orbit

Your Guide to Damp, Mould and Condensation



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Contents

4 Introduction

6 What is damp, mould and condensation?

8 Where might I find damp and mould in my home?

12 Managing damp and mould

13 Keeping your home warm

14 What you need to know about Awaab's Law

16 What you can expect from us when you report damp, mould and condensation

18 Inspections

Introduction

We want you to have a warm, comfortable, safe home where you are proud to live. We recognise the impact damp, mould and condensation can have on your home and more importantly the wellbeing of those that live there.

Awaab's Law is a powerful reminder of the impact housing can have on our health and wellbeing. It challenges us all to act faster, communicate better and take responsibility when issues arise.

Jayne Lombardi,
Director of Home Repairs



What is damp, mould and condensation?

Damp

The build up of excess moisture. If left untreated, it can create the perfect environment for mould growth.

Mould

A fungus that grows wherever there's moisture. Mould can appear as black pin pricks and often has a musty smell.

Condensation

When warm air meets cold surfaces, condensation can be seen as water droplets on surfaces such as glass, walls and tiles.

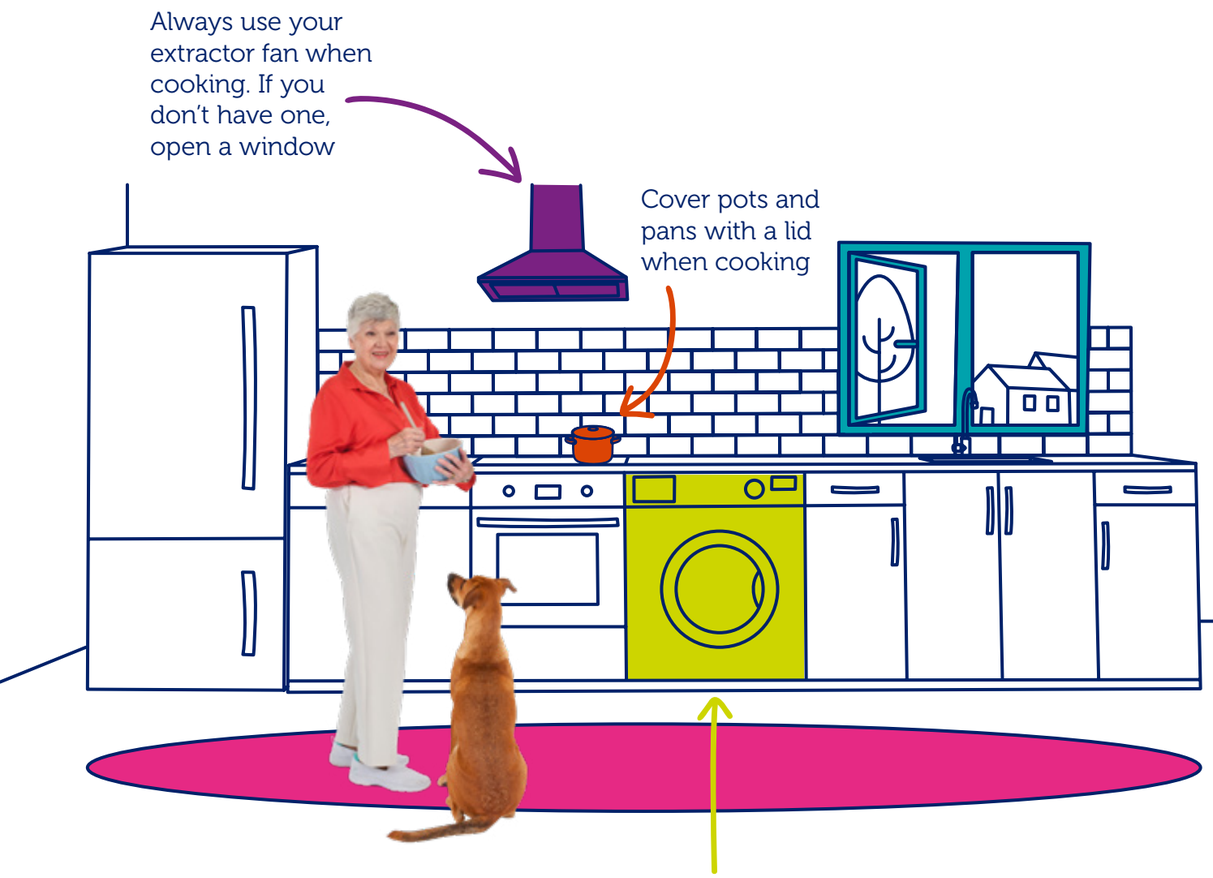
You can find out more about damp, mould and condensation here

You can report damp and mould in your home by filling out our online form at **orbitcustomerhub.org.uk/reportdmc**



