

Damp and mould

Damp and mould is always worse at this time of year and can be easier to spot.

We want your home to be safe and comfortable so if it is suffering from either or both, it's really important that you get in touch straight away.

We need to fix these issues as soon as possible to prevent problems getting worse.

Call **01227 862 142** or email **repairs@canterbury.gov.uk**

Damp and mould can be caused by many factors including the colder weather, reduced ventilation in properties, roof leaks and damage to outside walls.

There are a few things you can do to prevent damp and mould including reducing the amount of condensation in your home.

Reduce moisture being produced in your home by:

- cooking with pan lids on, turn the heat down to simmer and use as little water as possible
- running the cold water in your bath first, it reduces steam by 90%
- wiping down windows and sills daily to remove moisture

Ventilate your home by:

- using your extractor fan or open a window when cooking
- keeping a small gap between large items of furniture and the walls. If possible keep outside walls clear
- closing kitchen and bathroom doors when in use to stop moisture escaping

Air vents are an important part to manage the balance between heating and ventilating your home and shouldn't be interfered with as this is likely to allow condensation to develop and may result in mould growth.

Warm up your home by:

- heating occupied rooms to around 21c and 16c at night, especially in cold weather conditions
- keeping doors to unoccupied rooms closed and ventilate the room well with the radiator thermostat set to frost setting
- not over-ventilating when it's cold, that just makes the temperature drop, making condensation more likely and increases your heating bills

We understand not everyone can keep their heating on throughout the day. If you're struggling with heating your home, please contact us for advice and support by calling **01227 862 142** or by emailing **bandm@canterbury.gov.uk**

There are also other causes of damp and mould which need to be repaired.

They include:

- penetrating damp which happens when there's a fault in the building, allowing water to get in
- rising damp which is caused by a fault in the damp proofing of the building. This is shown by a tide mark on the wall

To report a repair concerning damp and mould please call **01227 862 142** or email **repairs@canterbury.co.uk**

Repairs

Have you got repairs that still need fixing?

You should report all repairs, even long standing ones, as soon as possible by calling CARDO on **01227 202 321**.

If a member of the team has not been in contact with you and you're still struggling to get your repair fixed, please call our repairs team on **01227 862 142** or email **repairs@canterbury.gov.uk**

If this fails and the repair hasn't been fixed, please follow our complaints procedure by contacting **01227 862 142** or email **tenantcomplaints@canterbury.gov.uk** to report a complaint.

If you are still not happy with the reply from your complaint, you should then contact the Housing Ombudsman.

The service it provides is free and offers impartial and independent advice. The ombudsman can award compensation.

You can contact the ombudsman by calling **0300 111 3000** or email **info@housing-ombudsman.org.uk**

Beware of 'no win, no fee' claims for housing disrepair.

We're aware some of our tenants have been approached by housing disrepair companies encouraging them to make claims against Canterbury City Council with promises of compensation.

These approaches may be by phone, social media, a leaflet through your door or even in person.

If Canterbury City Council has failed to fix repairs you have reported within the allocated time, you might well have a claim.

Of course, it is your right to instruct a solicitor.

If you go down this route, please do so with caution, as even if the solicitor states 'no win, no fee', some agreements have clauses in them that state all the lawyer's costs must be paid in full even if you decide not to pursue the claim at a later stage. This could put you at serious financial risk.

To report a disrepair please call **01227 862 142** or email **repairs@canterbury.gov.uk**

