the policy and operational procedures for the management and control. Co-ordinate and deliver on the operational compliance with the Damp and Mould Policy and Procedures. Provision should also be made to ensure that all staff within RCHA are aware of who is responsible and ensure that provision is made for any training and development needs.
Operations Sub-Committee	Operations Sub-Committee will be responsible for periodically reviewing the effectiveness of the Damp and Mould Policy. Considering reports by the Director/Management on a quarterly basis. Acting immediately if any serious deficiencies are identified and escalating concerns to the Director.
Employees	All persons employed by RCHA, must be aware of the Damp and Mould Policy, ensuring that any works that maybe conducted on condensation damp or mould provides less disturbance to the tenants as possible and to always ensure their health and safety.

6. Damp and Mould Procedures being taken forward

- 6.1 Damp and Mould Procedures will be prepared to ensure compliance with the Associations Damp and Mould Policy, as set out within a separate document. and will be produced for operational levels for association staff. The following are actions that the association are undertaking immediately are.

- Producing Damp and Mould Policy
- Producing Damp and Mould register which will record any issues and actions taken.
- Damp and Mould issues and actions will be reported to the Operations Sub-Committee on a quarterly monthly cycle, and the Policy will be updated on a Three-yearly cycle unless new legislation is updated.
- Providing information leaflets and updating the association website, also inclusion within the newsletter and CX feedback
- Awareness training for all staff.
- Specialist training for Asset Manager, Senior Asset Officer, Asset and Housing Management Teams.
- Standardised inspection sheets to ensure robust and consistent approach.
- The association will work with other like-minded, RSL's to ensure a common robust approach to damp and mould issues, as Tenants Health and Safety is paramount.

6.2 The association will adopt a process to manage Damp & Mould issues.

- RCHA will assess the extent of the issue raised by the tenant to identify if the damp & mould reported is a 'potential emergency hazard' or a 'potential significant hazard.'
- RCHA will visit the property to conduct the inspection within 3 days of the initial report to the association.
- RCHA will send a letter to the tenant within 3 days of inspection to confirm what was discussed and what action will be taken.
- RCHA will monitor all repairs to ensure all works are complete and will aim to complete all works within 6 weeks and will follow up 6 months after initial report to the association.

7. Monitoring and Compliance

- 7.1 This Policy will be reviewed every three years and as required by legislation, regulation or internal organisational change. A quarterly report will also be submitted to the Operations Sub-Committee.



Damp & Mould Process

Tenant Report

Tenant contacts housing association to report damp and/or mould in their property.

Call Handler Assessment

Ask the tenant structured questions to establish severity, including:

- Where in the property is the damp/mould located?
- How long has it been present?
- Is there any visible damage (e.g., leaks, plaster crumbling, ceilings bulging)?
- Is anyone in the household vulnerable (children, elderly, pre-existing health conditions)?
- Is there an active leak or water ingress?

If severe or affecting health/safety:

- Escalate under Awaab's Law procedures (immediate action, priority response) within 24 hours

If not severe:

- Proceed to inspection stage.

Inspection

Arrange an inspection with the tenant.

- Maintenance officer must attend within three working days
- Confirm date/time with tenant and raise an inspection on SDM.

Inspection

Maintenance officer completes Inspection Sheet on inspection

- Take meter readings and photographs of all affected areas.
- Discuss findings with tenant and leave information booklet.

Job Raising

Maintenance team to:

- Review inspection sheet.
- Raise all required repair jobs on SDM.

Register Update

Add property to the Damp & Mould Register, complete all required fields, and add notes.

Record Keeping

Scan inspection sheet and attach to property file/diary notes in SDM.

- Save photos in F-Drive Damp & Mould folder.

Tenant Correspondence

Maintenance to send a letter to the tenant within 3 days of inspection, confirming what was discussed and what actions will be taken.

Repairs Completion

Maintenance department to track progress of works.

- Obtain actual completion dates from contractor(s).
- Contact tenant to confirm all jobs are complete.
- Update Damp & Mould Register with completion details.