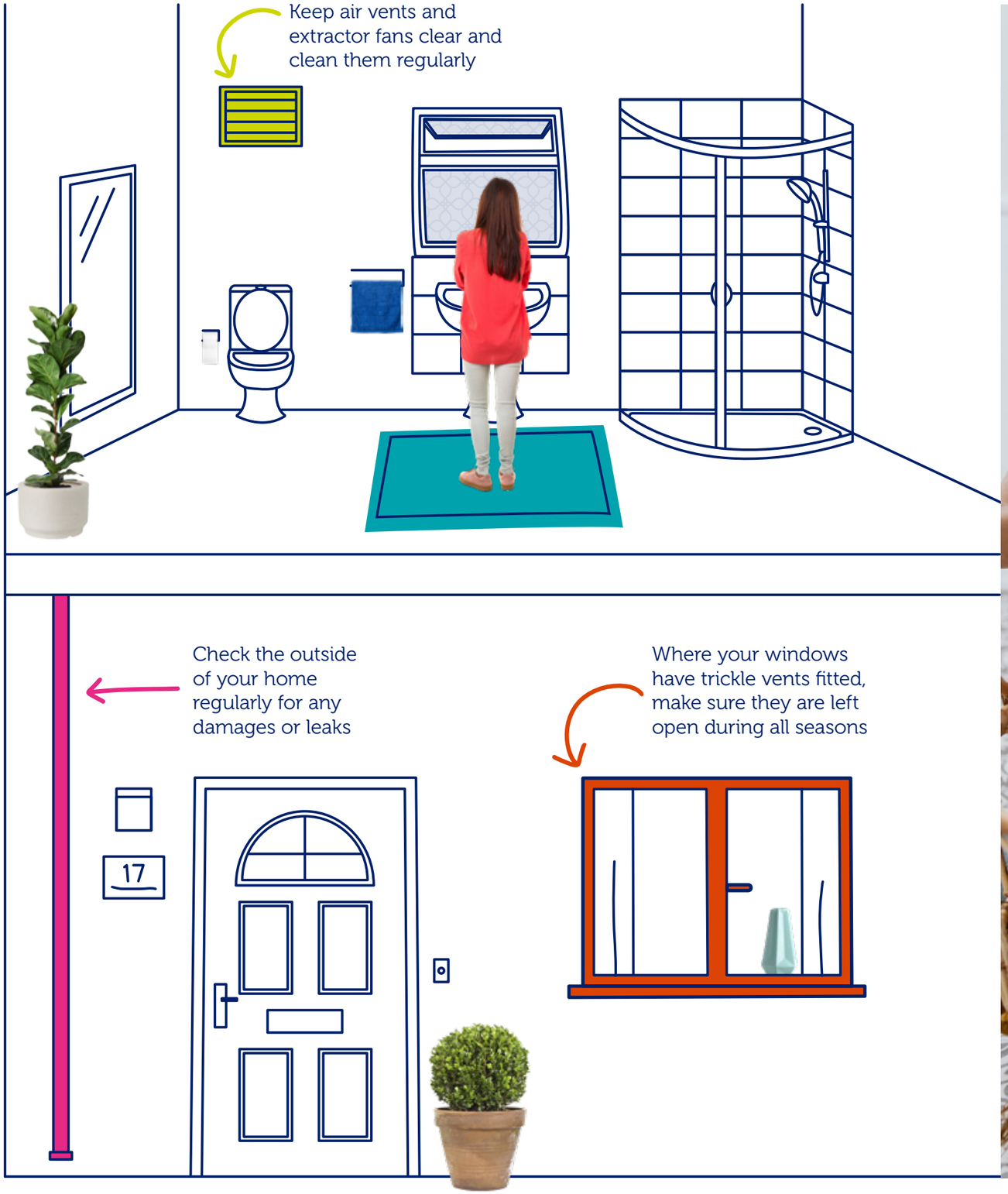
Where might I find damp and mould in my home?

Damp and mould can be found on walls and ceilings in rooms such as kitchens, bathrooms and rooms that aren't ventilated well. You can also find it around windows, on clothes that are stored in dark and damp conditions, and on furniture that is placed close to external facing walls.



The best way of preventing mould is to take steps to reduce damp and condensation levels in your home before the problem starts.




Keep air vents and extractor fans clear and clean them regularly
Check the outside of your home regularly for any damages or leaks
17
Where your windows have trickle vents fitted, make sure they are left open during all seasons



Managing damp and mould

Small amounts of mould can be treated in your home. Here are some do's and don'ts when treating it:

- ✓ **Do** wipe down mould on washable surfaces with a fungicidal wash. You can buy this from most DIY shops. Always follow the manufacturer's instructions
- ✓ **Do** use an anti-mould paint once treated, you can buy this from most DIY shops
- ✓ **Do** use electrical and hanging dehumidifiers – These absorb excess moisture in the air

- × **Don't** paint over mould, it'll regrow if not treated first
- × **Don't** brush or hoover mould, this releases spores into the air which can spread and cause health problems
- × **Don't** use bleach to clean mould, it can release harmful fumes, disrupt spores and doesn't treat the root cause of the mould

Keeping your home warm

Try to avoid switching off your heating for long periods of time in winter

We appreciate you may be worried about energy costs, but if you regularly switch your heating off when it's cold, it can lead to the risk of pipes bursting. It may also make any issues with damp and mould worse, and increase your risk of cold-related illnesses. The World Health Organisation advises not to let your home fall below 18 degrees celsius.

