

DAMP & MOULD

What every resident needs to know — how to prevent it, how to treat it, and when to let us know so we can help.

NRLA GUIDANCE

PART 1

5 WAYS TO PREVENT MOULD



Ventilate daily

Open windows or trickle vents every day. Run extractor fans when cooking or showering — leave them on for **15 minutes after**. Never block air vents or chimneys.



Heat consistently — but sensibly

Keep living areas at **18°C+** and bedrooms at **16°C+** in winter. A **low background heat all day** is better than blasting the heating. Do **not** use a portable room heater — these release moisture and make condensation worse.



Dry laundry outside or in bathroom

Dry clothes outdoors when possible. If inside, use the bathroom with the door shut and window or fan open. One load of washing releases over a litre of moisture.



Leave gaps behind furniture

Keep sofas, beds and wardrobes **at least 50mm away from external walls**. External walls are cold — blocking airflow causes hidden mould behind furniture.



Wipe condensation every morning

Dry windows and sills with a cloth each morning. **Cover pots when cooking** and run cold water first in the bath to reduce steam. Close kitchen and bathroom doors when in use.

COMMON MISTAKES

THESE MAKE IT WORSE

✗ Don't



Dry clothes on radiators

Releases moisture directly into the room air and cools your heating

✗ Don't



Block vents or air bricks

Vents must stay clear — furniture and boxes in front of them trap moisture

✗ Don't



Paint over mould

Paint doesn't kill mould — it hides it. It will come straight back within weeks

✗ Don't



Push furniture to the wall

No airflow = hidden mould. Keep a 50mm gap from all external walls

FOUND MOULD?

WHAT TO DO — STEP BY STEP

- 1 Don't ignore it — act the same day**

Small mould patches grow quickly. The sooner you treat it, the easier it is to clear and the less damage it causes to your room and your health.
- 2 Open windows and ventilate the area**

Before cleaning, ventilate the room fully. Wear rubber gloves and if you have one, a face mask — especially if you have asthma or a respiratory condition.
- 3 Apply an anti-fungal mould remover spray**

Use a proprietary anti-fungal product (available from most supermarkets — brands include HG Mould Spray, Dettol Mould & Mildew, or own-brand alternatives). **Do not use bleach alone** — it kills surface mould but not the root, so it returns.
- 4 Wipe clean and dry thoroughly**

Wipe the treated area clean with a disposable cloth. Dry the surface fully. Bag and bin the cloth — don't rinse it in the sink as this spreads spores.
- 5 Follow the prevention steps above**

Ventilate, heat, and manage moisture. If you treated it correctly and it **comes back within a few weeks**, that's a sign there may be a structural cause — go to Step 6.

Step 6 — If mould is persistent or spreading, report it to us immediately



If mould keeps coming back after treatment, is covering a large area, or you have a health condition — report it. We will inspect within 5 working days and arrange for works to be carried out. **You will not be penalised for reporting.**

Persistent mould? Contact us — we will act.

Don't wait. Early reports mean faster fixes. WhatsApp us 24/7 or call during office hours.

WhatsApp: 01782 971961

service@essentialpropertyoptions.co.uk

[Report a Repair — creweandstokeroomsandsuites.co.uk/repairs](https://www.creweandstokeroomsandsuites.co.uk/repairs)