




# What to do if you are experiencing issues with condensation, damp and mould in your home

The best way of tackling mould is to reduce damp or condensation levels in your home before a problem starts. Our leaflet 'How to prevent or reduce issues with condensation, damp and mould' offers advice on how to reduce the amount of condensation in your home.

However, if you are experiencing damp or mould, there are some steps you can take to tackle less severe cases.

## Identifying and managing damp

- Look for tell-tale signs of damp, such as peeling wallpaper, flaking plaster, a musty smell, rotting wood or patches of mould or mildew
  - Try to ventilate your home as well as you can, by keeping windows slightly open during the day, cleaning condensation off windows and running an extractor fan in the kitchen or bathroom, if you have one
  - Seek professional advice before using damp proof paint, as it only prevents damp on the surface. It may not be suitable in some cases, such as if there is a leak or water penetration, which would need repairing to fix the issue
  - Consider whether damp is being caused by a leak. If you notice a recurring damp patch, water droplets, blistered plaster, a discolouration of interior walls, or a surface that is wet to the touch, contact us so we can arrange to investigate further.
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## Managing mould growth

- Don't be tempted to just paint over mould, as it will regrow if it is not treated first
- Consider using mould inhibiting paint, which is available from most DIY stores
- Mould on washable surfaces can be wiped down with a fungicidal wash available from most supermarkets and DIY stores. Always follow the manufacturer's instructions.

## When should you contact us?

If you are experiencing more widespread issues with damp or mould, please contact us at [www.orbitcustomerhub.org.uk/help-support](http://www.orbitcustomerhub.org.uk/help-support). It's important that you report any cases of mould growth to us so we can understand the severity and, if necessary, arrange an inspection as soon as possible.

This is particularly important if you live with children or older people, or if you or someone you live with has a disability or a health condition, such as a respiratory illness, that is affected by mould.





This leaflet has  
been approved by  
our customers



If you're  
experiencing any  
issues with mould,  
please contact us  
using the details  
below

## Get in touch:

You can visit our website:

**[orbitcustomerhub.org.uk](https://orbitcustomerhub.org.uk)**

For more information,  
please contact us at:

**[orbitcustomerhub.org.uk/  
contact-us](https://orbitcustomerhub.org.uk/contact-us)**

Or to talk to us, please call:

**0800 678 1221**

Textphone:

**18001 0800 678 1221**

Take a look on social media:

**f /OrbitHelp**

**🐦 @OrbitHelp**

Our postal address:

**Orbit,  
PO Box 6406,  
Coventry,  
CV3 9NB**

If you need this information in a  
different format please contact us  
on **0800 678 1221**

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