Case Closure

Highlight property green on the register once all actions are complete.

- Add closure note in SDM.

Review

Schedule a follow-up inspection in 6 months.

- Update register with results of review.
- Take further action if issues persist or reoccur.



Damp & Mould Inspection Report (For Residential Properties in Scotland)

1. Property Details

Address: _____
 Postcode: _____
 Property Type: Flat House Other: _____
 Date of Inspection: _____
 Inspected by (Name/Position): _____

2 Occupant Details

Name of Tenant(s): _____
 Contact Number: _____
 Date Reported by Tenant: _____

3. Weather Conditions at Time of Inspection

Temperature: _____ °C
 Humidity: _____ %
 Recent Weather: Wet, Dry, Cold, Frost

4. Areas Inspected

Room/Area	Signs of Damp	Signs of Mould	Possible Cause	Notes / Photos Taken
Living Room	☐ Yes ☐ No	☐ Yes ☐ No	_____	_____
Kitchen	☐ Yes ☐ No	☐ Yes ☐ No	_____	_____
Bathroom	☐ Yes ☐ No	☐ Yes ☐ No	_____	_____
Bedroom one	☐ Yes ☐ No	☐ Yes ☐ No	_____	_____
Bedroom two	☐ Yes ☐ No	☐ Yes ☐ No	_____	_____

Hallway ☐ Yes ☐ No ☐ Yes ☐ No _____

Other: ☐ Yes ☐ No ☐ Yes ☐ No _____

5. Type of Damp Observed

- ☐ Condensation
- ☐ Rising Damp
- ☐ Penetrating Damp
- ☐ Plumbing Leak / Other Water Ingress

Notes: _____

6. Extent of Damage

- ☐ Small (localised)
- ☐ Moderate (multiple areas)
- ☐ Severe (widespread)

Notes: _____

7. Possible Health & Safety Concerns

Risk to vulnerable occupants (children, elderly, health issues)? Yes No

Immediate hazard (e.g., structural, electrical)? Yes, No

Notes: _____

8. Moisture & Ventilation Readings (if applicable)

Moisture meter readings: _____ %

Ventilation available: Adequate, Poor, None

Notes: _____

9. Initial Recommendations

Further specialist survey required? Yes No

Temporary measures (e.g., dehumidifier, cleaning)?

Notes: _____

Repairs required (e.g., roof, gutters, seals)?

Notes: _____

10. Inspector's Signature

Name: _____

Date: _____

Signature: _____

MS16/MOULD

24 October 2025

«Correspondence_Name»
«Prop_Address_Line_1»
«Address_Line_2»
«Address_Line_3»
«Postcode»

Dear Resident

Re: Damp and Mould Inspection

Following the recent inspection of your property on 06/08/2025, we are writing to confirm the outcome of our visit and the next steps that will be taken.

During the inspection, we discussed the following observations:

Ventilation, took meter readings of ceiling and discussed the fan and trickle vent at the window and what to do when using the bathroom to keep condensation to a minimum.

As agreed, Rutherglen & Cambuslang HA intends to proceed with the following actions:

**Jobs have been raised for a new extractor fan to be fitted
Treat and paint ceiling
Renew trickle vent at window**

A contractor will be in touch to arrange access for the repairs to be carried out and we will keep in touch and monitor the situation to make sure all repairs are complete.

The association will contact you in six months' time review and arrange another inspection.

Should you have any questions or wish to discuss this matter further, please contact us on 0141 647 4917.

