

# Your Service family accommodation

## Dealing with damp and mould

**Are you having problems with damp and mould in your home? We're here to help.**

### What causes damp and mould?

Mould and damp are caused by excess moisture. Excess moisture could be created by leaks in your roof, pipes or window frames, or by condensation inside your home.

If you notice any leaks in your roof, pipes or window frames, please give us a call on 0800 707 6000. We'll get the problem booked in for a repair.

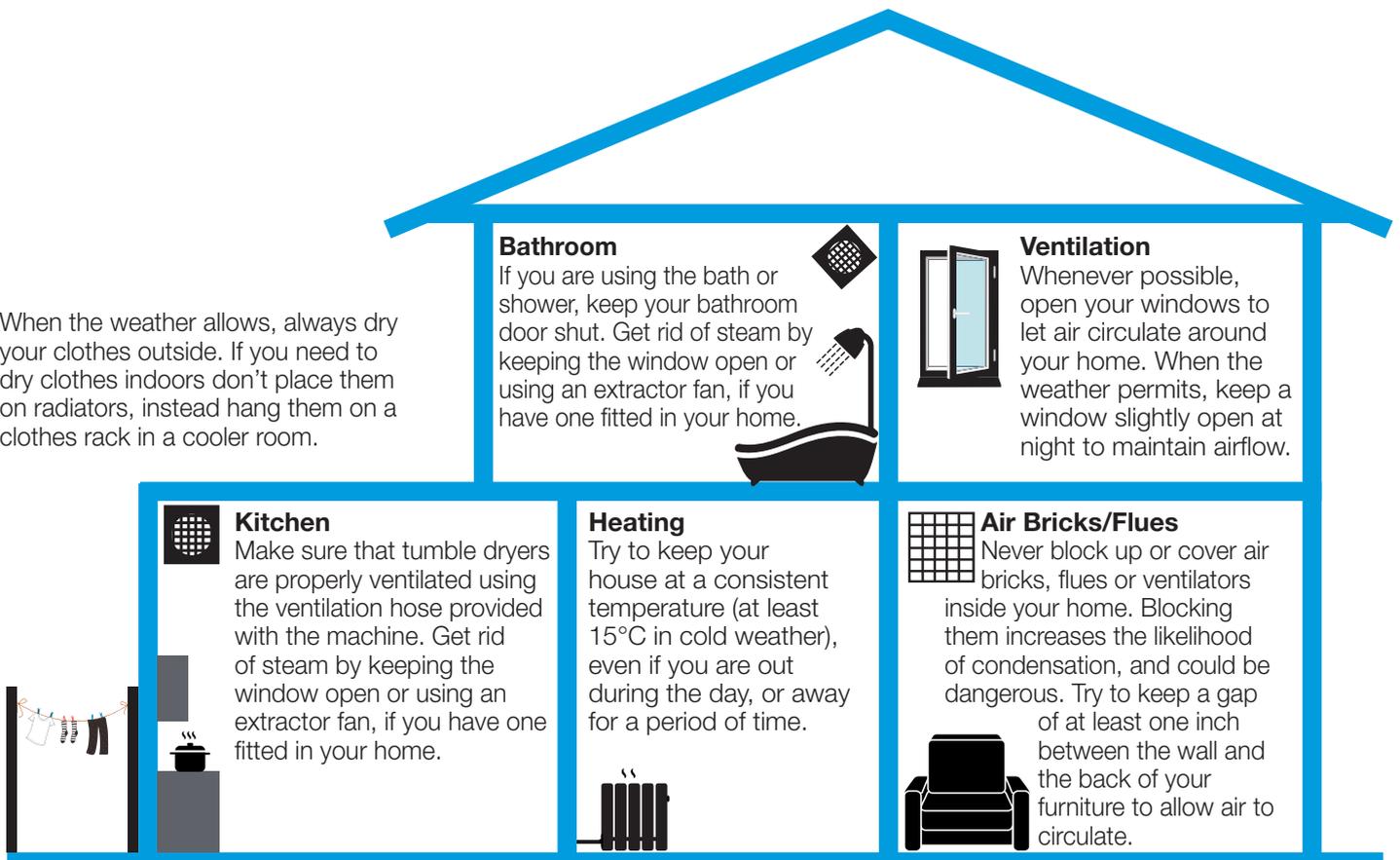
### Condensation inside your home

Condensation can affect any house, regardless of its age or condition. Condensation is caused by humidity; when the air inside your home is made moist and warm by activities like cooking, showering or drying clothes, and can't escape through an open window or extractor fan. When humid air touches a cold surface, like walls, windows, mirrors or work surfaces, droplets of water form. Condensation causes more problems in the winter time, when houses are kept warmer inside and windows are less likely to be opened.

### Combat condensation

If condensation isn't dealt with immediately, it can encourage mould to grow, particularly in places such as walls, window sills and ceilings. Follow the simple steps below to help reduce the risk of mould caused by condensation:

When the weather allows, always dry your clothes outside. If you need to dry clothes indoors don't place them on radiators, instead hang them on a clothes rack in a cooler room.



## Getting rid of mould in your home

Excess condensation can lead to mould growth in your home but you can limit this by following these steps:

- If moisture collects on windows and window sills, wipe with a dry cloth
- Open the windows and close the door in the room you're dealing with to prevent mould spores from spreading
- Do not brush the mould off any surfaces – this may release mould spores
- To remove mould from walls, use a cloth, water and a mild detergent or a domestic mould and mildew remover. Wipe the mould from the wall carefully. When the mould has been removed, wipe over with a dry cloth. Make sure you throw both cloths away – do not reuse them
- Have any clothes that may be affected by mould dry-cleaned professionally

Don't try to remove mould yourself if it covers a large surface area, or is in an area that is not easily accessible

## Help with mould

If you need some help with the mould in your home, please let us know by calling our Customer Service Centre on **0800 707 6000**.

We'll arrange for your local Accommodation Officer to visit your house within five working days of your call to take a look at the problem and conduct an inspection of the areas affected by damp and mould. Once completed, one of the following steps will take place:

1. We will advise you on how to manage condensation in your home (such as uncovering vents and not using the radiator to dry clothes)
2. We will look to undertake remedial ventilation works (such as insulating your loft)
3. Apply on your behalf for specialist repair work to take place (such as new fascias or cavity wall insulation)

If specialist repair work is recommended and the cost is more than £5000, we may need to raise a funding request with the Defence Infrastructure Organisation (DIO), the organisation who funds us to repair and maintain Service family homes. We're unable to continue until the request is approved, but we will try to move things along as quickly as possible.

## Health-related requests

If a medical professional has advised you that damp and mould in your home is causing health problems, you can request to move home by calling our Occupancy Services team on 0800 707 6000. Written advice from a medical professional will be needed to support your case. Your request will be forwarded to and assessed by DIO, who will make the decision about whether you should be moved from your property.

For more information on dealing with damp and mould please call the CarillionAmey Customer Service Centre on: **0800 707 6000** (open 24 hours/365 days per year).