



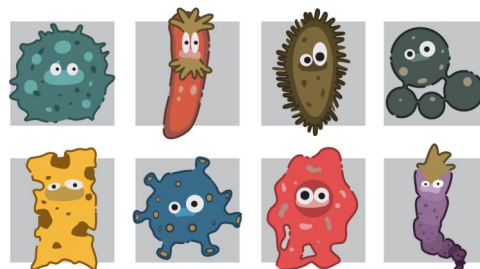
## Preventing mould

If you smell musty odours or see unsightly spots growing on walls or furniture, you might be dealing with mould or mildew. This handy guide should help. If you need further advice, please contact us: [enquiries@kenistonha.co.uk](mailto:enquiries@kenistonha.co.uk) / 01689 889700

### Mould

Mould is a type of fungus and is part of the natural environment. When mould is outside the home, it helps break down fallen leaves from trees In Autumn and other organic materials such as dead trees.

When inside the home, mould is not helpful and with the right conditions, it will multiply and could be a hazard to health. Although there are different types of mould, they all need moisture. Mould spores float in the air and can enter the home on clothes, bags, shoes and even on pets.



Mould spores need these three things to grow:

- **Food** - plants, soil, clothes, furniture and leather goods are excellent sources.
- **A good place to grow** - Mould can grow anywhere if conditions are right.
- **Moisture** - It needs moisture to grow and reproduce. Condensation in the home is an ideal breeding ground.

### Cost of living



With all of us facing increasing energy costs, the way we use our homes may change significantly.

- Less likely to use the heating to maintain a consistent temperature in the home.
- More likely to dry clothes naturally indoors instead of using a tumble dryer.
- May keep windows closed to maintain the heat within the home.
- May take showers instead of baths.

All of these changes can add to increased levels of moisture and condensation in the home. If left unmanaged, this can lead to mould growth issues on cold surfaces such as window frames and external walls.

### Condensation

Condensation is the opposite of evaporation. When warm moist air comes into contact with cooler air or cold surfaces, condensation droplets can form. The condensation and moisture in the home comes from everyday activities, but there are lots of ways to reduce the amount that is produced.



*In an average family sized home, carrying out normal daily activities can easily generate 25-30 pints of water! (approx. 14-17 litres)*

Taking no preventative action will allow mould to grow. It will spread very quickly if left untreated and start to smell.



# Info & resources

## Kitchen & bathroom



Kitchens and bathrooms are full of warm moist air from activities like cooking, boiling a kettle, showering and bathing.

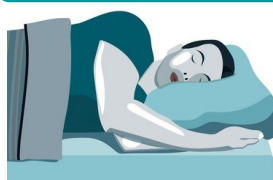
If you have an extractor fan, make sure it is working and on during these activities and for a short time afterwards. Opening the window will let out the moisture and works better when the door is kept closed.

## Living room & hallway



Drying wet clothes indoors creates lots of moisture. If you can't dry outside, hang clothes in the bathroom on an airer, keeping the door closed and window open to release moisture. If there's no window, ensure that the extractor fan is running. Animals and plants are also a source of moisture. Ventilating the room will help with this. Walls can be cold, so having furniture too close to the wall can trap moist air behind. Leaving a small gap will keep air flowing.

## Bedroom



Typically when sleeping, a person will exhale 1 pint / 0.57 litres of water in an 8 hour period. If you multiply that by the number of people sleeping in the room and the moisture in the air will soon build up. This can create condensation and damp over time. Keep bedrooms well ventilated.

## Heating the home



Heating the home in short bursts in the morning and evening is less energy efficient than using the thermostat and timer to maintain a constant temperature between 18 and 22 degrees. If your home becomes too cold, your daily activities will contribute towards moisture build up. Report any boiler problems to Property Services and make sure you give us access for your annual gas safety checks.



Keep long curtains away from radiators. When closed, they prevent heat from getting to the room. Open them during the day to allow natural airflow around the windows to assist in air circulation to areas where condensation is most likely to form. Many windows have trickle vents at the top. These are designed to improve air circulation and lessen condensation.

It is good to keep your vents open. Should you not have vents please open your windows and lock in a vented position until condensation has cleared. You may be reluctant to do this in cold weather, but it will help reduce the effects of condensation in your home.

## Repairs & maintenance



Sometimes a leaky pipe or problem with the plumbing can cause an issue with excess water. Please report any issues you notice as soon as possible. It is Keniston's responsibility to ensure these repairs are done. If you suspect that your neighbour has a leak, please also report it to us so we can investigate, as this could have an impact in your own home.

## Report a repair or mould issue

- Monday to Friday, between 9.00-12.30pm / 1.30pm-5pm call **01689 889 700**.
- You can text **REPAIR** to **07376 617616**
- Email [reportingrepairs@kenistonha.co.uk](mailto:reportingrepairs@kenistonha.co.uk). Please give details about your repair and we will also need your address and contact details.



## Useful facts

### What is the difference between mould and mildew?

Mildew tends to look white or grey, and it has a dry or powdery texture when you touch it. Luckily, mildew doesn't penetrate deep into a material so it's easier to clean. Since mildew is a type of fungus like mould, you can use the same methods to clean it.