Yours sincerely,

Robert Murray

Robert Murray
Maintenance Officer

	RUTHERGLEN & CAMBUSLANG HOUSING ASSOCIATION	
	Damp & Mould – EQUALITY IMPACT ASSESSMENT	

Is the policy/proposal new or a revision	Revision	Person(s) responsible for assessment	Robert Murray
1. Briefly describe the aims, objectives purpose of the policy/proposal		To ensure we are addressing and dealing with issues of mould and damp in properties.	
2. Who is intended to benefit from the policy/proposal (e.g. applicants, tenants, staff, contractors)		Tenants	
3. What outcomes are wanted from the policy/proposal (e.g. benefits to customers)		➤ The association wants to ensure that our tenants and communities have warm, safe, and healthy homes to live in and as a basic right, which should be fulfilled by the association	
4. Which protected characteristic could be affected by the policy/proposal? (tick all that apply)			
Age	X	Disability	X
Marriage & Civil Partnership	X	Pregnancy/Maternity	X
Race	X	Religion or Belief	X
Gender	X	Gender Reassignment	X
Sexual Orientation	X		
5. If the policy/proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.			
6. Describe the likely positive or negative impact(s) the policy/proposal could have on the groups identified in part 4		Positive Impact(s)	Negative Impact(s)
		Protecting tenants health and safety	

	against damp and mould	
7. What actions are required to address the impacts arising from this assessment? (this might include collecting additional information, data, putting monitoring in place, specific actions to mitigate negative impacts)	We have a damp and mould register and to enhance H&S of our tenants, we have introduced new timescales within the policy that assures we are addressing all reports of damp and mould effectively.	

Signature of assessor	Maintenance Officer/Staff
Job Title of Assessor	Maintenance Officer/Staff
Date EIA was completed	



A guide to condensation, damp and mould

Rutherglen & Cambuslang Housing Association



Introduction to Damp and Mould Growth

This booklet is designed to give some basic information and advice about one of the most common housing issues, dampness and mould growth. Condensation is usually the biggest cause of damp within homes. Here you will find information and advice to help landlords and tenants to identify and reduce condensation, as well as treating the mould growth that often comes with it.

Damp can cause mould on walls and furniture and make window frames rot. Damp housing encourages the growth of mould and mites, as mites feed on mould and can increase the risk of respiratory illnesses in some people. Some damp is caused by condensation. This leaflet explains how condensation forms and how you can keep it to a minimum to reduce the risk of damp and mould.



Types of Dampness

There are four main types of dampness that could affect your home. It is important to understand the difference between them so that you can effectively treat the problem.

1. Condensation

This is by far the most common cause of dampness experienced by tenants and householders, resulting in a large number of enquiries or complaints received by the Council. Condensation is caused by water vapour or moisture from inside the home coming into contact with a colder surface, such as a window or wall. The resultant water drops (condensation) may then soak into the wallpaper or paintwork or even plasterwork. In time, the affected damp areas then attract black mould that grows on its surface. Condensation mainly occurs during the colder months, whether it is rainy or dry outside. It is usually found in the corners of rooms, north facing walls and on or near windows. It is also found in areas of poor air circulation such as behind wardrobes and beds, especially when they are pushed up against external walls. **Note.** Black mould is frequently seen on this type of dampness.

2. Penetrating Dampness

This type of dampness is usually found on external walls or due to roof leaks on ceilings. It only appears because of a defect outside the home, such as missing pointing, cracked rendering, missing roof tiles or defective rainwater goods. These defects then allow water to pass from the outside to the inner surfaces. Penetrating dampness is far more noticeable following rainfall and will normally appear as a well defined 'damp-patch' which looks and feels damp to the touch. **Note.** Black mould is rarely seen on areas of penetrating dampness. This is because the affected area is usually too wet and the dampness contains salts picked up when passing through the wall, which prevent the growth of black mould.



3. Defective Plumbing

Leaks from water and waste pipes, especially in bathrooms and kitchens, are relatively common. The affected area looks and feels damp to the touch and remains damp whatever the weather conditions outside. A quick examination of the water and waste pipes serving the kitchen and bathroom and the seals around the bath, shower and sinks; plus the external pipework, such as guttering will usually find the source of the problem. **Note.** Black mould is rarely seen on this type of dampness as the area is usually too wet and the chemicals in a waste water leak will prevent mould growth.

