

Guide to Damp and Mould



Preventing damp and mould

At CHS Group, we are committed to helping all of our tenants experiencing damp and mould. This quick guide offers some simple solutions to help reduce the risk of damp and mould in your home and how to deal with it should it appear.



Where possible, dry clothes outside, or on an airer in a well-ventilated room



Heat the property for as long as you can and don't obstruct the radiators



When cooking and showering, open windows, keep doors shut and cover pots with lids



Open windows, even for short bursts. Use extractor fans where you have them



Move furniture away from walls to improve airflow and keep curtains open during the day



Wipe away condensation with a clean cloth as soon as you see it

More information about damp and mould can be found on our website www.chsgroup.org.uk

How to clean damp and mould

- Ensure the room is well ventilated when cleaning and protect the surfaces around you
- Use gloves, safety glasses and a face mask before cleaning
- Keep any children and animals away from the area/room
- When working with chemicals e.g. bleach, always follow the manufacturers' instructions
- Carefully mix bleach and water, one part bleach to four parts water, and scrub the affected area
- Dry the affected area with a clean, dry cloth and leave the room to ventilate
- Dispose of any rags that you have used to clean mould after using

How we can help...

If you are experiencing damp and mould or have any concerns about the issue, please get in touch with us. We can visit your home and share guidance on how to prevent damp and mould as well as fix or provide heating controls or extractor fans if you don't have them. We can also assist with cleaning mould where it has become a significant problem. If the source of the problem is quite complex, we may also use specialist equipment to monitor the condition of your property.

Concerns about your health...

Your health and wellbeing is our top priority so please let us know if you have any health issues that may be affected by damp and mould. If we think there is a significant risk to your health, we may need to prioritise your repair and if we decide remaining in the property isn't the right choice for you, we'll discuss all options available.

Money advice...

We understand that some tenants may be struggling with household bills, and this can contribute towards problems with mould.

Our Money Matters Service can offer free advice on different ways to increase your income and is available to all CHS tenants.

If you think that our Money Matters team can help you, contact us on **0300 111 3555** or email **moneyadvice@chsgroup.org.uk** to speak to one of our advisors over the phone, via email or through a home visit.



Complaints...

At CHS, we always aim to provide a high-quality service to support people within the local community.



However, if you're not happy with how CHS or our contractor has handled your damp and mould repair, you can contact the Property Services Team on **0300 111 3555** to discuss this further, or to make a complaint. A copy of CHS Group's Complaint's Policy and Compensation Policy can also be found on our website.

You can report damp and mould issues to us as soon as you notice it, even if it is minor



You can contact CHS in several ways:

- Phone us on **0300 111 3555**
- Contact us **online** on our website via the contact enquiry form (by selecting 'reporting damp and mould')
- **Speak** to our contractors or any member of our staff.