



Condensation, damp and mould

Keeping your home warm,
dry, and healthy

October 2025



MB Housing

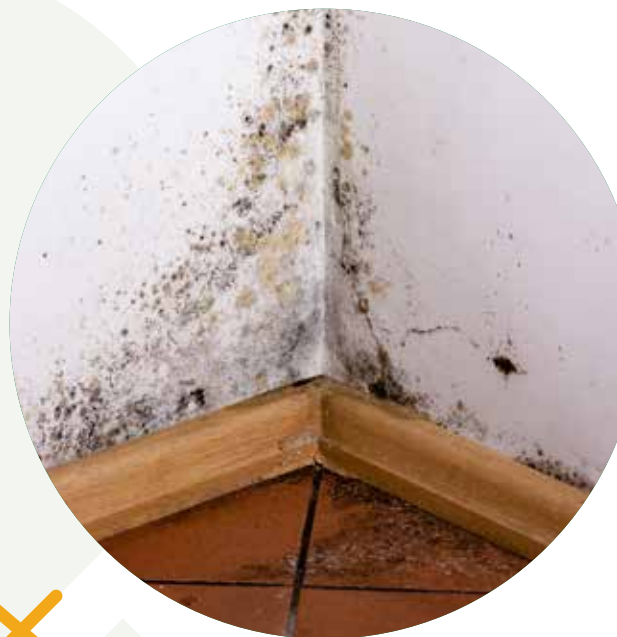
Supporting housing co-ops
in London and Kent

There's always moisture in the air in your home, even if you can't see it. Moisture can contribute to creating damp and mould, and it's important to take steps to reduce the risk of that happening. This leaflet will help you identify the cause of any problems in your home and explain how to resolve them.



What is damp?

There are **two main types of damp: external and internal.**



External damp

- shows as wet patches, staining or peeling on walls or ceilings
- often caused by problems with the **roof, gutters, cladding, or windows**
- you should **report any structural concerns to your Co-operative's managing agent MB Housing** where we provide this service – **call us on 020 3924 2810** if you notice these problems and we'll arrange a repair visit (If your Co-operative provides its own maintenance service you should report issues directly to your landlord)

Internal damp

- most often caused by **condensation** and is not a structural issue
- it appears on walls, in room corners, or on ceilings and can be black, white, or green patches and can be accompanied by a damp, musty smell

Condensation happens when **moist air can't escape** and meets a cold surface (like windows). It starts as mist, then turns into droplets – and if left untreated, can lead to **mould**.

Why mould appears ?

Both external and internal damp can cause mould. Mould is easy to remove, but unless the underlying cause is fixed, it may return.

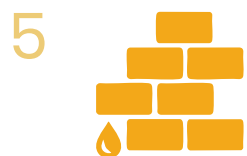
If condensation is the cause, follow the advice in this leaflet – and **give us a call on 020 3924 2810** if you need help or if you think it is structural.





Recognising different types of damp

Type of damp	Common signs	Typical cause
Rising damp/leaks/structural damp	Marks or lines on walls and ceilings, worse in wet weather	Faults with roofing, plumbing, or structure
Condensation damp	Mist or water droplets on windows and walls	Moisture trapped indoors



Damp caused by a fault

Common repair - related causes:

1. leaking roof
2. blocked gutters
3. leaking pipework
4. defective brickwork or rendering
5. faulty damp proof course
6. defects around window frames

If you suspect any of these, **contact us for an inspection.**

The causes of condensation

There are **four main factors** that cause condensation:

1

too much moisture produced indoors – from everyday activities like cooking, washing, and drying clothes indoors

2

not enough ventilation – when moist air can't escape and fresh air can't circulate

3

cold surfaces – such as windows, walls, and ceilings where moisture collects

4

low indoor temperature – cooler air holds less moisture, so condensation forms more easily

Everyday activity	Moisture added
Two people at home	3 pints
Bath or shower	2 pints
Drying clothes indoors	9 pints
Cooking and kettle use	6 pints
Washing dishes	2 pints
Total per day	22 pints