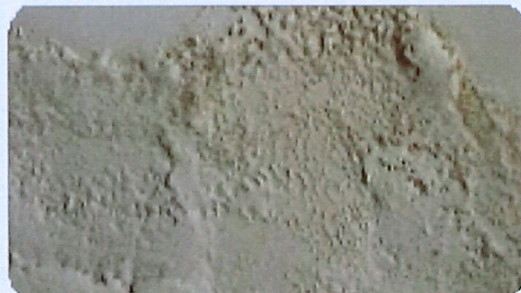


4. Rising Damp

This is generally caused by water rising from the ground into the home. The water gets through or round a broken damp proof course (DPC) or passes through the natural brickwork if the property has no DPC. A DPC is a horizontal layer of waterproof.

Imaterial in the walls of a building just above ground level to stop moisture rising through the walls by capillary action. Rising damp will usually only affect basements and ground floor rooms. It will normally rise no more than 12 to 24 inches above ground level and usually leaves a 'tide mark' low on the wall. You may also notice white salts on the affected areas called efflorescence salts.

Rising damp will be present all year round but is more noticeable in winter. If left untreated it may cause wall plaster to crumble and paper to lift in the affected area. **Note.** Black mould will not usually be seen where there is rising damp. This is because rising dampness carries with it ground salts which prevent the growth of black mould. However secondary factors can result in conditions becoming varied.



Condensation and Mould Growth

Most homes will be affected by condensation at some point. However, certain activities can increase the problem. Whether you are an owner-occupier or a rent-paying tenant, condensation and mould growth is often due to lifestyle and is something that can be reduced or remedied without expensive works or treatments.

Cooking, washing, drying clothes indoors, even breathing - all produce water vapour that can only be seen when tiny drops of water (condensation) appear on colder surfaces such as walls, windows, ceilings or mirrors.

The 'amount' of condensation in a home depends upon three factors: 1. how much water vapour is produced by the actions of its residents. 2. how cold or warm the property is. 3. how much air circulation (ventilation) there is.



Simply turning up the heating will not sort out the problem. All three factors may need to be looked at to reduce the problem. The first sign of a problem is water vapour condensing on windows and other cold surfaces, which then takes a long time to disappear, allowing surfaces to become damp. The second indication is black mould patches growing on these damp areas.

Mould will thrive with four key elements; moisture, food such as wallpaper or emulsion paint, the right temperature and oxygen. By dealing with the causes of condensation you will automatically deal with the problem of mould.

Condensation and Mould Growth

Our everyday activities add extra moisture to the air inside our homes. Even our breathing adds some moisture. One person sleeping adds half a pint of water to the air overnight and an active person adds twice that rate during the day. The list below gives you some idea of how much extra water you could be adding to the air in your home in a day:

	2 people at home (16 hours).....	3 pints
	A bath or shower.....	2 pints
	Drying clothes indoors.....	9 pints
	Cooking and use of a kettle.....	6 pints
	Washing dishes.....	2 pints
	Bottled gas heater (8 hours use).....	4 pints

Warmth Versus Ventilation

Striking the right balance between warmth and ventilation is important and can be very effective. By opening windows or ventilating your home it may appear that you are losing some heat, but what you are actually doing is allowing warm moisture-laden air to escape and permitting cool dry air to enter your home.

Dry cool air is actually cheaper to heat than warm moist air! Many people who have double-glazing installed experience problems with condensation and mould growth that they did not experience with their old draughty window frames. However, by using trickle vents or opening windows slightly, then the necessary ventilation can be achieved. Remember - The advice is to ventilate for an appropriate period of time, usually between 30 mins to 1 hour, not to leave the windows open all day.



Six Steps to Reducing Condensation and Mould Growth

① Produce Less Moisture

Ordinary daily activities produce a lot of moisture. To reduce this:

- Dry clothes outdoors if possible. Avoid drying clothes indoors or if you have to, dry them on a clothes airer in the bathroom with the door closed and either an extractor fan on or a window slightly open.
- Vent tumble driers to the outside (never into the home) or buy a condensing type.
- Cover pans when cooking and do not leave kettles boiling.
- Do not use paraffin or gas bottle heaters. They produce large amounts of water vapour and are very expensive to run!