Ensure your home is adequately heated

It's important to avoid extreme changes of temperature, as this can make condensation issues worse. Every time the heating is switched on, water will evaporate, then condense again when the heating is switched off.



If you're worried about heating costs, talk to us

If you are concerned about your energy bills or the cost of living, please talk to us.

Our Better Days service offers free advice, help and support. You can sign up and read more at **orbitcustomerhub.org.uk/betterdays**

You can also visit our cost of living hub for advice and support **orbitcustomerhub.org.uk/cost-of-living**

When should you contact us?

If you're experiencing more widespread issues with damp or mould, please contact us as soon as possible by filling out our online form at **orbitcustomerhub.org.uk/reportdmc**

It's very important that you report any cases of damp and mould to us so we can arrange an inspection as soon as possible and understand what we need to do to put this right.

Risks and vulnerabilities

If you have babies or young children in your home, are elderly, or if anyone in your household has a weakened immune system, asthma, allergies, or other respiratory conditions, please let us know.

What you need to know about Awaab's Law

How we work with you if you report damp, mould and condensation in your home

"Awaab's Law brings in really important changes which I'm passionate about delivering for customers.

I'm proud to have represented Orbit on a Ministry of Housing, Communities and Local Government (MHCLG) working group, helping to develop the guidance given to landlords and tenants about Awaab's Law. This means we're already on the front foot when it comes making improvements for customers."

Jayne Lombardi,
Director of Home Repairs



Awaab's Law means we must act quickly when hazards threaten the health, safety, or wellbeing of customers. As a result, we must address emergency hazards and significant hazards in your homes within a certain timeframe.

Emergency hazards

These are hazards and risks which pose a significant risk or immediate harm to you or members of your household and must be made safe within **24 hours**.

This includes:

- Damp and mould
- Gas leaks
- Exposed electrics
- Loss of water supply
- Broken boilers
- Structural issues
- Broken windows
- Pests
- Fires and explosions
- Falls (on and between levels)
- Excess heat and cold
- Domestic hygiene



We consider many factors when deciding whether a hazard is an emergency.

For example, we look at whether damp and mould is widespread, located in a bedroom, or present in the home of someone with higher health risks. We also take into account weather conditions—particularly when considering water and heating.

Significant hazards

This covers everything else that poses a risk to health and safety but doesn't require immediate action but must be fixed urgently.

What you can expect from us when you report damp, mould and condensation

As part of Awaab's Law coming into effect in October 2025, we'll be supporting you by:

Investigating and making **emergency hazards** safe, including severe damp and mould reports, within **24 hours** of becoming aware of them

Investigating **significant hazards** within **10 days** and carry out safety work within **5 days** of the investigation. If we can't begin work within 5 working days, it must be done as soon as possible and the work must have been started within 12 weeks of the investigation ending

Any **moderate or minor** cases of damp and mould will be inspected within 28 days and will follow our current damp, mould and condensation procedure.

Whether you have an emergency hazard or minor case of damp and mould, we'll be there for you. We know it's important to keep you updated and make sure any hazard is resolved for good.

Providing a written report on findings and planned action to you within **3 days** of the investigation ending

Keeping you updated throughout and provide information on how to keep safe in your home

Providing temporary accommodation for you and your household if the safety works can't be completed within the stated timeframe



Inspections

Once we've received your form and assessed the photos, we'll be in touch if we need to arrange an inspection.

What happens at the inspection?

We'll work with you to agree a time to visit, so you can let the Area Inspector into your home. They'll carry identification, so feel free to ask to see their ID before you let them into your home.

In most cases, the inspection will take up to an hour. The inspector will carry out several checks, both in and outside your home. They might need access to every room throughout the inspection, depending on where the issue is.



They may investigate:

- ✓ Whether there are any hidden leaks
- ✓ The condition of your external walls
- ✓ Drains
- ✓ Any rooms or basements that join on to the room with the reported issue
- ✓ The moisture level of any walls, surfaces or floors that might be relevant
- ✓ Potential blockages in cavity walls
- ✓ External linking, where something like a raised footpath is bridging the damp course in your home, which can cause damp to get into your property
- ✓ They may use thermal imaging, humidity monitoring or temperature monitoring if structural issues don't seem to be causing damp
- ✓ They will take photographs throughout their inspection

What happens after the inspection?

The inspector will make a note of their findings, and we'll let you know if any repairs are needed. If repairs are required, we'll arrange these with our damp and mould partner.

If no repairs are needed, we'll monitor the damp and mould, to make sure there are no ongoing problems.

If you're dealing with damp and mould in your home, please report it to us as soon as possible.

You can report it using this form:

orbitcustomerhub.org.uk/reportdmc







Get in touch

You can visit our website:
orbitcustomerhub.org.uk

To report damp and mould, visit:
orbitcustomerhub.org.uk/reportdmc

For more information,
please contact us at:
orbitcustomerhub.org.uk/contact-us

Or to talk to us, please call:
0800 678 1221

Textphone:
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Take a look on social media:
f @orbithousing

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If you need information in a different format, please contact us on:
0800 678 1221

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