



— A GUIDE FOR TENANTS —

Managing Mould & Condensation.

Everything you need to keep your home healthy, dry and
mould-free – small habits that make a big difference.

WHY THIS MATTERS

Your guide to damp & mould.

Damp and mould in the home can be a health hazard – causing respiratory problems and making allergies worse. Keeping your home mould-free protects your health and is part of your responsibility as a tenant.

The good news: prevention is much easier than you might think. This quick guide explains how everyday habits cause damp indoors – and offers simple, practical solutions you can start today.

IN THIS GUIDE

Three things you'll learn.

- ✓ **How to prevent damp.** Eight everyday habits that keep moisture out of your living spaces.
- ✓ **How to clean mould safely.** A four-step routine for small spots, with the right kit.
- ✓ **When to call us.** What to report, how to report it, and what happens next.

Prevention habits.

Small everyday changes that keep your home dry.

Cleaning steps.

A safe routine for tackling small mould spots yourself.

Repair line.

Report leaks and damage to us as soon as you spot them.

How to prevent damp & *mould*.

FOUR HABITS
START HERE



1

VENTILATION

Air your property regularly.

Open windows daily — even in cold weather — so moisture can escape. A few minutes of cross-ventilation makes a real difference.



2

CONTAINMENT

Keep doors closed.

Close bathroom and kitchen doors while showering, bathing or cooking. This stops steam spreading to the rest of the property.



3

DAILY ROUTINE

Wipe away condensation.

Every morning, wipe windows and frames with a rag or towel. Cleaning condensation daily stops black mould from taking hold.



4

WARMTH

Turn your heating on.

Running heating regularly avoids cold spots, dries out damp areas, and dramatically reduces the chance of mould forming on walls.

Four more moisture *habits.*

CONTINUED
FROM PAGE 3



REPORT IT

Keep an eye out for leaks.

Leaky window frames, pipes, walls and doors are common sources of moisture. Report leaks to us as soon as possible – and use a bucket and towel to keep surfaces dry in the meantime.



DRYING

Dry clothes in a ventilated room.

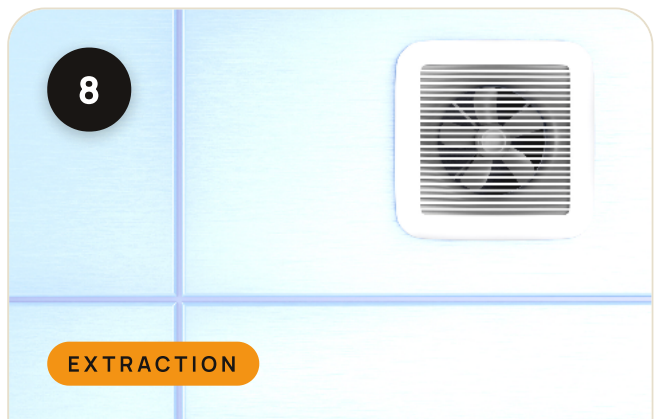
Don't dry clothes on radiators – the vapour circulates and lands on walls and windows. Use a clothes airer in a well-ventilated room with a window open or a dehumidifier running.



AIR DRYING

Use a dehumidifier.

A dehumidifier pulls moisture from the air – ideal if you dry clothes indoors. Inexpensive ones are widely available, and electric units are more economical over time than disposable damp traps.



EXTRACTION

Use extractor fans.

Run the bathroom extractor every time you shower or bathe. Use the kitchen extractor while cooking to disperse moisture and smells. No extractor? Crack a window open instead.

Two more habits worth *knowing*.

FURNITURE & FLORA
OFTEN OVERLOOKED



9

Don't overfill your home.

Avoid pushing furniture flat against the wall, and don't overstuff wardrobes – damp and mould need still air to grow. Leave a small gap behind large furniture and check those spots regularly for early signs.



10

Grow moisture-absorbing plants.

Peace lilies, tillandsia, palms and ferns pull moisture (and pollution) out of the air. Some ferns thrive in kitchens and bathrooms – just give them indirect sunlight and they'll happily earn their keep.



Spotted something serious?

If you find a persistent leak, large mould growth, or damp behind walls, skip the DIY and report it to us straight away. The earlier we know, the easier it is to fix – turn to page 7 for how to get hold of us.

SECTION 03

How to clean damp & *mould spots.*

Damp commonly forms in bathrooms, on exterior-facing walls, and around window and door frames. Keep an eye on these problem areas and clean moisture regularly to minimise the chance of black mould or mildew taking hold.

● BEFORE YOU START

Stay safe.

Gloves & mask.

Always wear them when cleaning mould. Ventilate the room while you work.

Bin your cloths.

Dispose of any rags you've used to clean mould – don't keep them.

Follow the bottle.

When using chemicals, follow the manufacturer's instructions to the letter.

Light spots first.

Most black mould can be wiped off with a damp cloth before reaching for the spray.

FOR INGRAINED MOULD – 4 STEPS.

1

Get a mould remover spray.

Use an off-the-shelf product such as HG Mould, Mildew & Algae Remover from Screwfix or similar. Open windows, wear rubber gloves, and test on a small inconspicuous area first as it has a bleaching effect.

2

Apply the spray.

Hold the bottle 3–5cm from the surface and spray directly onto the affected area. Do not scrub or wipe the mould off beforehand.

3

Leave to work.

Allow the product to sit for 30 minutes. For stubborn or heavy growth, re-spray and leave for a further 30 minutes.

4

Wipe clean & dry.

Wipe the area down with a clean sponge and water, then dry thoroughly with a clean cloth. Keep the room ventilated until fully dry.

REPORT A MAINTENANCE ISSUE

If something's not right — *tell us.*

If your property suffers any damage, please report it as soon as possible. Try to include as much detail as you can to help us diagnose the problem. If a tradesperson's visit is needed, you'll be able to schedule a convenient time for the works to be carried out.

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