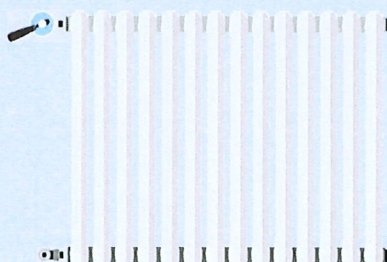
② Remove excess moisture

Always wipe the windows and window sills of your home every morning to remove condensation. This is especially important in the bedroom, bathroom and kitchen - just opening the window is not enough.



③ Heating

In cold weather, the best way to keep rooms warm and avoid condensation is to keep low background heat on all day rather than short bursts of high heat when you are in the house. Good heating controls on your radiators, an independent room thermostat and a timer will help you control the heating throughout your house and help manage heating costs. Also think about better insulation (roof, cavity – wall or external wall insulation), draught-proofing windows and doors, and installing double or secondary glazing.



④ Ventilation

It is important to remove condensation and excess moisture by ventilating rooms. You can ventilate a room without making draughts or causing it to become cold. To do this, you may only need to open the window slightly or use the trickle vent that can often be found on new windows. This allows warm moisture laden air to escape to the outside and let cool dry air into the property.

Here are some tips to help with ventilation:

1. Always ventilate or open a window when using the kitchen or the bathroom and close the doors to prevent moisture in the air from spreading to other parts of the house. Continue to ventilate these rooms for a short time after a shower, bath or cooking and keep the door closed!
2. Open bedroom windows for up to one hour as soon as you get up.
3. Clear window sills of clutter that will restrict opening the window and prevent surfaces from being wiped.
4. Leave space between the back of furniture and cold walls for air to circulate.
5. Ventilate cupboards and wardrobes, and avoid overfilling them as this prevents air circulating.
6. Do not completely block chimneys and flues – fit with an air vent and make sure you meet ventilation requirements for any gas appliances in a room.

⑤ Insulation

Insulating and draught-proofing will help keep your home warm and save money on your heating bills.

- a) Insulate the loft to a depth of 300mm.
- b) Consider secondary or double glazing.
- c) Consider cavity wall insulation or internal dry lining.
- d) Draught-proof windows and external doors. When draughtproofing, do not block permanent ventilators or rooms requiring ventilation.



⑥ Dealing with Mould

Mould can grow on walls, ceilings, furnishings and even on clothes and toys, which can be depressing and expensive. To kill and remove the mould:

- Carefully remove excess mould with a damp cloth and throw away afterwards. Or if possible use a vacuum cleaner and empty afterwards. Do not brush mould as this releases spores into the air.
- Wipe down affected areas using a fungicidal wash or diluted bleach – remember always use rubber gloves and wear safety glasses.
- After treatment redecorate using a fungicidal paint – do not paint over using an ordinary paint as mould is likely to grow back.
- Dry clean affected clothes and shampoo carpets where necessary

Remember...

- Dealing with condensation and mould growth is not easy. Only carrying out one or two of the steps may not solve your problem, you need to do as much as possible every day. Once a balance has been achieved your situation should improve over time.

Tenants Should:

- Carefully remove excess mould with a damp cloth and dispose. Do not brush mould as this releases spores into the air.
- We recommend that you regularly check under divan bed drawers, behind wardrobes, bedside cabinets, bedheads and clothing stored in cupboards, you will then need to wipe down or wash clothing immediately.
- Wipe down affected areas using a good quality mould and mildew spray.

Landlords should:

- Work with the tenants to determine the cause of the problem.
- Carry out repairs to make good any defects identified at the property.
- After treatment arrange for redecorate using a specialist bathroom or kitchen paint, and if wallpapering the area make sure to use a good quality paste with an anti-fungicidal additive.
- Where possible do not use wallpaper in bathrooms and kitchens and provide mechanical ventilation with a humidity sensor.