Mould looks slimy or fuzzy and can be more dangerous. It may be green, red, blue, or black. Mould penetrates deeper into material and causes damage that's more difficult to repair and completely remove. Exposure to mould can lead to headaches, skin irritation, and respiratory issues if you leave it untreated. It also has a pungent musty odour, so it's easy to detect.

### Can I paint over mould?

No, mould can keep growing under the paint. Always treat the mould completely before refinishing the surface you found it on. Since the paint traps the mould underneath, it could still grow in your walls or cause the paint to peel.

### Wipe away

Wiping wet surfaces after use is a quick and easy way to prevent mould growth. Regularly clean the bath, basin, shower, tiles and ceilings. Don't forget silicone corners around showers and baths. Mould tends to grow on wet surfaces and objects, therefore it is important that you clean surfaces underneath bathroom items including shampoo bottles, beauty products and soaps. Clean each product in turn and wipe dry to prevent mould growth.

### Clutter

Having excessive clutter in the home can worsen a condensation issue, by preventing air from effectively circulating around a room. You don't have to be a hoarder to have mould made worse by the presence of clutter. The issue can come from the location of the items and how much there is. You may think it's a harmless pile of work meant for a different day, but it can have negative consequences. The best thing to do is to remove excess items and clean messy areas, so mould is less likely to take up residence. Mould likes stagnancy, moisture, and food, and clutter provides all three.

**If you feel that you have a hoarding issue, please speak to us. We can help and support you with this. You can also speak to Hoarding UK on 020 3239 1600 or email [info@hoardinguk.org](mailto:info@hoardinguk.org)**



## Mould treatment



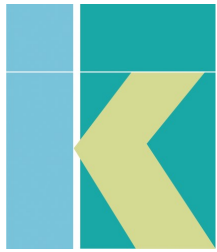
It is important that mould growth is managed with a suitable cleaning solution. Unchecked mould growth in the most serious of cases can cause a hazard to health.

### Bleach versus white vinegar

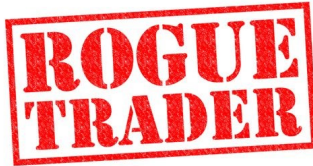
Contrary to popular belief, bleach does not kill 100% of the mould. Vinegar is known to kill up to 80% of the mould species out there. It can be used along with other household products to clean existing mould and prevent build up.

- For a natural solution, combine one part baking soda with five parts distilled white vinegar and five parts water in a spray bottle. Alternatively you can buy a fungicidal treatment from a supermarket or DIY store.
- Always wear gloves and mask during cleaning to prevent breathing in spores.
- Keep a window open if you can to air the room.
- Throw away cleaning cloths/sponges afterwards.
- It is important for the area to be thoroughly dry after cleaning, so put the extractor fan on if you have one and keep the window open until the treated area is fully dry.
- If you feel the need to re-paint the surface after cleaning, consider using an anti-mould/mould resistant paint to help deter further growth.

**If you have a serious mould issue, do not hesitate to contact us for advice.**



## Rogue traders



The issue of condensation, mould growth and disrepair cases in the home has made national news headlines in recent times. As a result, there are unscrupulous Solicitor practices taking advantage of this and contacting residents directly claiming to be acting in their best interests on a no win no fee basis. It's often the case that they only have an interest in taking action to attract large fees from Housing associations and offering little compensation to the resident. Typical fees can run into the tens of thousands for defending such cases and it's often the case that this cannot be recovered by the Housing Association. This is money that otherwise could be invested back into the maintenance of properties and stock reinvestment. Please contact us and speak to the Property Services Director if you feel that you have an issue that's not been dealt with appropriately before considering taking legal action. **Always talk to us if you have any issues in your home. We are here to help.**

Rogue Traders have been cashing in on victims as the cost-of-living crisis continues. The Chartered Trading Standards Institute is issuing a warning following a rise in complaints about doorstep callers knocking on doors out of the blue and telling residents they may be eligible for free insulation under the Government funding scheme. They use pressure selling techniques and persuasive jargon about the energy crisis to make you agree to remedial works being completed and to pay upfront, with reassurances they can claim the costs back from the Government. Usually these works are not necessary, not done properly and cannot be claimed for. It is important to report these crimes to **The Citizens Advice Consumer Helpline on 0808 223 1133.**

| Moisture comes from:   |  | Pints of water released into the air per day |
|------------------------|--|--|
| Bathing or showering   |  |  |
| Drying clothes indoors |  |  |
| Cooking                |  |  |
| Breathing              |  |  |

One pint = 0.57 litres

## Keeping in contact

You can contact with us by phone, email or online via our social media pages.

**01689 889700 during office hours**  
**Monday – Friday 9am-12.30pm / 1.30pm-5pm**

We have published other information leaflets that may be useful to you. These are available to view on our website and will be updated as and when we receive new information.

<https://www.kenistonha.co.uk/about-us/our-policies/information-leaflets/>

If you require anything else please e-mail [enquiries@kenistonha.co.uk](mailto:enquiries@kenistonha.co.uk)

You can find us through a variety of ways online. Please visit our website [www.kenistonha.co.uk](http://www.kenistonha.co.uk) where you will find lots of general information and help for residents. You will also find us on social media, just search Keniston Housing.