Treating mould safely

- use a fungicidal wash (mould wash) – follow instructions carefully
- do NOT use bleach – it's water-based and doesn't kill mould, we recommend other options like vinegar and baking soda, or other natural options
- avoid brushing or vacuuming mould – this can worsen respiratory problems
- once treated, tackle condensation to stop it coming back



Reducing condensation

Here are some tips to help you

Heating and insulation

- keep a steady low heat throughout the day
- use thermostats or radiator valves to save energy
- if you're struggling to heat your home, let us know

Ventilation and windows

- open windows slightly when mist forms, and make sure you use trickle vents if you have them
- always use extractor fans when cooking or bathing, if you are concerned your extractor fan is not working please report this as soon as possible

Kettles and pans

- use lids when cooking
- don't over-boil kettles or pans

Doors

- keep kitchen and bathroom doors closed during cooking or bathing this stops moisture from spreading to cooler rooms

Drying clothes

- dry clothes in the kitchen or bathroom with the door closed and fan on (or window open slightly)
- if you use a tumble dryer, make sure it's vented outside

Cupboards and wardrobes

- don't overfill – and allow air to circulate by leaving a gap between your furniture and walls

Baths and showers

- run a little cold water first before turning on the hot
- use extractor fans or open a window after bathing

Condensation

- wipe away condensation from windows and walls as it forms

Chimneys

- never block chimneys – this can be dangerous



Is a repair needed in your home?

Check for:

- leaks from roof, gutters, or downpipes
- blocked drains
- leaks from the flat above
- water penetration around walls or doors
- leaks from toilets, baths, basins, sinks or washing machines
- leaks from the hot water cylinder or stopcock

If you notice any of these, contact MB Housing immediately.

Timescales for damp and mould repairs

In line with Awaab's Law, we will investigate and fix reported damp and mould within **24 hours** for **Emergency hazards** (unless this is due to overcrowding). An emergency hazard is one which poses an imminent and significant risk of harm to the health or safety of a tenant-member or a member of the household.

A **Significant hazard** will be made safe as a matter of urgency, it will be investigated within **10 working days** and then works carried out within **5 working days**, unless the tenant-member is considered to be at higher risk (please let us know if this is the case).

A **Standard investigation** will be completed within **10 working days** and may be carried out remotely.

Please note, we may need to return to your property to carry out further investigations once we have made the property safe.

Begin, or take steps to begin, any supplementary preventative work to prevent a significant or emergency hazard recurring within **5 working days** of the investigation concluding. If steps cannot be taken to begin work in **5 working days** this must be done as soon as possible, and work must be physically started **within 12 weeks**.

Alternative accommodation will be provided if these timescales cannot be met.

After finding the cause, we will:

- provide you with a written summary of investigation findings within 3 working days of the inspection
- set clear times for repairs and keep you informed
- make sure workers bring the right tools and know what to do
- explain next steps clearly, including what happens after mould treatments



Reporting damp and mould issues to MB Housing

You can reach us on **020 3924 2810**, report online or by email (where we provide your Co-operative's maintenance service).

When you call:

- we'll ask questions about the damp or mould such as, which room/s it is affecting and whether it is spreading (and we may request photos)
- we may send a contractor to inspect your home
- we'll share their findings with you and agree on an action plan to fix the issue
- we will report this to your Co-operative at their next committee meeting

Complaints

Please let us know if you are unhappy with the way MB Housing has handled concerns about damp and mould. You can raise a complaint by calling 020 3924 2810 or emailing enquiries@mbhousing.uk

If you feel that your Co-operative has not complied with its duties under Awaab's Law, you can:

- make a formal complaint to your Co-operative
- escalate your complaint to the Housing Ombudsman Service on receipt of the final complaint response from your Co-operative
- apply to court for an order for specific performance or compensation

Together, we can keep your home healthy, safe, and mould-free.



MB Housing

Supporting housing co-ops
in London and Kent

Get in touch

Call: **020 3924 2810**

Email: **enquiries@mbhousing.uk**

Visit: **www.mbhousing.uk**



Together, we can keep
your home healthy,
safe, and mould-free



MB Housing is a partner of the
Confederation of Co-operative
Housing, the UK umbrella body
for housing co-operatives.