

Palm Housing Co-operative

Damp and Mould Information

How to report damp and mould

Please report damp or mould in your home to Coin Street by emailing:
helpdesk@Coinstreet.org or phone 0207 021 1600

We will arrange for this to be inspected, and we will let you and your managing agent / Housing Manager know what action is needed.

What is damp and mould?

Damp is the presence of too much moisture or water in your home. Damp can be caused by condensation, leaks, or structural issues. Mould is a fungus that develops in damp and humid conditions. It often forms in cooler parts of the home, like windows, room corners and behind furniture when it is next to an external wall.

How to spot damp

If your walls, ceilings or floors feel damp to touch, or you spot brown or yellowy stains appearing, you probably have some damp in your home. You might also see flaky plaster, and your home might smell musty.

How to spot mould

Mould usually grows in damp conditions where there isn't much airflow, which is why bathrooms and loft spaces often suffer from mould. Mould can appear in different colours, but it's often dark, spotty or fuzzy. Mould can also cause blistering on painted surfaces.

What is condensation?

Condensation is a build-up of moisture that usually occurs on windows and walls when there is too much humidity in the air. The humidity causes water droplets to form and soak into the cooler areas of a room, like external walls and windows. This can result in mould growth if not treated.

How to prevent and manage damp and mould

Here are some steps you can take to help to prevent damp and mould in your home:

Limit moisture in your home:

- Wipe condensation away with a cloth if it appears on windows or walls.
- Dry clothes outside if you can.
- Use lids on pans when you are cooking.
- When cooking, remember to switch on your cooker hood and to clean it regularly.
- Using a dehumidifier can help extract moisture from the air. Disposable dehumidifiers are a more affordable alternative to an electric dehumidifier.

Increase ventilation

- Keep trickle vents open on your windows and doors, and open windows in dry weather.
- Open kitchen and bathroom windows when you're showering or cooking – and keep them open for a short time after.
- Use extractor fans, especially if you are drying your clothes inside.
- Place large furniture slightly away from walls (especially outside walls) so air can circulate behind.

Heating

- Try to keep your home heated to a comfortable level and avoid big changes in the temperature of your home where possible.