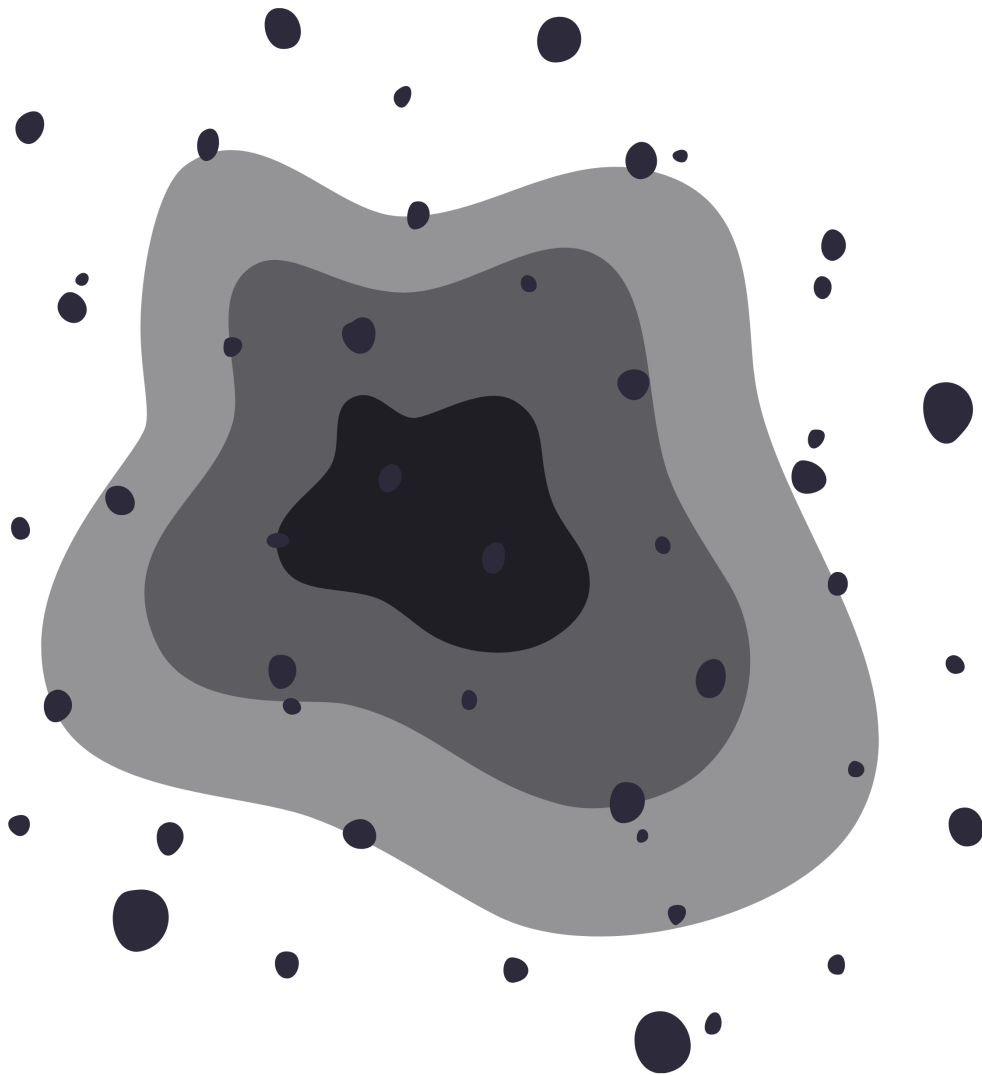


Damp and mould in your home



Damp and mould can make your home not nice to live in. It can also affect your health. This guide tells you why it happens, how to stop it, and when to tell Soha about it.

Here are the causes of damp and mould. It's good to know about them. Then you can spot them and do what you can to avoid them.



Condensation happens when warm, wet air hits cold places like windows or walls. This can make water drops and black mould spots.



Moisture comes from things like cooking, showering and drying clothes inside.



Penetrating damp is when water comes from outside. It can be from broken gutters, roof tiles, or wall cracks.



Rising damp is less common. It can make marks on walls and peel paint.



