

# Special newsletter

## We take the issue of damp and mould in our homes extremely seriously

During the colder months, we all want to keep our homes warm. But damp and mould can appear if you don't keep a small amount of fresh air flowing throughout your home.

As we're committed to giving you and your family a safe, warm and comfortable place to live in, we want to reassure all residents that we take the issue of damp and mould extremely seriously and investigate every report of damp and mould thoroughly.

Following our partnership with Riverside, one of our key pledges was to invest an additional £2.5m in tackling water-related issues like damp and mould. To support our work, we've created a new policy which outlines how we deal with the issues. To download a copy just search 'damp and mould' on our website at [onehousing.co.uk](http://onehousing.co.uk)



## Switchee smart thermostats

We're also investing in new technology such as Switchee smart thermostats, which will allow us to collect data and identify and resolve mould issues before they become a major problem.

As part of the pilot project, we'll complete the roll out of 100 Switchee devices before the end of March 2023 with further 100 devices installed between April and June 2023. Each device will include humidity, temperature and air pressure sensors that will remotely detect conditions condensation, damp and mould thrive in while alerting us to the danger. They'll also automatically adjust your heating to maintain your comfort and help reduce energy use.

We're currently looking at data to identify the homes for the pilot. If your property is selected, we'll write to you to provide more details and arrange the installation.

In addition, we're training all our teams – not just repairs people – to spot signs of damp, mould and condensation so, if they visit your home and spot a warning sign, they can report it. This helps us ensure we put in place a plan to tackle any issues at an early stage to prevent the situation worsening.

 **switchee**





# Please report damp and mould issues

We ask that you contact us as soon as you notice any signs of damp and mould so we can visit your property. Please send us photos and videos with your report so we can assess the extent of the issue. We'll then attend within 10 days to carry out immediate treatment known as mould wash. We'll also provide practical advice for dealing with damp and mould.

If we need to investigate further, a surveyor will visit your home. They will identify what remedial works are needed and will put together a treatment plan to make sure the damp and mould problem has been fixed once and for all.

To report damp and mould, please

- use your **MyOneHousing** account
- or email **ask@onehousing.co.uk**
- or call us on **0300 123 9966**

If you need information in another language or if you require an interpreter to be present when we visit your home, please let us know.

## Tackling the problem – how you can help

If you're worried about condensation or damp in your home, there are some simple things you can look out for which help to identify a problem. There are also some key things you can do to prevent problems from ever occurring. Take a look at the checklist and tips below and have a look around your home.

If you have any concerns after following these measures, please use your **MyOneHousing** account, call us on **0300 123 9966** or email **ask@onehousing.co.uk** so we can arrange an appointment to visit your property for an inspection. We have a specialist team in place, and it is our priority to make sure everyone has a warm, safe and dry home.

### Keep an eye out for...

- ✓ Streaming moisture on windows and walls.
- ✓ Damp areas appearing on walls.
- ✓ Peeling wallpaper.
- ✓ Blackened window frames.
- ✓ Soft furnishings and fabrics start to show signs of mould.



### Tips for preventing moisture-related problems

- ✓ Heating your home is key. Leave your central heating on a low setting during colder months.
- ✓ Avoid paraffin or Calor gas heaters as an alternative to central heating as they pose a safety risk and can add moisture.
- ✓ Try to avoid drying clothes inside and over radiators. If you don't have outside space, then place clothes on a rack in a room next to a lightly opened window. You can also use dehumidifier to reduce the level of moisture in the air.
- ✓ If you have a tumble dryer, make sure it is properly ventilated and that the condenser is regularly emptied.
- ✓ While you're in the bath or shower, keep the door closed so steam doesn't move into other rooms in the house. Putting the cold water in your bath first will help reduce the steam in the room. Ensure the bathroom extractor fans are always switched on.
- ✓ Wipe away any condensation from windows and doors. This will reduce the risk of condensation forming into mould.
- ✓ Keep your furniture away from walls to allow air to flow around and to don't overfill cupboards and shelves.
- ✓ Cover your pans when you're cooking and leave your extractor fans on. Closing the kitchen door will reduce moisture spreading into other rooms.
- ✓ Keep air bricks and vents open and clear.
- ✓ If possible, open windows to increase ventilation and air your home regularly.

## And finally...

Heating your home effectively using your central heating is the most important preventative measure you can take. However, we also know that energy prices are at an all time high and many residents are facing real financial challenges to meet the cost of recent price rises.

If you find yourself affected by an energy crisis and struggling to pay your bills, we're here to help.

Through our new £500k Helping Hand Fund from the Riverside Foundation as part of our partnership with the Riverside Group, we can provide small grants and other practical short-term

support for households. Please call us on **0300 123 9966** or complete a self-referral form via your **MyOneHousing** account.

Our new Affordable Warmth Officers are also available to help if you have received an incorrect energy bill, have fuel debt or have no supply and need help to reconnect.