Plumbing leaks are water from inside, like from pipes or showers. They can cause damp and mould.



If you have health worries from mould, see a doctor and tell Soha if someone in your home is at risk.

All the ways to get in touch with us are on the back page.



You can watch hints and tips about combatting mould on Soha's youtube channel. Click on the link below!

www.youtube.com/@sohahousing/playlists

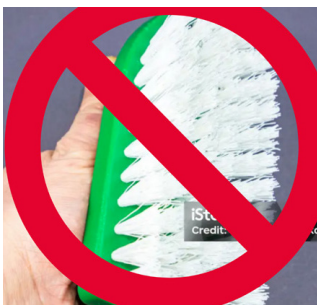
Cleaning mould off your walls



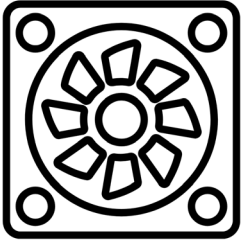
If you find small spots of mould, you can get rid of them yourself using a special cleaner. It can be bought from a DIY shop. When you use it, open windows, wear gloves, and keep children and pets out of the way.



Don't mix different cleaning products or brush the mould off with a dry brush. This can make things worse.



Here are some things you can do to **avoid** mould in your home ...



Use the **extractor fan** when cooking or bathing or showering and leave it running for a period afterwards. Keep internal doors closed when you're cooking or showering.



Air circulation: keep furniture a little distance away from walls. Don't obstruct air vents.



Ventilation: Open windows for short periods daily to let out moist air.



Moisture: put lids on cooking pans. If you use a tumble dryer, make sure it has airflow and empty it if it's the condensor type.



Keep a steady background **temperature** if you can - it's better than turning the heating up and then down again.

... and here are some things you shouldn't do



Dry clothes indoors (for example on the radiator) if you can avoid it. If you need to, have a window open.



Close or block the trickle vents in your windows (if you have them).



Block off or seal vents on the inside or air bricks on the outside of your walls.

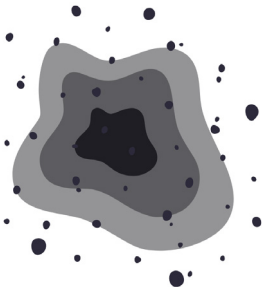


Use stand-alone portable gas heaters that don't have a flue into the outdoors. They add moisture to the air.

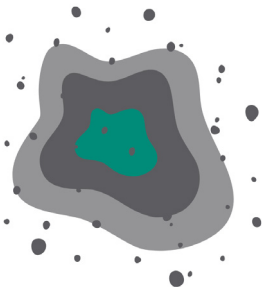


If you have health worries from mould, see a doctor. Tell Soha if someone in your home is at risk.

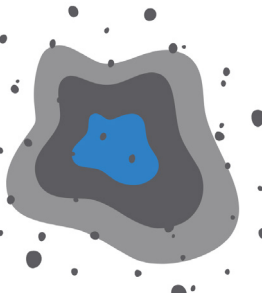
Tell Soha if ...



you suspect a **leak, a burst pipe, overflow** or any other persistent plumbing issue.



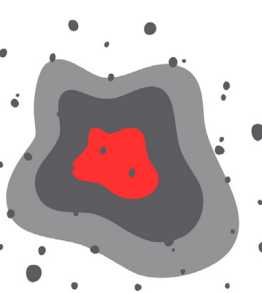
damp patches worsen after rain. If that's the case, it's possible water is getting in.



mould is **extensive, spreading, or returns quickly** after cleaning.



a bedroom or main living area is affected or if you have **no heating**. Also if your **ventilation (such as fans, or windows being openable)** isn't working properly.



anyone in your home is **vulnerable** (for example, children, older people, someone who is pregnant or has asthma).

Contact us



Here's how you can get in touch with us. We're always happy to help with any queries and will communicate with you in whichever way you prefer.



Email

housing@soha.co.uk



Phone

0800 014 15 45. A call to this number won't cost you anything.



Website

www.soha.co.uk/contact



MySoha app



Visit us

Opposite Didcot Parkway railway station at 99 Station Road, OX11 7NN. We're open 8.30am - 5pm every weekday.



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